

### Important information about your application

**One form of Government issued ID is required to apply to the Victims Support Scheme.**

Examples:

- Medicare card
- Passport
- Centrelink card
- Birth certificate
- Driver licence
- Marriage certificate
- Photo Card
- Change of name certificate.

You can provide copies or images. Original documents should NOT be sent.

Other forms of identification can also be provided through a screenshot of the MyGov account or another government account. This must include the victim's full name.

All copies need to:

- be clear (not blurry)
- capture all parts of the ID/account, including the reverse side
- have the same name on the ID and application form, or supporting evidence such as a Change of name certificate.

If you have no way of accessing ID – please call the Victims Access Line or Aboriginal Contact Line to discuss your options.

### Other documentation

If you are applying for financial assistance for economic loss and/or a recognition payment, make sure you send us medical, dental or counselling reports that show how the violent crime has affected you. We cannot assess your claim until your reports are received. If you do not give us your reports within 12 months of lodging your application, your claim will be closed.



# Victims Support Scheme

## Quick guide

### What is the Victims Support Scheme?

**The Victims Support Scheme helps people who are victims of violent crime in NSW.**

All victims of violent crime in NSW can get help with information and referrals.

You can also get help with:

- > Counselling
- > Financial assistance for immediate needs
- > Financial assistance for economic loss
- > Recognition payment.

For family victims of homicide victims, further information on financial support for funeral expenses and forensic cleaning can be found on our website.

### Who should I contact to find out more?

**Victims Access Line:** 1800 633 063

**Aboriginal Contact Line:** 1800 019 123

**Business hours:** Monday to Friday 9am to 5pm  
(excluding public holidays)

**Email:** [vs@dcj.nsw.gov.au](mailto:vs@dcj.nsw.gov.au)

**Website:** [victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au)

## The table summarises the different types of support that you may get and what information we need from you for each support type.

PURPOSE	BENEFITS	WHO IS ELIGIBLE TO APPLY?	WHAT INFORMATION DO I NEED TO GIVE?	HOW LONG DO YOU HAVE TO CLAIM?
<b>Type of support: Counselling</b>				
To help in your recovery	Up to 22 hours of counselling and more for some victims	<ul style="list-style-type: none"> <li>Primary victims</li> <li>Secondary victims</li> <li>Family members</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Government issued ID</li> </ul>	No time limit
<b>Type of support: Financial assistance for immediate needs</b>				
To help pay for things you need urgently to be safe and healthy because of the violent crime	<p>You may get up to \$5,000 to help pay for:</p> <ul style="list-style-type: none"> <li>changing the locks on your doors; putting an alarm in your home</li> <li>moving house</li> <li>crime scene clean up</li> <li>emergency doctor, dentist and other medical bills</li> </ul> <p>You may get up to \$9,500 to help pay for the funeral</p>	<ul style="list-style-type: none"> <li>Primary victims</li> <li>Parents, step-parents and guardians</li> <li>Family victims</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Government issued ID</li> <li>Police* or government/government-funded organisation report that provides details about what happened, or a medical report that shows how the violent crime has affected you (not required for family victims)</li> </ul>	<p><b>Within 2 years from the violent crime*</b></p> <ul style="list-style-type: none"> <li>For children, within 2 years of turning 18</li> </ul>
<b>Type of support: Immediate needs support package (INSP)</b>				
To help pay for things you need urgently to be safe and healthy after the violent crime	<p>You may receive grants to help pay for:</p> <ul style="list-style-type: none"> <li>security</li> <li>relocation</li> <li>furniture and household items</li> <li>basic clothing and toiletries</li> </ul> <p>In total, you may receive up to a \$5,000 grant</p>	<ul style="list-style-type: none"> <li>Primary victims of domestic violence</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>INSP Claim form</li> <li>Government issued ID</li> <li>Police* or government/government-funded organisation report that provides details about what happened, or a medical report that shows how the violent crime has affected you (not required for family victims)</li> </ul>	<p><b>Within 2 years from the violent crime*</b></p> <ul style="list-style-type: none"> <li>For children, within 2 years of turning 18</li> </ul>
<b>Type of support: Financial assistance for economic loss</b>				
To help pay for loss of earnings and other costs that assist you with your recovery	<p>We can help pay for:</p> <ul style="list-style-type: none"> <li>lost income because you had to take time off work (up to \$20,000)</li> <li>out of pocket expenses if it is hard for you to prove lost income (up to \$5,000)</li> <li>doctor, dentist or other medical bills (up to \$30,000)</li> <li>some costs of attending court or coronial proceedings (up to \$5,000)</li> <li>loss or damage to the clothes you wore or items you had when act of violence happened (up to \$1,500)</li> </ul> <p>In total, you may claim up to \$30,000</p>	<ul style="list-style-type: none"> <li>Primary victims</li> <li>Parents, step-parents and guardians</li> <li>Family victims</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Government issued ID</li> <li>Police* or government/government funded report that provides details about what happened (not required for family victims)</li> <li>Medical, dental or counselling reports that show how the violent crime has affected you (not required for family victims)</li> <li>Copies of tax invoices, receipts or treatment plans of costs you are claiming</li> <li>A description of how each cost relates directly to the violent crime</li> <li>Information about your earnings (if claiming lost income)</li> </ul>	<p><b>Within 2 years from the violent crime*</b></p> <ul style="list-style-type: none"> <li>For children, within 2 years of turning 18</li> <li>For victims of sexual assault who were children when the violent crime happened: <ul style="list-style-type: none"> <li>No time limit for claiming out-of-pocket expenses</li> <li>Within 2 years of turning 18 for loss of earnings, medical and dental, bills, and loss or damage to personal items</li> </ul> </li> </ul>
<b>Type of support: Recognition payment</b>				
To acknowledge that a violent crime has been committed against you	<p>Payment is based on the offence, for example:</p> <ul style="list-style-type: none"> <li>\$15,000 for financially dependent family victim or children under 18 at the time of death</li> <li>\$10,000 for primary victims of sexual assault involving – serious bodily injury, multiple offenders, or an offensive weapon; a sexual assault, sexual act, or attempted sexual assault involving a series of incidents</li> <li>\$7,500 for parents, step-parents or guardians, current spouses, or de facto partners of a homicide victim</li> <li>\$5,000 for primary victims of a sexual assault (one incident), attempted sexual assault with serious bodily injury, assault with 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, a robbery involving violence, or an assault (without grievous bodily harm)</li> </ul>	<ul style="list-style-type: none"> <li>Primary victims</li> <li>Parents, step-parents and guardians</li> <li>Financially dependent family victims and children under 18 years at the time of death</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Government issued ID</li> <li>Police* or government/government-funded report that provides details about what happened (not required for family victims)</li> <li>Medical, dental or counselling reports that show how the violent crime has affected you (not required for family victims)</li> </ul>	<p><b>Within 2 years from the violent crime*</b></p> <ul style="list-style-type: none"> <li>For children, within 2 years of turning 18</li> <li>For victims of domestic violence, sexual assault and child abuse, within 10 years: <ul style="list-style-type: none"> <li>For children, within 10 years of turning 18</li> <li>For victims of sexual assault who were children when the incident happened, no time limits apply</li> </ul> </li> </ul>

\* If the violent crime was reported to the police, you do not need to send us a police report – just provide as much information as you can in the application form.

† If the violent crime directly resulted in the death of a victim, the two year time period commences from the date it was confirmed the death resulted from the act of violence.