

Through the volunteer component of the VSD, ordinary citizens are trained and given an opportunity to become active participants in strengthening the criminal justice system.

**Primarily, volunteers should be:**

- Capable of high levels of confidentiality
- Non-judgemental
- Accessible to victims in the place where they are serving

**Persons who serve as volunteers include:**

- Community leaders
- Clergy
- Health Care Providers
- Neighbours and Friends

For every person who partners with the VSD to support victims, the network of criminalization grows weaker. Indeed, as we continue to forge partnerships, progress is being secured and communities are being restored.



**VICTIM SERVICES DIVISION PARISH OFFICE LISTING**

<b>Kingston &amp; St Andrew</b> 47E Old Hope Road, Kingston 5	876-946-0663, 876-618-3620 876-978-8021
<b>St Catherine</b> Shop #12, Oasis Plaza, Spanish Town	876-618-2915
<b>Clarendon</b> Clarendon Parish Court Building, May Pen	876-902-1613, 876-902-1623
<b>Manchester</b> The RADA Building, Caledonia Road, Mandeville	876-625-4112, 876-625-4113
<b>St Elizabeth</b> 80 Main Street, Santa Cruz	876-966-3481
<b>Westmoreland</b> Shop #21, Dunbar Mall Savanna-la-Mar	876-918-1741, 876-918-1449
<b>Hanover</b> Shops #9&12, Tags Plaza Haughton Court Main Rd. Lucea	876-956-3143, 876-956-2030
<b>St James</b> Shops #37-38, Overton Plaza Montego Bay	876-940-4967
<b>Trelawny</b> Rock District, Falmouth	876-996-4790, 876-617-5522
<b>St Ann</b> 61 Main Street, St Ann's Bay	876-972-9489
<b>St Mary</b> 33 Main Street, Port Maria, St Mary	876-994-9125, 876-994-9917
<b>Portland</b> Shops # 8 & 9, Bryan's Bay Plaza, Bryan's Bay	876-993-4542
<b>St Thomas</b> 15 Church Street, Morant Bay	876-734-5638, 876-734-5650
<b>West Kingston</b> 54A Spanish Town Road, Kingston	876-922-5215, 876-922-5216



**VICTIM SERVICES DIVISION**

Healing and Justice for All Victims Of Crime

**FIRST CLASS  
JUSTICE SYSTEM**

## WHAT IS VSD?



The Victim Services Division (**VSD**) is the arm of the Ministry of Justice established to assist victims of crime.

The **VSD** is committed to actively supporting victims of crime by identifying their needs and advocating their rights. The **VSD** is instrumental in advancing the Ministry's Witness Care initiative.

### WHY DO WE NEED A VICTIM SUPPORT PROGRAMME?

Victim support programmes internationally are established primarily to provide a corrective balance to the Criminal Justice System by providing the following services:

- Advocacy & Public Education
- Networking & Promotions
- Court Support
- Technical Services
- Emotional Support & Crisis Intervention
- Policy Development & Implementation
- Volunteer Mobilization
- Programme Administration & Data Management
- Development of Victim Sensitive Special Intervention Programmes
- Violence Prevention Initiatives

The Division **provides** these services through its 14 parish offices islandwide.

The rights of the state and the rights of the offender have been paramount in the Western world, while the **victims' rights** are often minimized. The Division, through its parish offices islandwide, continues to make a vital contribution to the society.

### WHO BENEFITS FROM THE VSD?

Persons who fall within the following categories can benefit from the VSD:

- Persons against whom criminal offences have been committed, e.g. rape, wounding, etc.
- Victims of arson
- Victims of serious domestic and community disputes
- Victims of human rights abuses
- Family members of a murdered victim
- Children used by older persons to commit crimes

### HOW DOES THE VICTIM SUPPORT PROGRAMME HELP VICTIMS?

- Ensures victims have means of recourse and redress



- Facilitate reparation in some cases
- Ensures that the victim is informed of his/her rights and the means through which justice may be attained
- Promotes structural changes in the justice system that facilitate victims attaining their rights

### COMPONENTS OF THE PROGRAMME

The Division strives to provide healing and justice for victims of all types of crime and has now become a household name in Jamaica.

#### • *Client Servicing Component*

The services provided are free and are responsive to clients' needs, and demonstrate professionalism, honesty, integrity and confidentiality.

#### • *Networking and Victim Rights Promotional Component*

The programme continues to strengthen its islandwide linkages with various community individuals and institutions. The **VSD** seeks to engage with both Government and non-Governmental entities in its effort to strengthen the support base for victims of crime.

### VOLUNTEER COMPONENT

The primary functions of the volunteers include identification of victims at the community level and assisting in determining the appropriate intervention for cases.