

THE IMPACT OF CRIME

Criminal activities can affect an individual, their family and their friends regardless of whether they were all involved in the event. Crime can impact on people in a number of ways including:

Physical

- Feeling tense, jumpy or 'on edge'
- Insomnia, Nightmares
- Loss of or increased appetite
- Lack of co-ordination

Emotional

- Sadness, grief or a sense of loss
- Anger, Irritability, Frustration
- Feelings of guilt
- Emotional Instability

Cognitive

- Confusion
- Forgetfulness
- Marked changes to personality

Behavioural

- Turning to alcohol, drugs or some other damaging behaviour
- Avoiding people or places
- Becoming reclusive
- Turning to work or other activities to avoid thoughts

Not everyone responds in the same way and for some people, there may be a delayed reaction to a disruptive event.

Liz Gibson - Counsellor

Victims Counselling & Support Services

Telephone: 1800 614 544

Email: counsellor@ypa-isa.com.au

VCSS provides free appointment based face-to-face and telephone counselling for people living in Queensland whose lives have been impacted by crime. VCSS also provides a 24 hour telephone appointment making, information and referral service. A range of free counselling and support services are available to assist victims, their family and friends, and witnesses of crime, as they try to resume their lives.

1300 139 703

www.vcss.org.au



Relationships Australia
QUEENSLAND

Relationships Australia (Qld) provides counselling, education and support services to individuals, couples and families. We are committed to social justice and inclusion, and respect the rights of all people, in all their diversity, to live with dignity and safety, and to enjoy healthy relationships. For information about the other services we provide, please contact 1300 364 277.

Funded by the Department of Justice and Attorney-General, supporting victims of crime in Queensland

Victims
counselling & support services
1300 139 703



WHO WE ARE

The Victim's Counselling and Support Service (VCSS) is a confidential and non-discriminatory service for any person living in Queensland who has been impacted by crime, including:

- Victims of crime
- Family members and friends of victims of crime
- Witnesses of crime

VCSS provides a range of counselling and support services to help people who have been affected by crime to resume their lives. All of our counsellors are qualified and experienced in providing support to people impacted by crime. In addition, all services are provided under strict ethical guidelines and in accordance with privacy and confidentiality legislation.

YOUR RIGHTS

The Victims of Crime Assistance Act 2009 protects the rights of victims and ensures they are cared for properly.

A victim of crime has the right to be treated in accordance with the **Fundamental Principles of Justice for victims**, which includes:

- Fair and dignified treatment
- Privacy
- Information about services
- Information about investigation of offender
- Information about prosecution of offender
- Advice regarding role as a witness
- Contact between victim and accused to be minimised
- Provide details of impact of crime during sentencing (victim impact statement)
- Information about convicted offender

COPING STRATEGIES

Each person affected by crime will cope differently with the situation. However it is important to:

- Allow yourself to feel your emotions
 - Allow yourself to react
 - Keep notes on your progress
 - Make small steps daily towards regaining control
 - Talk to someone about how you feel
 - Return to your normal activities and schedule as soon as possible
 - Try to rest, sleep, exercise, eat regularly and take care of yourself
 - Take time out to allow yourself to move on
 - Consider seeing a counsellor or your doctor for some professional help
- Do not:**
- Blame yourself for what happened – it was not your fault
 - Keep your emotions inside – find someone to talk to
 - Make life-changing decisions – wait until you feel up to it

ACCESSING



PROGRAM

THE

Any young person
between the age of 12-18
years who is at risk of:

- Disconnecting from their family/
community or support networks
- Disengaging from school, training
and/or employment
- Harm, including self-harm
- Homelessness

Can be referred into the
YES Program.

Young people can drop into the service or be referred by family, friends, schools or other agencies by contacting Young People Ahead with the information provided in this brochure.

CONTACT DETAILS

11-13 Fourth Ave,
Mount Isa, QLD 4825

Office Hours:
8.30am - 5pm

Monday to Friday
CLOSED PUBLIC HOLIDAYS

Free Call: 1800 614 544
Landline: (07) 4743 1000
Fax: (07) 4743 1030

Email:
reception@ypa-isa.com.au
yesmanager@ypa-isa.com.au

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www.twitter.com/ypantisa

YPA is proudly funded by the:



Queensland
Government

www.youngpeopleahead.com.au



The YES

program

The YES Program is aimed at the early intervention response to young people who present with risk factors that may impact their well-being and result in harm, homelessness and/or negative health outcomes.

