

# Application for Support

## Victims Support Scheme

If you have been injured due to a violent crime or modern slavery in NSW, you may get help through the Victims Support Scheme. Parents, step-parents and guardians of a child who is a victim can also apply.

The type of support you get, the information you need to provide and the time limits to apply will depend on your situation.

Use the checklist and frequently asked questions at the end of this form to learn about the types of support, the time limits that apply and what you need to provide with your application. Unfortunately, if something is missing, we will not be able to accept your application. A copy of your government-issued identification and an email or postal address must be provided.

You can also learn more about the scheme on the Victims Services website at [victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au).

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

### Who can use this form?

- A person who has been injured as a direct result of an act of violence or modern slavery.
- A person who has been injured as a direct result of witnessing an act of violence.
- 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 the person seeking support is a close family member of someone who has died as a direct result of an act of violence, please use the [Application for Support for a Family Member of a Homicide Victim](#) available on the [Victims Services website](#).

### What is an act of violence or modern slavery?

An **act of violence** is an act or a series of related acts that:

- occurred when a crime was committed
- involved violent conduct
- resulted in a person being injured, physically or psychologically.

Some examples include assault, sexual assault and domestic violence.

An **act of modern slavery** is an act or series of related acts that:

- occurred when a crime was committed
- involved slavery, servitude or forced labour of a child
- resulted in a person being injured, physically or psychologically.

Some examples include forced labour, forced marriage, debt bondage and human trafficking.

**To be eligible for victims support, the incident(s) must have happened in NSW.**

### We're here to help

This form will ask you for information about what happened, and where and when the incident(s) happened.

We know violence and modern slavery can affect people in lots of different ways and understand it may be difficult to fill in this application.

If you have 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 11** to make sure you have given us all the information and documents we need. Unfortunately, if something is missing, we will not be able to accept your application.
- 3 **Send us your completed application form and all required documents:**  
**Email:** [vs@dcj.nsw.gov.au](mailto: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. We will assess your application and notify you of the decision. If we need more information or documents, we will contact you.

### 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**.

## Part 1: Details of the person who requires support

**1. Who is this application for?** Please select the option below which applies to the person who wants to receive support ('the applicant').

A person who was injured as a direct result of an act of violence or modern slavery

A person who was injured as a direct result of witnessing an act of violence

A parent, step-parent or guardian who is caring for a child who was injured as a direct result of an act of violence or modern slavery ► Provide the child's full name and date of birth below

First given name

Family name

Date of birth

DAY / MONTH / YEAR

## 2. 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

## 3. Contact details for the applicant

 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

How would you like us to contact you?

Post

Email

Can we contact you by phone?

Yes

No

## 4. Has the applicant applied for victims support before?

Yes ► Victims Services reference number(s)

Name(s) you have used when applying (if different from the name on this application)

No ► Go to **Question 6**.

## 5. Is this application for the same act of violence or modern slavery?

Yes ► Offender's full name

Type of violence

Date(s) of the incident(s) ► Please ensure the date(s) are the same as your existing application

Specific date

DAY / MONTH / YEAR

or

from

DAY / MONTH / YEAR

to

DAY / MONTH / YEAR

No

**6. 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

## Part 1: Details of the person who requires support (continued)

**7. 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 the applicant's current government-issued identification must be provided with this application.

**8. 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

**9. Is the applicant under 18 years of age?**

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

**10. 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

**11. Parent, step-parent or guardian's details**

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

**12. 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  
How would you like us to contact you?      Post      Email  
Can we contact you by phone?      Yes      No

## Part 2: Parent, step-parent or guardian (continued)

**i** If the applicant is under 18 years of age, a copy of a 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.

### 13. 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

**14. 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

**15. 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.

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

Yes      No ► Go to **Part 4: Details of the act of violence or modern slavery**.

### 17. 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

### 18. 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.

### 19. Which of your applications do you want this authority to apply to?

I want this person to be my authorised representative only for this application.

I want this person to be my authorised representative for all Victims Support Scheme applications.

### 20. Who should we send correspondence to?

 Correspondence includes decisions made about your application(s).

I want to receive all correspondence about my application(s).

