

Overview

The new victims support scheme:

- Provides assistance when you need it most.
- Builds a package of care tailored to your needs.
- Is simpler and faster.
- Provides financial and emotional support straight away.
- Removes the need for solicitors or legal advice.

The key changes to the victims support scheme relate to financial assistance.

What does the new scheme look like?

The new scheme provides a coordinated approach to information, support and referral, with an emphasis on **immediate assistance** and **access to counselling**.

You will be able to access the services you need **when you need them most**. You will be allocated a **support coordinator**, who will conduct a comprehensive assessment of your particular situation, develop a tailored plan and then guide you through the criminal justice and human services systems. Your support coordinator will provide **information, referrals to other services and ongoing advice**.

Your package of care may include some or all of **five types of support**:

1. Information, referrals and advice
2. Counselling
3. Financial assistance for immediate needs
4. Financial assistance for economic loss
5. Recognition payment

(See table for more details).

Contact details

For more information call the

Victims Access Line 1800 633 063

8.00am to 6.00pm, Mon to Fri (exc. public holidays)

Email: vs@agd.nsw.gov.au

Fax: (02) 8688 9632

www.lawlink.nsw.gov.au/vs



Victims Services
Attorney General & Justice

Changes to victims support

A quick guide

Victims Rights and Support Act 2013

Changes to victim support – A quick guide

ISBN 978-1-922121-09-7

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(PT21 • 07/2013)

If you are a victim of crime in NSW
call the **Victims Access Line** for
information and support

1800 633 063

Five types of support

The package of care developed by your support coordinator may include some or all of these forms of assistance:

	Purpose	Benefits	Who is eligible to apply?	What evidence is required	How long do you have to claim?
Information, referrals and advice	To assist in your recovery.	<ul style="list-style-type: none"> Guidance through the criminal justice and human services systems. Crisis support. 	<ul style="list-style-type: none"> All victims of crime. 	None.	No time limit applies.
Counselling	To assist in your recovery.	<ul style="list-style-type: none"> An initial ten hours of counselling. A further 12 hours if required. 	<ul style="list-style-type: none"> All victims of violent crime. 	Application form.	No time limit applies.
Financial assistance for immediate needs	To address your urgent needs.	<ul style="list-style-type: none"> Emergency medical and dental expenses. Relocation costs (safer location). Capped at \$5,000. Funeral costs capped separately at \$8,000. 	<ul style="list-style-type: none"> Primary victims. 	Police or medical report, plus evidence of any expenses being claimed.	No later than two years from the incident or within two years of turning 18 for children.
Financial assistance for economic loss	To aid your rehabilitation and recovery.	<ul style="list-style-type: none"> Loss of actual earnings. Assistance with cost of living and other expenses. Expenses associated with damage to personal effects. Justice related expenses. Medical and dental expenses. Total capped at \$30,000. 	<ul style="list-style-type: none"> Primary victims. Parents of a child victim may be eligible. Family members of homicide victims can access justice-related expenses. 	Report from police or government agency and evidence of injury, plus evidence of any expenses being claimed. In some cases further information may be required.	No later than two years from the incident or within two years of turning 18 for children. There is no time limit for victims of sexual assault (if they were a child at the time the incident(s) occurred) to claim for justice-related or out-of-pocket expenses.
Recognition payment	To acknowledge the trauma you have suffered.	<ul style="list-style-type: none"> Payment will be based on the offence, for example: \$15,000 - financially dependent family of homicide victim \$7,500 - non-financially dependent parents of homicide victim \$10,000 - sexual assault: long term, involving multiple offenders or use of an offensive weapon \$5,000 - attempted sexual assault; grievous bodily harm; pattern of child abuse \$1,500 - indecent assault; robbery; assault. 	<ul style="list-style-type: none"> Primary victims Dependent family members and parents of homicide victims. 	Report from police or government agency, and evidence of injury. In some cases further information may be required.	Within two years of the incident or within two years of turning 18 for children. Claims for domestic violence, sexual assault and child abuse offences must be lodged within ten years, or within ten years of turning 18 for children. There is no time limit for victims of sexual assault if they were a child at the time the incident(s) occurred.