



Understanding the Victims Support Scheme

An Easy Read guide



Easy Read

www.victimsservices.justice.nsw.gov.au

About this info guide



This info guide is about support for **victims of crime**.



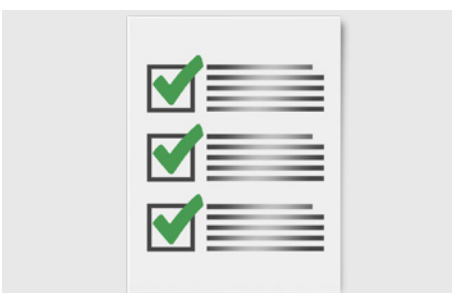
A **victim** is someone who had bad things done to them by another person.



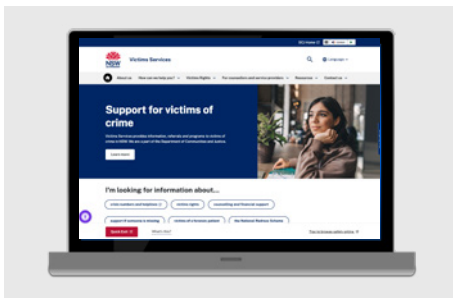
Crime means what the other person did was against the law.



This info guide is a **summary** of information from a website.



Summary means we only talk about the most important things from the website.



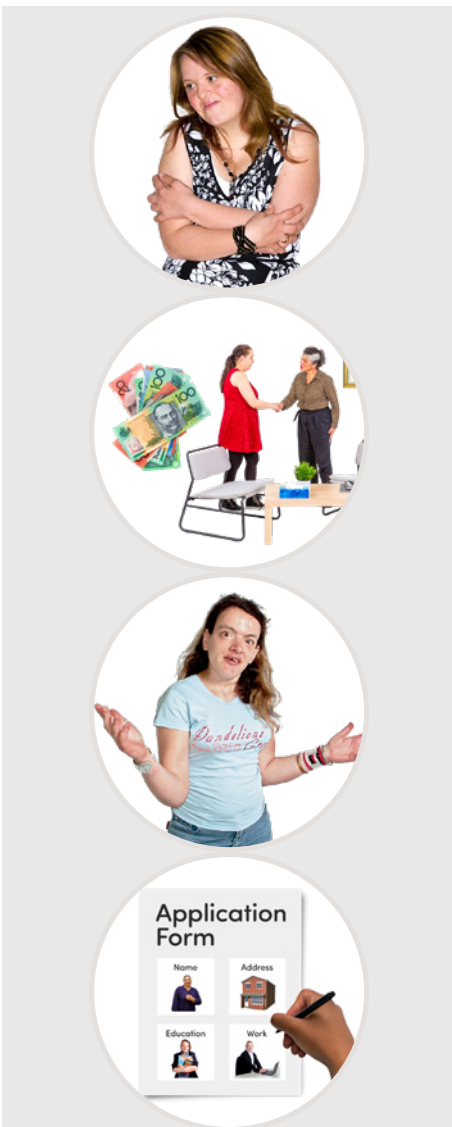
To read all the information on the website
go to

www.victimsservices.justice.nsw.gov.au



This website is not Easy Read.

You might want to read it with a support person.



This info guide tells you

- About Victims Services
- What support you can get from us
- Who can get support from us
- How you can get support.

Some things in this info guide might



- Be hard to understand



- Make you feel sad.



You can read it with someone you trust.

About Victims Services

Victims Services

Victims Services is a part of the
Department of Communities and Justice.



The **Department of Communities and Justice** is part of the NSW Government.



We support people to be part of the community.



