

Claim for Immediate Needs Support Package

Victims Support Scheme

If you've been injured as a result of domestic violence in NSW, you can use this form to claim an Immediate Needs Support Package through the Victims Support Scheme. This package provides financial assistance to help you pay for things you need urgently to stay safe and healthy, as well as to ensure your wellbeing as a direct result of the violent crime.

Who can use this form?

You can use this form to claim the Immediate Needs Support Package if you are:

- a person who has been physically or psychologically injured as a direct result of an act of domestic violence (primary victim), **and**
- you need to urgently relocate as a direct result of the violent crime and/or install security at your home.

What is domestic violence under the *Victims Rights and Support Act 2013*?

Victims Services can only accept claims for the Immediate Needs Support Package if the domestic violence involved violent conduct against the victim, causing physical or psychological injury, and was committed when the offender either:

- is or was your spouse or de facto spouse
- is or was in an intimate personal relationship with you
- lived with you at the time of the violent crime
- is or was your parent, step-parent, guardian, child or step-child, sibling, half-sibling or step-sibling
- was your ongoing paid or unpaid carer at the time of the violent crime.

How much financial assistance will I receive?

If your claim for the Immediate Needs Support Package is approved, you may receive up to \$5,000 to spend on the approved packages, to secure your immediate needs as a direct result of the violent crime. These packages can assist you with security, relocation, clothing, toiletries, furniture and household items.

Please note that the maximum amount you can claim for financial assistance for immediate needs, including the Immediate Needs Support Package, is \$5,000.

When do I have to make a claim?

You need to make a claim within 2 years from the domestic violence offence. At the time of applying, the evidence must show that you have an urgent need for the packages claimed as a direct result of the violent crime.

How do I make a claim?

1

Complete the Application for Support and select the options to apply for financial assistance for immediate needs. This form is available on the [Victims Services website](#).

If you have already made an application for financial assistance for the same act of violence, you do not need to complete another **Application for Support**. You can provide the details of your existing application on this form.

2

Complete this claim form. If handwriting, please make sure your responses are written clearly and use BLOCK LETTERS.

3

Use the checklist on page 6 to make sure you've given us all the information and documents we need. Unfortunately, if something is missing, we will not be able to accept your claim.

4

Send us your completed claim form and required documents by uploading them to your online application, or by email or post. You will also need to provide a completed **Application for Support** if you do not have a current financial assistance claim with us.

Email: vs@dcj.nsw.gov.au

Post: Commissioner of Victims Rights
Victims Services
Department of Communities and Justice
Locked Bag 5118
Parramatta NSW 2124

Contact Victims Services

☎ **Call** the Victims Access Line on **1800 633 063** or the Aboriginal Contact Line on **1800 019 123**

✉ **Email** vs@dcj.nsw.gov.au

🌐 **Visit** victimsservices.justice.nsw.gov.au

If you have a hearing or speech impairment, call the National Relay Service on **13 36 77** (TTY) or **1300 555 727** (Speak and Listen).

If you need an interpreter, call the Translating and Interpreting Service on **13 14 50**.

i What if I've already incurred expenses for relocation or security?

The Immediate Needs Support Package can provide financial assistance for costs that you need to pay for urgently. If you have already incurred expenses for relocation or security, you can apply for financial assistance for immediate needs to be reimbursed up to \$5,000 for these expenses. The maximum amount that you can claim for financial assistance for immediate needs, including the Immediate Needs Support Package, is \$5,000. To apply for financial assistance for immediate needs, use the [Application for Support](#) available on the [Victims Services website](#). You will need to provide proof of the expenses you are claiming, such as receipts, itemised tax invoices and/or evidence of your rental tenancy agreement.

What do I do if my Immediate Needs Support Package is approved?

If your Immediate Needs Support Package is approved, you must:

- use the money for the approved purpose
- keep receipts, itemised tax invoices and other evidence, such as a tenancy agreement, rental ledger or bank statement, for a period of 5 years as evidence of how you used the approved funds
- contact Victims Services immediately if your circumstances change after you receive the package and you will no longer use the funds for their agreed purpose.

If you make another claim for the Immediate Needs Support Package, you must provide evidence of how you spent the package that was previously approved. This evidence must be provided at the time of making your Immediate Needs Support Package claim and your claim may not be accepted until this evidence is provided.

Part 1: Existing application for financial assistance

1. Is this claim in relation to an existing application for financial assistance?

Yes ► Victims Services application reference number (if known)

If you don't know your Victims Services application reference number, please provide the offender's full name and the date(s) of the incident. Please ensure the date(s) are the same as your existing application.

No ► You need to submit this form with a completed [Application for Support](#), which you can access on the [Victims Services website](#).

Part 2: Details of the person who requires support

Please provide the details of the primary victim who is requiring victims support ('the applicant').

2. Details of the applicant

Title First given name

Second given name(s)

Family name

Other name(s) used

Date of birth

/ /

DAY

MONTH

YEAR

3. Contact details of the applicant

Email

Postal address

Suburb

State

Postcode

Country

Primary contact number

Part 3: Parent, step-parent or guardian

If you are a parent, step-parent or guardian claiming on behalf of a child primary victim under 18 years of age, please provide your details below.