I want all correspondence about my application(s) to be sent to my authorised representative.

## Part 4: Details of the act of violence or modern slavery

In this section you are asked to provide brief information about the act of violence or modern slavery. We understand this may be difficult. This information will help us to consider your application.

**21. What was the nature of the incident(s)?** Please select the closest match.

Adult sexual assault      Assault      Child sexual assault      Domestic and/or family violence  
Home invasion      Modern slavery      Robbery  
Other ▶ Please specify

**22. How was the applicant injured?**      Physically      Psychologically

**23. Please tell us about the incident(s).** Only a brief description of the incident(s) is required. For example, 'physically assaulted by my partner' or 'I saw a person being attacked with a knife'. If you need more space to answer this question, please provide the details on a separate page and attach it to the application.

**24. When did the incident(s) occur?** If you do not know the exact date, please provide the month and/or year.

The incident(s) happened on a specific date ▶ Enter date      /      /      /      /  
DAY      MONTH      YEAR  
Multiple incidents happened over a period of time, from      /      /      to      /      /      /      /  
DAY      MONTH      YEAR      DAY      MONTH      YEAR

**25. Where in NSW did the incident(s) happen?** If you don't know the full address, you must provide a suburb or town.

Place, business name or type of business (if applicable)

Address

Suburb

State

Postcode

**26. Is the offender known to the applicant?**      Yes      No

**27. Is the offender related to the applicant?**      Yes      No ▶ Go to **Question 29.**

**28. What is the relationship between the applicant and the offender?**

**29. Details of the offender.** Provide as much information as you can about the offender.

Title      First given name

Second given name(s)      Family name

Offender's date of birth      /      /      /  
DAY      MONTH      YEAR

If there was more than one offender, please tell us their name, date of birth (if known) and your relationship to them (if any).

If the offender is found guilty of the crime, they will be required to pay back Victims Services any money paid to you.

## Part 5: Counselling

Eligible persons can access up to 22 hours of counselling. Some victims may be eligible for more than 22 hours of counselling.

**30. Does the applicant want to apply for counselling?** Yes No

**i** If you are applying for counselling only, you can skip **Parts 6 - 11** and go to **Part 12: Applicant's declaration**. To find out about other types of support that you might be eligible for, visit the [Victims Services website](#).

## Part 6: Reporting the act of violence or modern slavery

To get financial assistance and/or a recognition payment, further information and supporting documents need to be provided which include details about what happened and how the violent crime or modern slavery affected the applicant (or the child primary victim under 18, if applicable).

The supporting documents you need to provide will depend on the type of support you are applying for.

If the incident was reported to NSW police, please provide the details of the report to police below. You do not need to send us the police report.

If the incident was disclosed to another government agency or a government-funded organisation, please provide the details below. You may need to provide us with a report from that organisation.

**i** Please refer to the checklist and frequently asked questions at the end of this form for information about the reports you need to provide and the time limits that apply. You can also learn more on the [Victims Services website](#).

**31. Was the incident(s) disclosed to a government agency or a government-funded organisation or reported to the police?**

Yes No ► Go to **Question 34**.

**32. When was the incident(s) disclosed or reported?** Specific date / / or  
DAY MONTH YEAR  
from / / to / /  
DAY MONTH YEAR DAY MONTH YEAR

**33. Who was the incident(s) disclosed or reported to?**

A government agency ► Name of the agency

A government-funded organisation ► Name of the organisation

Police ► Police Reference Number (COPS Event Number or SARO Reference Number)

Police station

**34. Did the matter go to court?** Yes No ► Go to **Part 7: Financial assistance**.

**35. Please provide details of court proceedings**

Name and location of court

Date of court proceedings / / Court reference number (if known)  
DAY MONTH YEAR

## Part 7: Financial assistance

Financial assistance may be approved to eligible persons to help cover the victim's urgent health, safety or wellbeing expenses, and for economic loss to help cover other expenses resulting from the incident(s).

Use the checklist and frequently asked questions at the end of the form or visit the [Victims Services website](#) to learn more about financial assistance, time frames that apply and the supporting documents you must provide with this application.