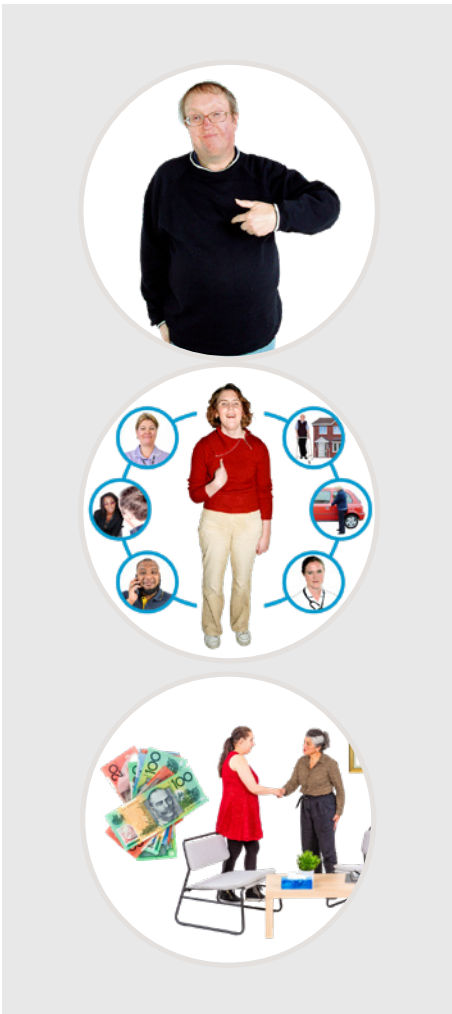
Victims Services gives information and support to victims of crime in NSW.



Support from Victims Services is free and **private.**



Private means we do not share what you tell us with others.



We can help victims of crime

- Know your rights
- Get support from other services
- See if you can get **counselling** or money support.



Counselling is when you talk to someone about how you feel.

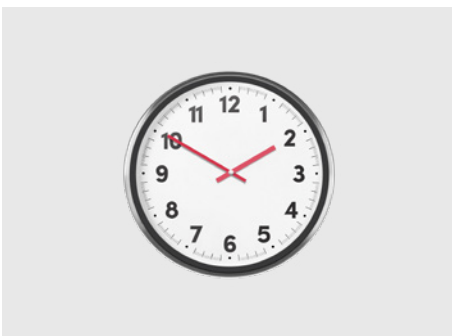
About the Victims Support Scheme



Some victims of crime can get support from the Victims Support Scheme.



There are different kinds of support you can get from the Victims Support Scheme.



You can get up to 22 hours of counselling from the Victims Support Scheme.



Some victims can get different kinds of money support like

- **Financial assistance for immediate needs**
- **Financial assistance for economic loss**
- **Recognition payment.**



Financial assistance for immediate needs is money to help you pay for things right now.



This money is for things you need to keep you safe and healthy like a new lock on your door.



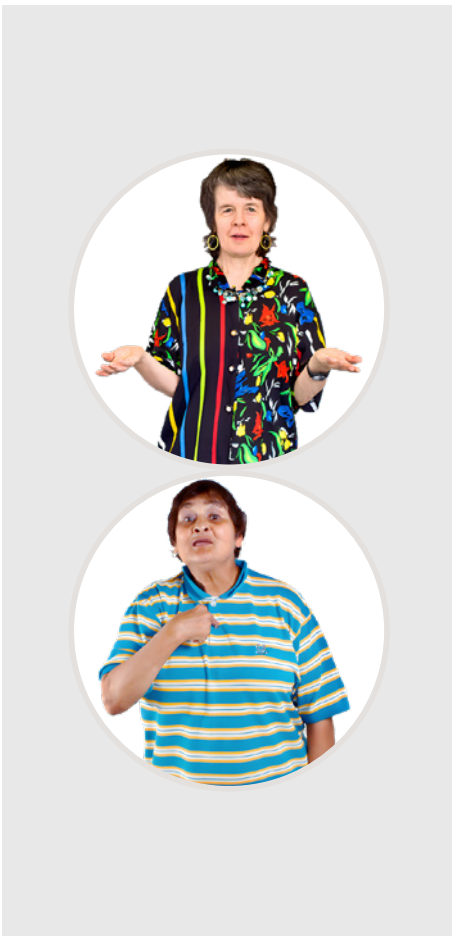
Financial assistance for economic loss is money to help with things you paid for because of what happened.



You can get money back if you had to see a doctor or dentist.



Recognition payment means money to show that we know a violent crime happened to you.



What support you can get depends on

- What happened
- Your situation.