The Youth Empowering Strength Program will be working with young people with low to medium support needs through to high level of complex needs.

Early intervention includes planned support at this critical stage with the aim of stabilising the young persons situation.

Support

provided

The service response is tailored to the individual young people's needs for the required duration.

This is achieved through a case management supportive context.

YES is: Outcomes Focused

- Experience positive relationships with their family and community.
- Are engaged in education, training and/or employment.
- Lead healthy and violence free.
- Have safe stable places to live.
- Provide young people with life.

Community

agency

partners

- Department of Housing & Public Works
- Education Facilities
- Job Search Agencies
- Shelters and Emergency Accommodation
- Centrelink
- Alcohol, Tobacco & other Drugs Services (ATODS)
- Medical Centres
- Department of Communities, Child Safety
- DJAG, Youth Justice
- Headspace
- Legal Aid Services
- Lifeline
- Gidjee Aboriginal Medical Service
- YPA: Bail Support
- YPA: Youth Housing and Reintegration Service
- YPA: Youth Shelter
- Community Rent Scheme
- Centacare Family Services
- Medicare Local
- Anglicare
- Neighbourhood Centre

PRIVACY STATEMENT

Mount Isa Youth Shelter is a confidential service. Those who access our service can be assured that their right to privacy is respected.

If we think that you would benefit from engaging with another service we will get you to sign a Client Consent Form. You have the right to refuse this if you wish.

All young people who access the Mount Isa Youth Shelter have the right to:

- Confidentiality and Privacy
- Feel safe and be treated with respect
- Make a complaint

ACKNOWLEDGEMENT

The Mount Isa Youth Shelter acknowledges the traditional custodians of the land where we work, live and play. The Kalkadoons.

We pay our respect to Elders in the community, and extend our recognition to their descendants.



Mount Isa Youth Shelter

MOUNT ISA YOUTH SHELTER IS A
SAFE PLACE



Mount Isa Youth Shelter

Contact

Mount Isa Youth Shelter

60 Spence Street
Mount Isa, QLD 4825

Open 24 hours/7 days a week

freecall: 1800 614 544

Phone: (07) 4749 0840

Fax: (07) 4743 0299

Email:

youthshelter@ypa-isa.com.au

Website:

www.youngpeopleahead.com.au

Facebook:

www.facebook.com/youngpeopleahead

YPA IS FINANCED BY THE



QUEENSLAND

Phone : (07) 4749 0840





Mount Isa Youth Shelter

WHO ARE WE?

The Mount Isa Youth Shelter service provides crisis support accommodation to young people 16 to 25 years of age who are homeless, or at risk of homelessness.

The Mount Isa Youth Shelter provides accommodation and assist young people towards independent living and family reconciliation where appropriate.

The Mount Isa Youth Shelter is staffed 24 hours a day, 7 days a week and our friendly, caring staff are always available to assist and support young people.

WHAT DO WE OFFER?

- capacity to house up to 10 young people; 4 females and 6 males
- is comfortable and safe
- is free from violence, aggression, harassment, illegal drugs and alcohol
- provides food and basic toiletries
- provides crisis accommodation up to 13 weeks, with review based on the young person's needs
- secure, furnished bedrooms with all general furnishings as well as access to community kitchen/dining area (and daily foods), laundry, separate lounge with TV, DVD, recreation room and recreational items, and bathroom facilities. Phone and computer access also available
- access to crisis case management

WHO CAN REFER?

Any young person between the age of 16 to 25 who is homeless or at the risk of becoming homeless.

HOW TO REFER?

The Mount Isa Youth Shelter is Accessible any time, any day.
Young People can drop into the Service or they can be referred by family, friends, school or any community service sector in and around Mount Isa.

The Youth Shelter provide referrals to other community agencies in order that our clients have access to other quality services so that they receive all the support they need.