4. Parent, step-parent or guardian's details

Title First given name

Second given name(s)

Family name

Other name(s) used

Date of birth

/ /

DAY

MONTH

YEAR

Part 4: The applicant's current circumstances

5. Does the applicant have dependant children? Yes ► How many dependants do you have? No

6. Does the applicant still live with the person who was violent towards them? Yes No

7. What is the applicant's current address?

Address

Suburb State Postcode Country

8. What is the applicant's living situation? Please select one of the following.

I have not relocated and do not intend to ► What date did you start living at your current address?

DAY / MONTH / YEAR

I have not relocated but need to urgently ► What date did you start living at your current address?

DAY / MONTH / YEAR

Where do you intend to relocate to? If you do not know the full address, please provide a suburb or town.

Address

Suburb State Postcode Country

I have relocated to temporary or emergency accommodation and I'm looking for a new rental accommodation

► What date did you start living in your temporary or emergency accommodation? DAY / MONTH / YEAR

Where do you intend to relocate to? If you do not know the full address, please provide a suburb or town.

Address

Suburb State Postcode Country

I have relocated to new rental accommodation ► What date did you move to this accommodation?

DAY / MONTH / YEAR

Part 5: Immediate Needs Support Packages required

9. What package(s) does the applicant need urgently to stay safe and healthy or to ensure their wellbeing as a result of the crime? Select all that apply.

Package A: Rental assistance within the Greater Metropolitan Region (\$3,150)

Package B: Rental assistance outside the Greater Metropolitan Region (\$2,100)

Package C: Household items (\$1,650 plus \$300 per child) ► Select each item you need.

Bedding Furniture Kitchenware Linen/towel

Package D: Clothing and toiletries (\$300 plus \$300 per child)

Package E: Whitegoods and appliances (\$1,550) ► Select each item you need.

Fan Fridge Heater Kettle Microwave Toaster Vacuum Washing machine

Package F1: Change of locks (\$300)

Package F2: Security cameras (\$2,300)

Package F3: Security windows/doors (\$2,000)

Package F4: Alarm system (\$900)

Package G: Storage (\$600)

Package H: Removalist (\$700)

Part 6: Assistance from other service providers (continued)

Support from other service providers ► Provide details of the support given.

Service provider name

Amount (if applicable) \$

Describe the type of support given

i Please provide documents showing the support you have received from other services providers along with your completed claim form. If you cannot provide the documents, please provide reasons why in the descriptions above.

Part 7: Previous approval of the Immediate Needs Support Package

17. Has the applicant received an Immediate Needs Support Package before?

Yes ► Please provide evidence of how you spent the package funds that were previously approved. This can include receipts, itemised tax invoices or other evidence, such as a tenancy agreement, rental ledger, or bank statement. Provide the Victims Services application reference number(s).

No ► Go to **Part 8: Applicant's declaration.**

Privacy notice

The information that you give on this form is collected, used, held and disclosed by the Commissioner of Victims Rights¹ in accordance with the [Department of Communities and Justice's \(DCJ\) Privacy Policy](#) for the purpose of administering the Victims Support Scheme and related functions under the *Victims Rights and Support Act 2013*. It is important you understand your privacy rights. For full information on how DCJ handles your information, please call us on **1800 633 063** or visit the [DCJ website](#).

¹Victims Services, Department of Communities and Justice, Locked Bag 5118, Parramatta (vs@dcj.nsw.gov.au).

Part 8: Applicant's declaration

The applicant must declare the following to complete the claim, unless they are under 18 years of age or otherwise lack the legal capacity to make the declaration.

If the applicant is under 18 years of age, or lacks the capacity to complete the claim, then a parent, step-parent or guardian may agree to be bound by the declaration on the victim's behalf.

Declaration

I state the following:

- I declare that I require financial assistance for immediate needs as a direct result of domestic violence.
- I understand that any financial assistance I receive is to be used for the purpose of addressing the immediate needs I have attested to in this form.
- I will keep proof of my purchases made using the approved funds for five years and I will produce evidence of my expenditure, should this be required.
- I understand that if victims support is approved, action may be taken (restitution) to recover money from a person convicted of a crime for which the support relates.

I (full name of applicant or parent/guardian)

make the declaration above on

DAY / MONTH / YEAR

Signature

Checklist

Use the checklist to make sure you have given us all the required information and documents with your completed and signed claim form. Unfortunately, if something is missing, we will not be able to accept your claim.

Information and documents required for all applicants

A completed and signed [Application for Support](#) in relation to the domestic violence offence and supporting documentation that explains what happened and how the crime affected you, **or** the details of your existing Application for Support on this claim form, including your Victims Services application reference number.

A clear copy of your current government-issued identification and your parent, step-parent or guardian's current government-issued identification (if you are under 18).

Evidence of the support you have received from other service providers because of the domestic violence, if applicable.

A rental tenancy agreement for your new property or other documentary evidence of your new tenancy (only required if you have relocated to a new rental accommodation).

If you have been approved the Immediate Needs Support Package before, you will need to provide extra documents with your claim

Your previous Immediate Needs Support Package claim number and receipts, itemised tax invoices, a rental tenancy agreement, rental ledger and/or bank statement as evidence of how you have used the approved funds.

Contact Victims Services

📞 **Call** the Victims Access Line on **1800 633 063** or the Aboriginal Contact Line on **1800 019 123**

✉️ **Email** vs@dcj.nsw.gov.au

🌐 **Visit** victimsservices.justice.nsw.gov.au

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