Who can apply for support



You can apply for support from us if you got hurt because of a **violent crime** in NSW.



A **violent crime** is when someone

- Does something very wrong to you
- Hurts your body in a bad way
- Makes you feel very sad.



A violent crime could be **assault**.

Assault is when someone hurts your body.



A violent crime could be **sexual assault**.

Sexual assault is when someone hurts you in a sexual way.



It could be **domestic violence**.

Domestic violence is when someone from your home or your partner hurts you.



You can get support if you are a victim of **modern slavery**.



Modern slavery is when someone makes you work and you can not say no or leave.



You get support from us even if the person who hurt you was **not charged** for

- The violent crime
- Modern slavery.



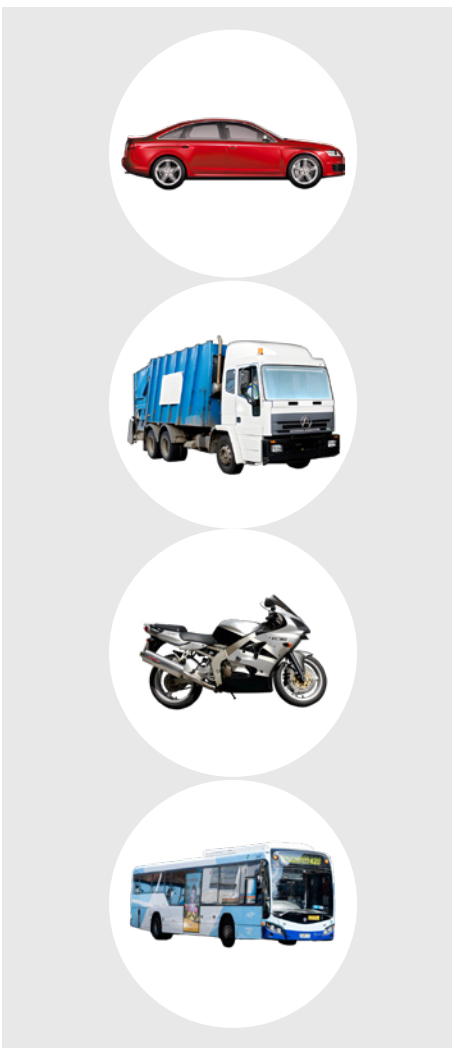
Not charged means the police have not said they broke the law yet.



You can also get support if you are a family member of someone who died from a **road crime**.



A **road crime** is a crime that has a motor vehicle involved.



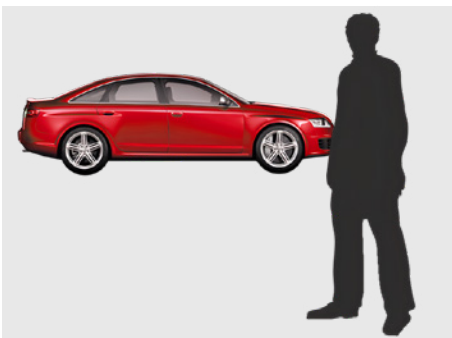
A motor vehicle can be

- A car
- A truck
- A motorbike
- A bus.

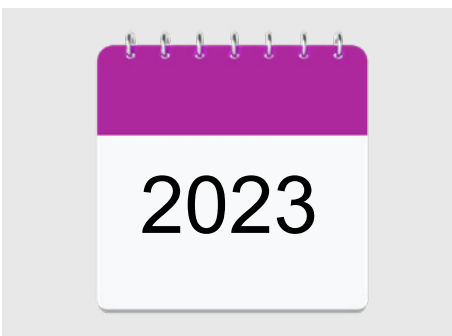


It is a road crime if the person that drove the motor vehicle

- Was charged by the police
- Can not be charged because they also died.



It is also a road crime if the police do not know who drove the motor vehicle.



