

What does the victims support scheme look like?

The scheme provides a coordinated approach to information, support and referral, with an emphasis on **immediate assistance** and **access to counselling**.

You are able to access the services you need **when you need them most**. You are allocated a **support coordinator**, who conducts a comprehensive assessment of your particular situation, develops a tailored plan and then guides you through the criminal justice and human services systems. Your support coordinator provides **information, referrals to other services and ongoing advice**.

Your package of care may include some or all of **five types of support**:

1. Information, referrals and advice
2. Counselling
3. Financial assistance for immediate needs
4. Financial assistance for economic loss
5. Recognition payment

[\(See table for more details\)](#)

Contact details

For more information call the
Victims Access Line 1800 633 063
8am to 6pm, Monday to Friday
(exc. public holidays)

We have an Aboriginal Contact Line
1800 019 123

Email: vs@justice.nsw.gov.au

Fax: (02) 8688 9632

Website: www.victimsservices.justice.nsw.gov.au

Address: Level 1, Justice Precinct Offices
160 Marsden Street, Parramatta

Address all mail to:

The Commissioner Of Victims Rights
Victims Services, Locked Bag 5118,
Parramatta NSW 2124

Victims Rights and Support Act 2013
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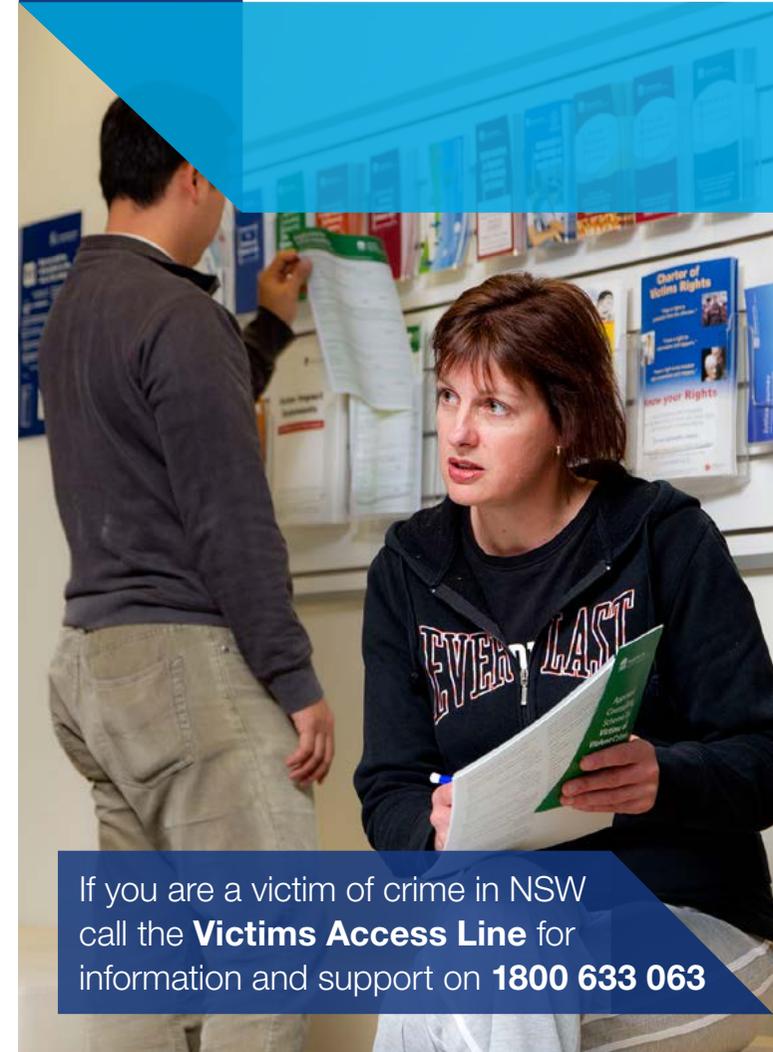
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Victims support A quick guide



If you are a victim of crime in NSW
call the **Victims Access Line** for
information and support on **1800 633 063**

Five types of support

The package of care developed by your support coordinator may include some or all of these forms of assistance:

	Purpose	Benefits	Who is eligible to apply?	What evidence is required?	How long do you have to claim?
Information, referrals and advice	To assist in your recovery	<ul style="list-style-type: none"> Guidance through the criminal justice and human services systems Crisis support 	<ul style="list-style-type: none"> All victims of crime 	None	No time limit applies
Counselling	To assist in your recovery	<ul style="list-style-type: none"> An initial ten hours of counselling A further 12 hours if required 	<ul style="list-style-type: none"> All victims of violent crime 	Application form	No time limit applies
Financial assistance for immediate needs	To address your urgent needs	<ul style="list-style-type: none"> Emergency medical and dental expenses Relocation costs (safer location) Capped at \$5,000 Funeral costs capped separately at \$8,000 	<ul style="list-style-type: none"> Primary victims 	Report from police or government agency, plus quotes or receipts of any expenses being claimed. In some cases further information may be required.	No later than two years from the incident or within two years of turning 18 for children.
Financial assistance for economic loss	To aid your rehabilitation and recovery	<ul style="list-style-type: none"> Loss of actual earnings Assistance with cost of living and other expenses Expenses associated with damage to personal effects Justice related expenses Medical and dental expenses Total capped at \$30,000 	<ul style="list-style-type: none"> Primary victims Parents of a child victim may be eligible Family members of homicide victims can access justice-related expenses 	Report from police or government agency, plus evidence of injury, plus quotes or receipts of any expenses being claimed. In some cases further information may be required.	No later than two years from the incident or within two years of turning 18 for children. There is no time limit for victims of sexual assault (if they were a child at the time the incident(s) occurred) to claim for justice-related or out-of-pocket expenses.
Recognition payment	To acknowledge the trauma you have suffered	<ul style="list-style-type: none"> Payment will be based on the offence, for example: <ul style="list-style-type: none"> \$15,000 – financially dependent family of homicide victim \$7,500 – non-financially dependent parents of homicide victim \$10,000 – sexual assault: long term, involving multiple offenders or use of an offensive weapon \$5,000 – attempted sexual assault; assault with grievous bodily harm; pattern of physical child abuse \$1,500 – indecent assault; robbery; assault 	<ul style="list-style-type: none"> Primary victims Dependent family members and parents of homicide victims 	Report from police or government agency, and evidence of injury. In some cases further information may be required.	Within two years of the incident or within two years of turning 18 for children. Claims for domestic violence, sexual assault and child abuse offences must be lodged within ten years, or within ten years of turning 18 for children. There is no time limit for victims of sexual assault if they were a child at the time the incident(s) occurred.