

INQUIRY INTO SUPPORT PROVIDED TO VICTIMS OF CRIME

Submission No: 8
Submitted by: Loretta George
Publication: Making the submission and your name public
Attachments: No attachment

Submitter Comments:

As a psychologist working with victims of crime I have found the process of applying for assistance through Victim's of Crime and Link up extremely traumatising for my clients. On a number of occasions my clients have had to tell and retell their stories to a number of different staff members. By the conversations I have heard on the phone I doubt the staff they are talking to have any training in working with people that have experienced trauma. Often my clients have felt like they are not being believed (even when there is documentation from QPS), and invalidated. My clients have reported they feel like they are being challenged on their right to this assistance. Additionally, the time the process has taken adds to the stress and trauma for my clients. As they are anxious about if they are believed or not. As a registered psychologist I am very concerned for my clients that are so traumatised by a service that is meant to help them but instead adds to their trauma. I personally have issues where the staff at Victims Link up pressure my clients to get a Mental Health Plan and get rebates from Medicare and then Victims Link pay the gap. I believe this to be double dipping.

INQUIRY INTO SUPPORT PROVIDED TO VICTIMS OF CRIME

Submission No: 8
Submitted by: Loretta George
Publication: Making the submission and your name public
Attachments: No attachment

Submitter Comments:

I am a private psychologist and I have left a number of times with people that are victims of crime. It has been my observation that my clients that have attempted to access to Victims Of Crime and Victimslinkup@justice.qld.gov.au and had to tell and retail the story to a number of people with in the Department and have often reported that they think the people they are talking to think they are lying. It would seem the people they are talking to. You have not been trained in working with people that have been traumatised. It would also seem that the people that are talking to do not have a full understanding of what domestic violence is And how it affects the survivors. Also the amount of time that it has taken to process their request has only added to the anxiety for my clients as there are from wondering whether they've been believed which of course adds to the fear of invalidation as a private psychologist working with in the Medicare system , I am very concerned that a number of my clients have been told to go and get a mental health plan so that Medicare pays for some of the fee and then Victimslinkup@justice.qld.gov.au and Medicare does not pay for trauma counselling so that puts me in a very precarious position as a fully registered psychologist I think there needs to be is very clear guidelines about what is or is not double dipping.