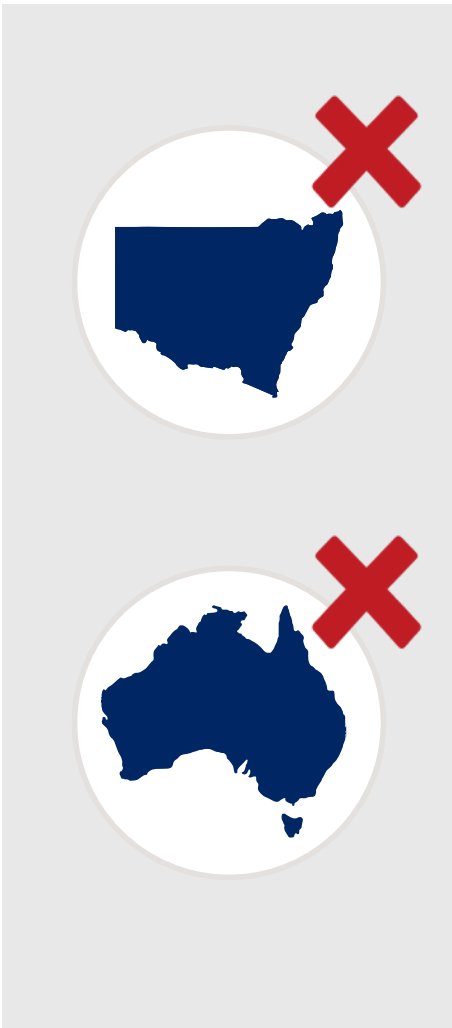
The road crime must have happened on or after 1 February 2023.



If it happened before 1 February 2023 you can contact us for more information.



The crimes you could get support for must have happened in NSW.



But you can still apply for support from us if you

- Do not live in NSW

- Are not an Australian citizen.



You can apply for support if you are a

- **Primary victim** of a violent crime or modern slavery
- **Secondary victim** of a violent crime.



Primary victim means that you were hurt by a violent crime or modern slavery.

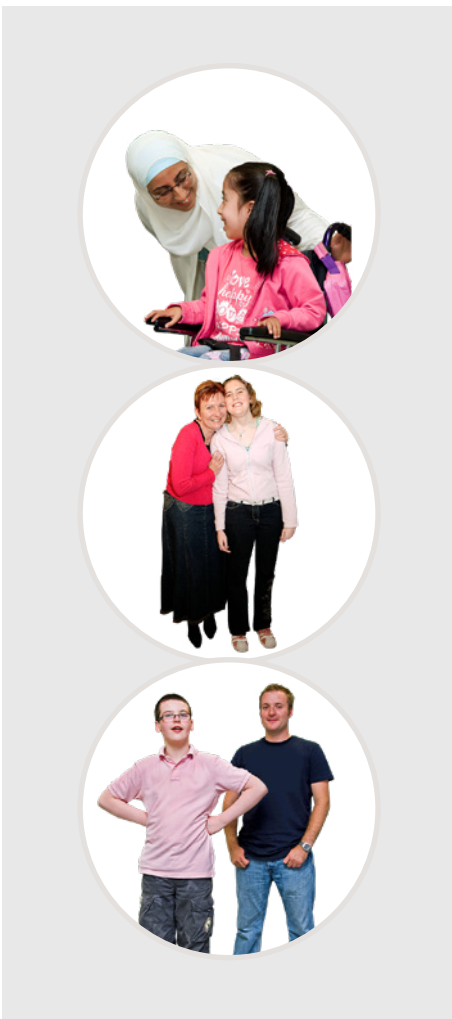


You are also a primary victim if you got hurt when you

- Tried to stop a violent crime or modern slavery
- Helped a victim of a violent crime or modern slavery.



You can apply for support if you care for a child that was a primary victim.



You might be

- The parent
- Step parent
- **Guardian.**



Guardian means you look after a child and make decisions for them.



Secondary victim means you got hurt when you saw a violent crime happen to someone else.



This might be because your child was hurt by a violent crime and you are very upset about it.



We also support **family victims** of a violent crime or a road crime.



Family victim means you are the family member of someone who

- Was murdered
- Died because of a road crime.