Common claims for financial assistance include:

- ambulance
- anaesthetist
- dental
- domestic assistance
- essential household items
- hospital fees
- medication
- physiotherapy or chiropractor
- refuge accommodation
- removalist or storage
- rental assistance
- security
- surgery fees
- travel to court.

**36. Does the applicant want to apply for financial assistance for immediate needs and/or economic loss (other than loss of earnings or the Immediate Needs Support Package)?**

- Yes ► Complete the table below and provide the following with this application:
- copies of itemised tax invoices, receipts or treatment plans
  - evidence of Medicare or private health insurance rebates.

If you have received a rebate from Medicare, a health fund or another organisation for the costs you are claiming, Victims Services will only reimburse the amount not covered by the rebate. If information regarding applicable rebates is not received, the expense may not be approved.

- No ► Go to **Question 37**.

Type of cost	Name of service provider or company	Date of tax invoice or receipt (dd/mm/yyyy)	Amount	Has this been paid?	Was a rebate claimed from Medicare or a private health insurer?	Amount of rebate
A.			\$			\$
B.			\$			\$
C.			\$			\$
D.			\$			\$
E.			\$			\$
F.			\$			\$
G.			\$			\$

Please describe how these costs relate to the act of violence or modern slavery.

**37. Does the applicant want to claim actual loss of earnings?**

- Yes ► You need to complete a [Claim for Loss of Earnings](#) and attach it to this completed application form. You need to provide supporting documents, including a statement from your employer or accountant (if you're self-employed). The Claim for Loss of Earnings and an optional Certificate of Earnings is available on the [Victims Services website](#).

No

**38. Does the applicant want to claim an Immediate Needs Support Package?**

The Immediate Needs Support Package is available for primary victims of domestic violence only.

- Yes ► You will also need to complete a [Claim for Immediate Needs Support Package](#) and attach it to this completed application form, along with the necessary supporting documents. To learn more and access the claim form, visit the [Victims Services website](#).

No

## Part 8: Cost of getting copies of existing medical records

If you have paid to get copies of existing medical records to support this application, you can claim these costs if your application is approved.

### 39. Has the applicant paid to get copies of existing medical records?

Yes ► Complete the table and provide itemised tax invoices or receipts to support your claim.

No ► Go to **Part 9: Recognition payment**.

Please list the type of record, who gave it to you and how much it cost.

Record type	Provider	Date of invoice	Amount
A.			\$
B.			\$
C.			\$
D.			\$
E.			\$
F.			\$
G.			\$
H.			\$

## Part 9: Recognition payment

Recognition payments are made to eligible victims to acknowledge the trauma suffered. The maximum amount payable depends on the type of offence committed. Not all offences or acts of violence have recognition payment categories associated with them.

Use the checklist and frequently asked questions at the end of the form or visit the [Victims Services website](#) to learn more about recognition payment categories, time frames that apply and the supporting documents you need to provide with this application.

40. Does the applicant want to apply for a recognition payment? Yes No

## Part 10: Bank account details

If you are applying for financial assistance and/or a recognition payment, you must provide details of a bank account in the applicant's name or a parent, step-parent or guardian's name if the applicant is under 18 years of age. If you would like victims support payments to be made to an account in another name, please contact Victims Services to discuss your options.

If a recognition payment is approved while the applicant is younger than 18 years, the payment will be made to NSW Trustee and Guardian to hold the payment until the applicant turns 18 years old. For more information about how NSW Trustee and Guardian will manage the payment, please visit the [NSW Trustee and Guardian website](#) or contact them directly.

### 41. Please provide details of the bank account where victims support payments are to be paid if this application is approved

Account holder's name(s)

Name of financial institution

BSB

Account number



## Part 11: Money received from other sources

You need to tell us if the applicant has received money from any other source because they were injured by the violent crime or modern slavery, or if the child victim has received money from any other source because they were injured. Please tell us about any money received, including money received from:

- workers compensation
- a civil or other court claim
- insurance
- the person who hurt you (or who hurt the child victim)
- the owners of the place where you were hurt (or where the child victim was hurt), such as a hotel or club
- compensation from a school or religious organisation
- any individual, organisation or other source.

