



Office of Public  
Prosecutions  
Victoria



Victims &  
Witnesses

## Victims and Witness Assistance Service

### Contact

**T:** (03) 9603 7425

**T:** 1800 641 927 (toll free) (**TTY** - 133 677)

**E:** [wasadmin@opp.vic.gov.au](mailto:wasadmin@opp.vic.gov.au)

**W:** [opp.vic.gov.au/victims-witnesses](http://opp.vic.gov.au/victims-witnesses)

### Who we are and what we do

- The Victims and Witness Assistance Service (VWAS) is part of the Office of Public Prosecutions (OPP). The OPP prosecutes serious crime in court in Victoria.
- We are a specialist service of social workers who understand the criminal justice process.
- We work together with OPP lawyers to provide information and support to adult victims and witnesses of serious crime, during the court process.

### How will you be treated?

As a victim or witness, you can expect to be treated with courtesy, respect and dignity by OPP staff at all times. We also expect that you will treat OPP staff with courtesy, respect and dignity.

We will not disclose your personal information, including your address and telephone number, except in accordance with the Privacy and Data Protection Act 2014.

### What kind of information and support can VWAS provide?

We can give you information about:

- the court process
- your rights and entitlements in relation to the court process
- the status of the matter and court hearing dates
- giving evidence, and what you should expect during the court process
- completing a Victim Impact Statement
- the Financial Assistance Scheme, Victims' Register and making a submission to the Adult Parole Board.

We can also:

- provide support and assistance when you need it
- meet with you before major court hearings and support you during this time, particularly if you are feeling anxious
- give you a tour of the court where the matter will be heard and explain the roles of court staff
- answer any questions you may have about the court process
- discuss any concerns you have about your safety while in court or giving evidence
- debrief with you after court hearings
- arrange with the OPP solicitor to provide you with an interpreter
- refer you to other agencies for additional support.

**Serving justice**  
Serving the community