

Bravehearts is Australia's leading child protection organisation, dedicated to preventing child sexual assault and supporting survivors of all ages.

Our services include specialist holistic counselling for survivors and their supporting family members, as well as case management for those navigating the reporting process and legal system.

This brochure provides an overview of Bravehearts' case management services and how you can access these services.



[bravehearts.org.au](http://bravehearts.org.au)

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Information and Support Line

Freecall  
**1800 272 831**  
(Monday to Friday 8:30am - 4:30pm)



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## Case Management Services



# Our case managers are here to support you.

As a survivor of child sexual assault, you have already taken the most important and difficult step - breaking your silence.

Disclosing takes a great deal of courage; as does navigating the reporting process and criminal justice system. Bravehearts understands how overwhelming this can be, which is why our case managers are here to help.

Our case managers will provide you with support and guidance every step of the way, ensuring you do not have to face this alone.

## How do case managers help?

Bravehearts' case managers are qualified professionals with backgrounds in the areas of social work, law, child safety, psychology and criminology. Our case managers:

- Assess each client's individual needs;
- Develop individual case plans;
- Provide support and information about police processes and can attend as a support person when their clients are making police statements;
- Explain how the courts and the legal systems operate;
- Support you on your day in Court;
- Provide practical support (for example, assistance applying for housing or emergency relief, completing Centrelink and Victims of Crimes financial assistance applications);
- Provide referrals to other services.

## How do you access our case management services?

You do not need a referral to access our case management services. If you think a Bravehearts case manager could help you, please contact us directly on the phone number or email provided below for a confidential chat.

Phone **FREECALL 1800 272 831**  
(Monday to Friday 8:30am - 4:30pm EST)

Email **[intake@bravehearts.org.au](mailto:intake@bravehearts.org.au)**

Web **[bravehearts.org.au](http://bravehearts.org.au)**