We cannot review your application until your worker's compensation claim is finalised.

If the applicant has a legal representative for any of these matters, they may provide us with a letter from them which outlines the details and amount of the claim.

### **42. Has any money been received from workers compensation, or does the applicant plan to claim workers compensation, because of the injury which resulted from the violent crime or modern slavery?**

Yes ► Provide details of the claim and amount                      No

### **43. Has any money been received from a civil or other court claim, or does the applicant plan to make a civil or other court claim, because of the injury which resulted from the violent crime or modern slavery?**

Yes ► Provide details of the claim and amount                      No

### **44. Has any money been received from insurance, or does the applicant plan to claim money from insurance, because of the injury which resulted from the violent crime or modern slavery?**

Yes ► Provide details of the claim and amount                      No

### **45. Has any money been received, or does the applicant plan to claim money, from any individual, organisation or other source because of the injury which resulted from the violent crime or modern slavery?**

Yes ► Provide details of the claim and amount                      No

#### **Privacy notice**

The information that you give on this form is collected, used, held and disclosed by the Commissioner of Victims Rights<sup>1</sup> 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](#).

<sup>1</sup>Victims Services, Department of Communities and Justice, Locked Bag 5118, Parramatta ([vs@dcj.nsw.gov.au](mailto:vs@dcj.nsw.gov.au)).

## Part 12: 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 victim's behalf.

### Declaration

I state the following and acknowledge these declarations apply to all claims I make under this Application for Support:

#### A. The truth, collection and disclosure of information

- A1. I declare that the information provided in this application is true and correct.
- A2. I understand that giving false or misleading information is a serious offence and may adversely affect the outcome of my victims support application and lead to criminal and/or civil legal action against me.
- A3. I confirm that I have read the [Department of Communities and Justice's Privacy Policy](#) and documents referred to therein, and agree to the collection, use and sharing of information as outlined in those documents.
- A4. I consent to and authorise the Commissioner of Victims Rights or their delegate (the Commissioner), to disclose personal and health information to verify the information provided, including to State and Commonwealth government agencies and authorities and/or as required by law.

#### B. Keeping Victims Services up-to-date

- B1. I understand that I am required by law to notify the Commissioner if any of my circumstances change after completing this form, as it may affect my eligibility for support.
- B2. I understand that it is my responsibility to update the Commissioner with any changes to my personal details in this form, including but not limited to my name, contact details, and bank account information.

#### C. Accepting payments of Victims Support

- C1. 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.
- C2. I understand that if victims support is approved I am subject to the conditions set out at section 48 of the *Victims Rights and Support Act 2013*, and I am required to notify the Commissioner if I receive, or have received a payment from another source, in connection with the act of violence or modern slavery. I will be required to repay victims support if this occurs.
- C3. If victims support is approved, payment will be deposited to the bank account detailed in this form, unless an updated account has been supplied and confirmed as received by the Commissioner.
- C4. I will keep proof of my purchases and I will produce evidence of my expenses on request if this is a condition of payment.

#### D. Authorising a representative

- D1. If I have authorised someone to be my representative at Part 3, I understand that:
  - D1.1. by giving this authority, the Commissioner can get information from and provide information to my authorised representative for the purposes of my application(s)
  - D1.2. if my authorised person is a representative of a support service or law firm, this authority extends to that organisation
  - D1.3. my authorised representative must provide my written instructions to update my personal details, including contact details and bank account details
  - D1.4. my authorised representative must provide my written instructions to withdraw my application(s)
  - D1.5. 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.

If you're applying for financial assistance or a recognition payment, you will need to provide extra supporting documents.


Visit the [Victims Services website](#) to find optional forms to help you collect this information.


### For all applications

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.

### For financial assistance for immediate needs

The applicant's bank account details, or a parent, step-parent or guardian's (if the applicant is under 18). If you would like victims support payments to be made to an account in another name, please contact Victims Services to discuss your options.

A report that explains what happened and how the crime affected you. This can be either:

- a police report (you do not need to send us the police report, just provide the information at **Question 33**)
- a report from a government or government-funded organisation
- a medical, dental or counselling report.

