

What does the victims support scheme look like?

The NSW victims support scheme provides a range of supports to victims of crime in NSW

Victims of crime will be assisted by representatives from the Client Service & Management Team and provided with information, referrals to other services and ongoing advice to access services when they need them most. Victims Services representatives will assist clients to access the following supports:

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

If you require further assistance contact the Victims Access Line, staff can provide you with information and guide you through the process of seeking assistance from Victims Services.

Important information

Once your application is lodged, Victims Services requires documentation to support your claim. If this information is not provided, Victims Services may lapse your claim.

Once an application is lodged, you may continue to make claims for five years (unless the maximum amount of financial support has been given).

Contact details

Phone 1800 633 063
Aboriginal Contact Line 1800 019 123
Hours 8am to 6pm, Monday to Friday
Email vs@justice.nsw.gov.au
Web www.victimsservices.justice.nsw.gov.au
Street 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 support scheme

Quick guide



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Alternative formats of this information are available.

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Five types of support

The package of care developed by your Victims Services representative 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, support and referral	To assist in your recovery	<ul style="list-style-type: none"> • Guidance through the criminal justice and human services systems • Provide support to people in crisis and refer them on to an appropriate service 	All victims of an act of violence	None	No time limit applies
Counselling	To assist in your recovery	Up to 22 hours of counselling	<ul style="list-style-type: none"> • Primary victims • Secondary victims • Family members 	An application form	No time limit applies
Financial assistance for immediate needs	To address expenses you have incurred as a direct result of the incident, to secure your health, safety or wellbeing	<ul style="list-style-type: none"> • Assistance in relocating to a safer location • Implementation of safety measures, eg. changing locks • Emergency medical and dental • Crime scene clean up • The package of benefits is capped at \$5,000 • Funeral costs capped separately at \$9,500 	<ul style="list-style-type: none"> • Primary victims • Immediate family members of homicide victims 	<ul style="list-style-type: none"> • A report from police, or government or government-funded organisation • Invoices 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"> • Losses incurred as a direct result of the incident capped at \$30,000: • Ongoing medical and dental • Out of pocket expenses • Loss of actual earnings • Loss or damage to personal effects • Justice-related expenses for travelling to and from criminal or coronial proceedings 	<ul style="list-style-type: none"> • Primary victims • Parents of a child primary victim are eligible for some financial assistance • Immediate family members of homicide victims can access justice-related expenses 	<ul style="list-style-type: none"> • A report from police, or government or government-funded organisation • Evidence of injury • Evidence of expenses you are claiming (eg. invoices or receipts of any expenses being claimed) • In some cases further information may be required 	<ul style="list-style-type: none"> • 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) to claim for justice-related or out-of-pocket expenses
Recognition payment	To acknowledge that a violent offence has been committed against you.	<p>Payment will be based on the offence, for example:</p> <ul style="list-style-type: none"> • \$15,000 – financially dependent family victim or children under 18 years at the time of death • \$10,000 – a sexual assault involving: serious bodily injury; multiple offenders; an offensive weapon. A sexual or sexual touching involving a series of incidents. • \$7,500 – parent, step-parent or guardian, or current spouses or de facto partners of a homicide victim • \$5,000 – sexual assault (one incident); attempted sexual assault with serious bodily injury; assault with grievous bodily harm; physical assault of a child that is one of a series of incidents. • \$1,500 – attempted sexual assault; sexual touching; robbery involving violence; assault 	<ul style="list-style-type: none"> • Primary victims • Parents, step-parents and guardians and financially dependent family members of homicide victims 	<ul style="list-style-type: none"> • A report from police, government or government-funded organisation and a medical, dental or counselling report of injury is needed to establish eligibility • Invoices or receipts of any expenses being claimed. • In some cases further information may be required 	<ul style="list-style-type: none"> • No later than two years from 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 10 years, or within 10 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