

# Victims Support Scheme

## Quick Guide

All victims of crime in NSW can contact Victims Services for free and confidential information, advice and referrals.



The Victims Support Scheme can also help people who have been injured by violent crime or modern slavery\* in NSW with:



Counselling



Financial assistance for immediate needs



Financial assistance for economic loss



A recognition payment

*\*To be eligible, the act of modern slavery must have happened on or after 1 January 2022.*

This guide provides information about the support available through the Victims Support Scheme for:

- a person who has been injured as a direct result of an act of violence or modern slavery (primary victim)
- a person who has been injured as a direct result of witnessing an act of violence (secondary victim)
- a parent, step-parent or guardian who is caring for a child who has been injured as a direct result of an act of violence or modern slavery.

If you are a family member of someone who has died as a result of a homicide or a road crime, please visit the [Victims Services website](#) for more information about the support available to you.

## How to apply for victims support

### Complete an application form

Forms are available on the [Victims Services website](#).

### Provide a copy of your identification

You need to provide a copy of 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. Please ensure the copy or image:

- is clear
- captures all parts of the identification
- has the same name on the identification 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 us to discuss your options.

### Attach supporting documents

If you are applying for financial assistance or a recognition payment, you will need to provide supporting documents with your application.

This includes reports that explain what happened and how the incident affected you. We may also need copies of itemised tax invoices and receipts, or other evidence.

Use the table over the page to learn what you need to provide with your application.

## 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](mailto:vs@dcj.nsw.gov.au)

🌐 **Visit** [victimsservices.justice.nsw.gov.au](http://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**.

Type of support	Who can apply?	What documents do I need to apply?	How long do I have to apply?
 <p><b>Counselling</b></p> <p><b>To help in your recovery</b> Up to 22 hours of counselling and more for some victims.</p>	<ul style="list-style-type: none"> <li>• Primary victims.</li> <li>• Secondary victims.</li> </ul>	<p><b>Application form</b> and government-issued identification.</p>	<p>No time limit.</p>
 <p><b>Financial assistance for immediate needs</b></p> <p><b>To help cover urgent health, safety or security expenses resulting from the violent crime or modern slavery</b> Up to \$5,000 to help pay for:</p> <ul style="list-style-type: none"> <li>• security measures such as changing the locks on your doors or putting an alarm in your home</li> <li>• relocation</li> <li>• crime scene clean-up</li> <li>• emergency doctor, dentist and other medical bills.</li> </ul>	<ul style="list-style-type: none"> <li>• Primary victims.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Application form</b> and government-issued identification.</li> <li>• A report that explains what happened and how the incident affected you. This can be one of the following: <ul style="list-style-type: none"> <li>– a police report*</li> <li>– a report from a government or government-funded organisation that provides support to victims of crime</li> <li>– a medical, dental or counselling report.</li> </ul> </li> <li>• Copies of itemised tax invoices, receipts or treatment plans and a description of how the costs are related to the incident.</li> </ul> <p>Primary victims of domestic violence may not be required to provide evidence of their expenditure as they may be eligible to receive the Immediate Needs Support Package. For more information, please visit the <a href="#">Victims Services website</a>.</p>	<p>Within 2 years from the violent crime or modern slavery, or within 2 years of turning 18 if the victim was a child at the time of the incident.</p>
 <p><b>Financial assistance for economic loss</b></p> <p><b>To help cover other expenses resulting from the violent crime or modern slavery</b> Up to \$30,000 to help pay for:</p> <ul style="list-style-type: none"> <li>• actual loss of earnings due to time off work (up to \$20,000)</li> <li>• out-of-pocket expenses if you did not lose earnings (up to \$5,000)</li> <li>• doctor, dentist or other medical bills (up to \$30,000)</li> <li>• loss or damage to the clothes you wore or items you were carrying when the violent crime or modern slavery happened (up to \$1,500)</li> <li>• costs incurred in attending court or coronial proceedings, or other justice-related expenses (up to \$5,000).</li> </ul>	<ul style="list-style-type: none"> <li>• Primary victims.</li> <li>• Parents, step-parents and guardians of a primary victim who was under 18 when the incident happened.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Application form</b> and government-issued identification.</li> <li>• A report that explains what happened. This can be one of the following: <ul style="list-style-type: none"> <li>– a police report*</li> <li>– a report from a government or government-funded organisation that provides support to victims of crime.</li> </ul> </li> <li>• Medical, dental or counselling report(s) that show how the incident affected you.</li> <li>• Copies of itemised tax invoices, receipts or treatment plans and a description of how the costs are related to the crime.</li> <li>• Information about your earnings (if claiming lost income)^.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 2 years from the violent crime or modern slavery, or within 2 years of turning 18 if the victim was a child at the time of the incident.</li> <li>• For victims of sexual assault who were children when the incident happened, there is no time limit for claiming out-of-pocket and justice-related expenses.</li> </ul>
 <p><b>Recognition payment</b></p> <p><b>To acknowledge that a violent crime or act of modern slavery has been committed against you</b> The amount of a recognition payment is based on the offence:</p> <ul style="list-style-type: none"> <li>• \$10,000 for primary victims of sexual assault involving serious bodily injury, multiple offenders, or an offensive weapon or a sexual assault, sexual act, or attempted sexual assault involving a series of incidents.</li> <li>• \$5,000 for primary victims of a sexual assault, attempted sexual assault causing serious bodily injury, assault resulting in grievous bodily harm, or physical assault of a child that involves a series of incidents.</li> <li>• \$1,500 for primary victims of an attempted sexual assault without serious bodily injury, sexual touching, sexual acts (if the victim was under 16 years old at the time), a robbery involving violence, or an assault which didn't cause grievous bodily harm.</li> </ul>	<ul style="list-style-type: none"> <li>• Primary victims.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Application form</b> and government-issued identification.</li> <li>• A report that explains what happened. This can be one of the following: <ul style="list-style-type: none"> <li>– a police report*</li> <li>– a report from a government or government-funded organisation that provides support to victims of crime.</li> </ul> </li> <li>• Medical, dental or counselling report(s) that show how the incident affected you.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 2 years of the violent crime or modern slavery or within 2 years of turning 18 if the victim was a child at the time of the incident.</li> <li>• Within 10 years of the incident for victims of domestic violence, sexual assault or child abuse, or within 10 years of turning 18 if the victim was a child at the time of the incident (with the below exception for child sexual assault).</li> <li>• For a victim of sexual assault who was a child under 18 years of age at the time of the incident, there is no time limit to apply.</li> </ul>

\* If the incident was reported to NSW police, you do not need to send us a police report. You can provide information about your report to NSW police in the application form.

^ If you're applying for financial assistance for loss of earnings, we will need details about your employment and the time you were unable to work because of the incident, as well as other information and documents to support your claim. Learn more on the [Victims Services website](#).