Copies of itemised tax invoices, receipts, or treatment plans and a description of how the costs are related to the crime.

A completed [Claim for Immediate Needs Support Package](#) with the required supporting documents (if applicable).

### For financial assistance for economic loss

The applicant's bank account details, or a parent, step-parent or guardian's (if the applicant is under 18). If you would like victims support payments to be made to an account in another name, please contact Victims Services to discuss your options.

A report that explains what happened. This can be either:

- a police report (you do not need to send us the police report, just provide the information at **Question 33**)
- a report from a government or government-funded organisation.

Medical, dental or counselling report(s) that shows how the crime affected the applicant (or the child victim under 18, if applicable).

Copies of itemised tax invoices, receipts or treatment plans and a description of how the costs are related to the crime.

Evidence of any rebates, workers compensation, insurance, or court claims which relate to the violent crime.

A completed [Claim for Loss of Earnings](#) with the required supporting documents (if applicable).


### For a recognition payment

The applicant's bank account details, or a parent, step-parent or guardian's (if the applicant is under 18). If you would like victims support payments to be made to an account in another name, please contact Victims Services to discuss your options.

A report that explains what happened. This can be either:

- a police report (you do not need to send us the police report, just provide the information at **Question 33**)
- a report from a government or government-funded organisation.

Medical, dental or counselling report(s)\* that shows how the crime affected the applicant (or the child victim under 18, if applicable).

-  \*If these reports aren't submitted with your application, you must provide them within 12 months of lodging your application. If you do not give us your reports within 12 months of lodging your application, your claim will be closed.

### Can I apply for victims support in NSW if the incident(s) happened in another state or territory?

No. To be eligible for the Victims Support Scheme, the act of violence or modern slavery must have happened in NSW.

If you have experienced an act of violence in another Australian state or territory, you can find contact details for the relevant victims support service on the [Victims Services website](#).

### What support can I apply for and what time limits apply?

The type of support you can apply for and the time limits to apply will depend on your situation. You can learn more about the support you can apply for and the time limits that apply on the [Victims Services website](#).

### Who is a primary victim?

A primary victim is a person who was injured or dies as a direct result of:

- a violent crime or modern slavery
- trying to prevent a violent crime or modern slavery
- trying to help or rescue a victim of a violent crime or modern slavery
- trying to arrest someone who was committing a violent crime or modern slavery offence against someone else.

### Who is a secondary victim?

A secondary victim is:

- a person who was injured as a direct result of witnessing a violent crime
- a parent, step-parent or guardian who has been injured as a direct result of learning that their child (under 18) was injured by a violent crime.

### 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 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.

### I'm applying for financial assistance and/or a recognition payment. How do I provide the supporting information?

If you're applying for financial assistance and/or a recognition payment, you will need to provide additional information and documents. You can use the optional forms available on the [Victims Services website](#) to help you collect this information.

### Government or government-funded organisation report

If you reported the incident(s) to NSW police, you can provide details about this in the application form. You do not need to send us a copy of the police report.

If you disclosed or reported the incident(s) to a government or government-funded organisation (other than the NSW Police Force), you can provide a report written by that organisation to support your application.

Reports can be provided by organisations that receive funding from the NSW Government or Australian Government to provide welfare, health, counselling or legal assistance to victims of crime (government-funded organisation).

To learn more about who can write a report and what the report needs to include, visit the [Victims Services website](#).

### Medical, dental or counselling report

If you are applying for financial assistance for economic loss and/or a recognition payment, you will need to provide a medical, dental or counselling report to show how the incident(s) affected you. If you are applying for financial assistance for immediate needs, you may choose to provide a medical, dental or counselling report.

If you reported the incident(s) to a doctor, dentist, counsellor, or other medical or health professional, you can ask them to provide one of the following:

- a copy of your medical or health records
- a completed Certificate of Injury, available on the [Victims Services website](#)
- a report or letter on the organisation's letterhead that includes their contact details and qualifications, as well as information about the incident(s) and any injuries that resulted from the violent crime or modern slavery.

The record(s), completed form, report or letter should be provided to you to email or mail to us.

We will not cover the cost of new reports created for the purposes of supporting 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**.