You might be the

- Husband or wife



- Partner who lived with the person for at least 2 years



- Parent, step parent or guardian



- Child

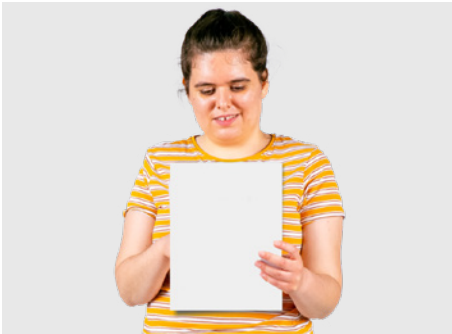


- Brother or sister



- Step child, step sibling or half sibling.

How you can get support



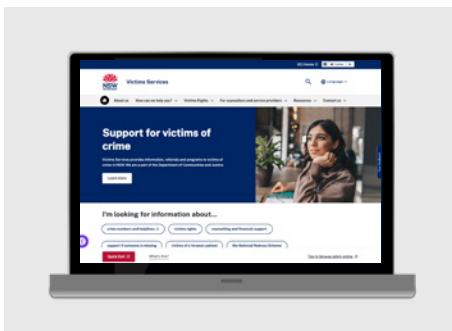
To get support from the Victims Support Scheme you must fill in an **application form**.



An **application form** is a form where you give us information about you.



You can ask someone you trust to help you fill it in.



To fill in the application form go to our website at

www.victimsservices.justice.nsw.gov.au



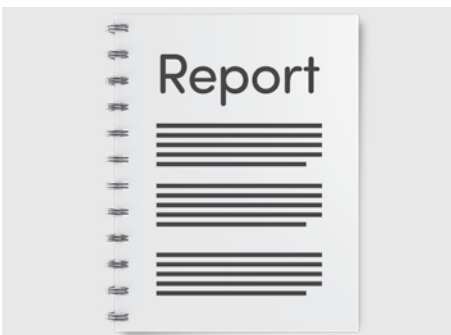
You need to give us a copy of your **government issued ID** to show who you are.



A **government issued ID** might be a driver licence or passport.



We might ask you for more information if you want money support from us.



You might have to show us reports that say

- What happened to you
- How what happened to you affects your life.



The reports might be information from

- A police report
- Another government organisation
- An organisation that gets money from the government
- A doctor, dentist or counsellor.



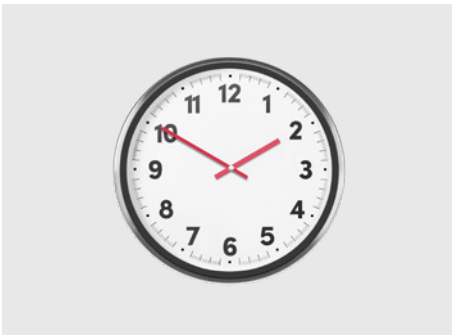
For more information about the reports

- Call us on **1800 633 063**
- Call us on **1800 019 123** to speak to an Aboriginal worker
- Go to our website at
www.victimsservices.justice.nsw.gov.au

When do you need to apply



There is no time limit to apply for counselling support.



You can can apply for counselling support at any time after

- The violent crime
- Modern slavery
- Road crime.



Money supports for violent crimes or modern slavery have time limits.



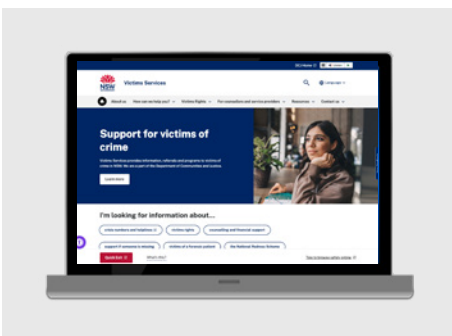
You need to know when you have to apply for money supports.



You might not be able to get support if you do not stick to the time limits.



You can call us to find out how long you have to apply.



For more information about when you need to apply go to our website

www.victimsservices.justice.nsw.gov.au

What happens next



After we get your application form we will send you a letter.



In the letter we tell you

- What information we still need from you
- or
- That we are looking into your application.



After we looked at your application we will send you an email or letter.



The email or letter will say what we decided about the support you can get.

If you are not happy with our decision



You can ask for an **internal review** if you do not agree with our decision about your support.



