

Application for Counselling for a Family Member of a Road Crime Victim

Victims Support Scheme

We understand losing a family member to road crime is a traumatic and painful experience. If you are a family member of someone who has died as a result of a road crime in NSW, you can use this form to apply for counselling through the Victims Support Scheme.

The Victims Support Scheme is administered by the Commissioner of Victims Rights. The Commissioner may delegate functions to their staff at Victims Services, which is part of the NSW Department of Communities and Justice.

Learn more about the Victims Support Scheme on the Victims Services website at victimsservices.justice.nsw.gov.au.

What is a road crime?

A 'road crime' is an act or series of acts involving a motor vehicle that caused the death of the road crime victim, and either:

- a person is charged with committing a crime in relation to that act or series of acts, or
- charges cannot be laid because the person responsible cannot be identified, or
- charges cannot be laid because the person responsible has also died.

If a person is charged with murder in relation to the road crime victim's death, or the act is declared a terrorist act, the road crime victim's family members may be eligible for support as the family member of a homicide victim. Further information about the support available for family members of a homicide victim can be found on the [Victims Services website](#).

Who can use this form?

- Family victims, who are immediate family members of a person who died as a result of a road crime. This includes current spouses, current de facto partners who have lived with the victim for at least 2 years, parents, step-parents, guardians, children, step-children, guardian children and siblings.
- Related family members of a person who died as a result of a road crime, who are not family victims, including grandparents, grandchildren, aunts, uncles, cousins and in-laws.

What support is available?

22 hours of counselling is available to family victims and related family members where the road crime occurred on or after 1 February 2023. Additional hours may be approved.

If the road crime occurred before 1 February 2023, counselling may be approved in exceptional circumstances.

Are there time limits for making an application?

You can make an application at any time.

We're here to help

This form will ask you for information about the road crime and the person who died. We know sudden and traumatic loss can affect people in lots of different ways and understand it may be difficult to fill in this application.

If you have any questions or are unsure if you can apply, please contact us by phone or email.

How do I apply?

- 1 **Complete the application form.** If handwriting, please make sure your responses are written clearly and use BLOCK LETTERS.
- 2 **Use the checklist on page 6** to make sure you have given us all the information and documents we need.
- 3 **Send us your completed application form and the required documents by email or post:**
Email: vs@dcj.nsw.gov.au
Post: Commissioner of Victims Rights
Victims Services
Department of Communities and Justice
Locked Bag 5118
Parramatta NSW 2124

What happens next?

We'll write to you by email or post to let you know we have received your application and notify you of the decision.

Important information about victims support

If the person who committed the road crime died and you are related to them, you cannot be approved for support unless you are also related to another person who died.

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**.

Part 1: Details of the person who requires support ('the applicant')

1. Details of the applicant

Title First given name
Second given name(s) Family name
Other name(s) used
Gender Date of birth / /
DAY MONTH YEAR

2. Contact details for the applicant

i An email or postal address is required so we can send you information about this application.

Email
Home address
Suburb State Postcode Country
Postal address (if different)
Suburb State Postcode Country
Primary contact number Other contact number
Can we contact you by phone? Yes No

3. Is the applicant of Aboriginal or Torres Strait Islander origin? This question is optional and is for statistical and planning purposes only.

Yes, Aboriginal Yes, Torres Strait Islander Yes, both Aboriginal and Torres Strait Islander No

4. Which language does the applicant mainly use at home? This question is optional and is for statistical and planning purposes only.

English Other ► Please specify

i A copy of your current government-issued identification must be provided with this application.

5. What type of government-issued identification is provided for the applicant?

Birth certificate Centrelink card Change of name certificate Driver licence
Marriage certificate Medicare card MIN card Passport Photo card
SafeWork licence SafeWork white card Other ► Please specify

6. Is the applicant under 18 years of age?

Yes No ► Go to **Part 3: Authorising a representative.**

7. Is the applicant under the parental responsibility of the NSW Minister for Families and Communities?

Yes ► Please provide details of the Department of Communities and Justice representative. When completed, go to **Part 3: Authorising a representative.**

First given name Family name
Email
Telephone

No ► The details of the applicant's parent, step-parent or guardian must be provided at **Part 2: Parent, step-parent or guardian.**

i If a parent, step-parent or guardian's details cannot be provided, please contact Victims Services to discuss your situation before sending us your application.

Part 2: Parent, step-parent or guardian

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

Title First given name
Second given name(s) Family name
Gender Date of birth / /
DAY MONTH YEAR

9. Contact details for the parent, step-parent or guardian

i An email or postal address is required so we can send you information about this application.

Email
Home address
Suburb State Postcode Country
Postal address (if different)
Suburb State Postcode Country
Primary contact number Other contact number
Can we contact you by phone? Yes No

i If the applicant is under 18 years of age, a copy of government-issued identification for their parent, step-parent or guardian must be submitted with this application form, along with a copy of the child's identification.

10. What type of government-issued identification is provided for the parent, step-parent or guardian?

Birth certificate Centrelink card Change of name certificate Driver licence
Marriage certificate Medicare card MIN card Passport Photo card
SafeWork licence SafeWork white card Other ► Please specify

11. Is the parent, step-parent or guardian of Aboriginal or Torres Strait Islander origin? This question is optional and is for statistical and planning purposes only.

