

## Crime scene clean-up Factsheet

After a violent crime takes place, the property where the crime took place may need special cleaning. It may not be safe for you or the owner/occupier of the property to clean the property.

There are services available to assist with crime scene clean-up.

### What is crime scene clean-up?

A violent crime can cause damage to property. The purpose of crime scene clean-up is to restore the property back to a liveable condition. The damage to a property can be small, such as fingerprint dust following police investigation, or more serious such as blood or other hazardous materials. This may require cleaning by specialists.

### Who is responsible for crime scene clean-up?

It is usually the responsibility of the owner or occupier of the property to arrange and pay for crime scene clean up.

The NSW Police Force may be responsible for arranging and paying for crime scene clean up if they use special products as part of the investigation. Police will tell you if they arrange and pay for forensic cleaning.

If you are unsure about who is responsible for cleaning, ask the officer in charge of the investigation.

### How can I arrange crime scene clean-up?

You can find information about forensic cleaning services online. You may also wish to seek support in arranging forensic cleaning from family or support workers.

### What financial assistance is available to me?

The Victims Support Scheme can provide financial assistance of up to \$5000 to meet the immediate needs of a victim of crime following an act of violence. This may be used to cover the costs of crime scene clean-up.

You can submit an application to Victims Services for financial assistance associated with cleaning up the crime scene, after the cleaning service has been completed.

An interested third party, for example a forensic cleaner, can also apply for payment of expenses associated with crime scene clean-up. A third party cannot do this without your permission.

### What if I'm not happy with the cleaning?

Crime scene cleaners have to meet a minimum standard of service that applies to all NSW businesses providing goods or services to customers. If you are not satisfied with the service provided to you, you may wish to contact NSW Fair Trading at [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or on 13 32 20 to make a complaint.

### What are my rights?

As a victim of crime in NSW, you have rights. Under the Charter of Victims Rights, it is reasonable for you to expect that NSW Government agencies will inform you, at the earliest opportunity, of possible services and remedies available to you.

### What other support is available to me?

You can visit the Victims Services website or contact the Victims Access Line for more information about your rights as a victim of crime, how to access counselling, financial assistance, help with completing victim impact statements, and support for family members of homicide victims.

### For more information

- Contact:  
Victims Access Line (VAL) on 1800 633 063 or  
Aboriginal Contact Line (ACL) on 1800 019 123
- Visit the website at:  
[www.victimsservices.justice.nsw.gov.au](http://www.victimsservices.justice.nsw.gov.au)
- Read the NSW Police Force Fact Sheet 10:  
Crime Scene Clean-up