An **internal review** is when someone new looks at the decision.

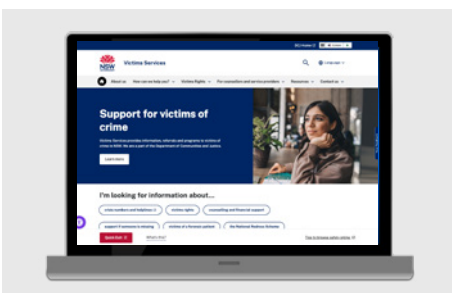


90 days

You have 90 days after you get the decision to apply for an internal review.



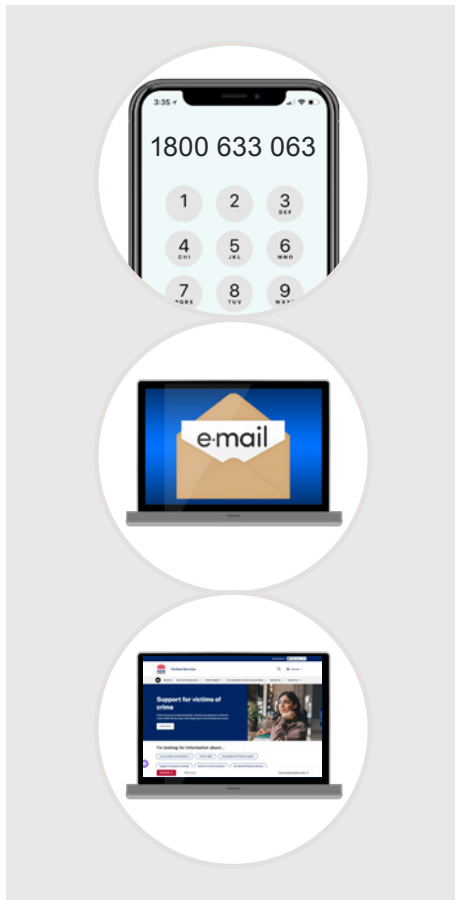
The internal review will not be done by the same worker that made the first decision.



For more information about internal reviews go to our website at

www.victimsservices.justice.nsw.gov.au

Contact us



If you have any questions you can

- Call us on **1800 633 063**
- Email us at **vs@dcj.nsw.gov.au**
- Go to our website at **www.victimsservices.justice.nsw.gov.au**.



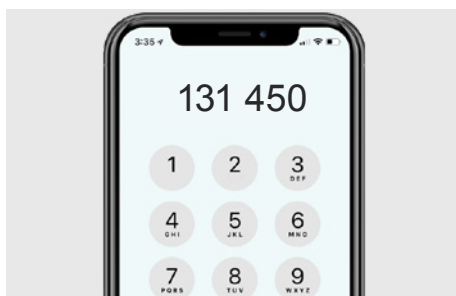
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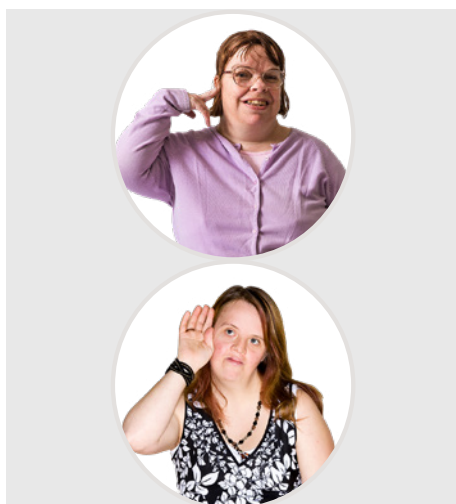
If you are in danger right now call 000 and ask for the police.



For information in other languages call the National Translation and Interpreting Service.



You can call them on **131 450** and ask them to call us.



You can use the National Relay Service to call us if you

- Are deaf
- Have trouble hearing or speaking to people on the phone.



Their number is **13 36 77**.

Council for Intellectual Disability made this document Easy Read. **CID** for short. Email CID at **business@cid.org.au** if you want to use any of the pictures.

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Department of Communities and Justice, March 2025.