Yes, Aboriginal Yes, Torres Strait Islander Yes, both Aboriginal and Torres Strait Islander No

12. Which language does the parent, step-parent or guardian mainly use at home? This question is optional and is for statistical and planning purposes only.

English Other ► Please specify

Part 3: Authorising a representative

If you are the applicant, you can authorise someone to represent you for this application, or all of your applications. Your authorised representative can be a legal representative, someone from a support service or a family member or friend.

If your authorised representative is a family member or friend, a copy of their government-issued identification and date of birth will need to be provided.

i If you are a parent, step-parent or guardian applying for victims support for a child under the age of 18 and have provided your details at **Part 2: Parent, step-parent or guardian**, you do not need to complete this section unless you want to nominate someone to be your authorised representative.

13. Do you want to authorise someone to be your representative in relation to this application?

Yes

No ► Go to **Part 4: Details of the road crime victim.**

Part 3: Authorising a representative (continued)

14. Who do you want to be your authorised representative?

First given name

Family name

Organisation (if applicable)

Email

Postal address

Suburb

State

Postcode

Country

Primary contact number

Other contact number

15. What is the relationship between you and the authorised person?

They are a legal representative.

They are from a support service.

They are a family member or friend. ► Please tell us their date of birth

DAY

MONTH

YEAR

i If your authorised representative is a family member or friend, a copy of their government-issued identification must be provided.

16. Who should we send correspondence to? Correspondence includes decisions made about your application(s).

I want to receive all correspondence about my application.

I want all correspondence about my application sent to my authorised representative.

Part 4: Details of the road crime victim

17. Road crime victim's details

Title

First given name

Second given name(s)

Family name

Date of birth

DAY

MONTH

YEAR

Date of death

DAY

MONTH

YEAR

18. What is the relationship between the applicant and the road crime victim?

PART 5: Road crime details

19. Where in NSW did the road crime happen? If you don't know the full address, you must provide a suburb, town or location.

Address

Suburb

Postcode

20. When did the road crime occur that led to the road crime victim's death?

DAY

MONTH

YEAR

21. Did the road crime occur on or after 1 February 2023?

Yes ► Go to **Part 6: Applicant's declaration.**

No

22. Describe any exceptional circumstances that we should consider when assessing your application.

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 6: Applicant's declaration

The information you provide on your application form is very important to support your claim. If you would like to change the information that you have provided, please contact Victims Services. The applicant must declare the following to complete the application, 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 application, then a parent, step-parent or guardian may agree to be bound by the declaration on the applicant's behalf.

Declaration

I state the following and acknowledge:

A. The collection, disclosure and truth of information

- A.1 I declare that the information provided is true and correct.
- A.2 I understand that giving false or misleading information is a serious offence and may adversely affect the outcome of my victims support application(s) and/or lead to criminal or civil legal action against me.
- A.3 I agree to the collection, use and sharing of information as outlined in the [Department of Communities and Justice's Privacy Policy](#).
- A.4 I consent to and authorise the Commissioner of Victims Rights or their delegate ("the Commissioner") to disclose and receive my personal and health information and to make relevant enquiries to verify any information provided. This includes but is not limited to sharing information with State and Federal government agencies and authorities, and private health care providers.

B. Keeping the Commissioner up to date

- B.1 I understand that it is my responsibility to keep the Commissioner updated with any changes to the personal details provided in this form, including but not limited to my name and contact details.

C. Authorising a representative

- C1. If I have authorised someone to be my representative, I understand that:
 - C1.1. by giving this authority, the Commissioner can get information from and provide information to my authorised representative for the purposes of my application(s)
 - C1.2. if my authorised person is a representative of a support service or law firm, this authority extends to that organisation
 - C1.3. my authorised representative must provide my written instructions to update my personal details, including contact details
 - C1.4. my authorised representative must provide my written instructions to withdraw my application(s)
 - C1.5. any previous authorised representative(s) will no longer be able to act or enquire on my behalf, unless they are my parent or guardian.

I, (full name of applicant, parent, guardian or DCJ representative)

make the declaration above on


DAY / MONTH / YEAR

Signature


Checklist


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

The applicant's email or postal address, or a parent, step-parent or guardian's (if the applicant is under 18).

-  If you want correspondence about your application to be sent to an authorised representative, we also need their email or postal address.

A clear copy of the applicant's current government-issued identification.

-  If the applicant is under 18, a clear copy of a parent, step-parent or guardian's government-issued identification is also required.

-  If you have nominated a family member or friend to be your authorised representative, you also need to provide a copy of their government-issued identification.

If there are exceptional circumstances you want us to consider, information or documentation which helps us understand your situation.

Important information when applying for victims support

Can I apply for victims support in NSW if the road crime happened in another state or territory?

No. To be eligible for approved counselling under the Victims Support Scheme the road crime must have been committed in NSW. If the road crime happened in another Australian state or territory, you can find contact details for the relevant victims support service on the [Victims Services website](#).

What type of identification does Victims Services accept?

You need to provide one form of current government-issued identification. This could be a:

- birth certificate
- Centrelink card
- change of name certificate
- driver licence
- marriage certificate
- Medicare card
- MIN card
- passport
- photo card
- SafeWork licence
- SafeWork white card
- screenshot of your MyGov account or another government account.

Please do not send us the original document and ensure the copy or image:

- is clear
- captures all parts of the identification
- has the same name on the identification document as the application form or has supporting evidence, such as a change of name certificate.

If you're unable to access your identification document, please contact Victims Services to discuss your options.

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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