

## IF YOU ARE FAMILY OR A FRIEND OF A VICTIM

- Protect their confidentiality and privacy.
- Try to understand their point of view and don't take their anger or confusion personally.
- Let them know you are sorry about what has happened and that you do not blame them.
- If they are very distressed, try to find professional help from a doctor or counsellor.
- If you become distressed yourself, consider getting help too.

To get more information about support and rights for victims of crime, contact the **Victims Access Line** or any of the other services listed here.

## SOME SERVICES FOR VICTIMS OF CRIME

### Victims Services

1800 633 063 (8am - 6pm, Mon to Fri)

- [www.victimsservices.lawlink.nsw.gov.au](http://www.victimsservices.lawlink.nsw.gov.au)

Victims of crime can call the Victims Access Line for information and support.

### Child Protection Helpline

132 111 • TTY 1800 212 936 (24 hours a day)

If you are concerned that a child has been abused, or is at risk of being abused, contact the Community Services helpline.

### Domestic Violence Line

1800 656 463 • TTY 1800 671 442 (24 hours a day)

Counselling for women and children affected by domestic violence.

### Enough is Enough Anti Violence Movement Inc

(02) 9542 4029 (9am - 5pm, Mon to Fri)

- [www.enoughisenough.org.au](http://www.enoughisenough.org.au)

Information, including education programs, support for victims of road trauma and development of cooperative justice.

### Homicide Victims' Support Group (Aust) Inc

(02) 8833 8400 (9am - 5pm) or 1800 191 777

(24 hours a day) • [www.hvsgnsw.org.au](http://www.hvsgnsw.org.au)

Support group for individuals who lose a family member as a result of homicide.

### Mission Australia Court Support Service

(02) 9356 0604 or 0419 695 328 (9am - 5pm, Mon to Fri)

Practical and emotional support for victims of crime who are attending court throughout the Sydney metro area.

### Police

(02) 9281 0000

Ask to be put through to your local police station and ask for the officer taking care of your matter.

### Sexual Assault Services

Contact the local hospital in your area and ask for the Sexual Assault Unit.

### Victims of Crime Assistance League Inc NSW (VOCAL)

(02) 4961 4755 (9am - 5pm, Mon to Fri)

- [www.vocal.org.au](http://www.vocal.org.au)

Support for victims of crime in the Hunter region including road trauma, court preparation support, community education and practical strategies.

### Victims Registers

(02) 8346 1374 Corrective Services NSW

(02) 9816 5955 Forensic Unit,

Mental Health Review Tribunal

(02) 9219 9400 NSW Juvenile Justice

For victims when offenders are in custody.

### Witness Assistance Service

(02) 9285 2502 or 1800 814 534 (Toll free)

- TTY (02) 9285 8646

Information and support for court cases being tried by the Office of the Director of Public Prosecutions.

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Victims Services  
Attorney General & Justice

# Recovering from crime

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

**1800 633 063**

## SOME POSSIBLE EFFECTS

Victims of crime and their family and friends may experience some of the following effects.

Physical effects can include:

- feeling tense or jumpy
- difficulty sleeping
- nightmares
- constant tiredness
- feeling uncoordinated
- loss of appetite.

Emotional effects can include:

- feelings of “going crazy”
- sadness, grief or loss
- anger or irritability
- feeling guilty.

Cognitive effects can include:

- poor attention span
- difficulty making decisions
- confusion
- slowed thinking
- forgetting details of daily life.

Behavioural effects can include:

- avoiding people or places that remind you of the event
- using alcohol or drugs to numb your feelings
- staying busy to block out thoughts of the crime.

*Many of these reactions will fade over a period of weeks, although some might last longer.*

## NORMAL REACTIONS TO A CRIME

Becoming a victim of a crime can be a distressing life event:

- You may have a range of reactions such as anxiety, fear, nightmares and problems relating to others.
- Not everyone has the same reaction and some people may have a delayed reaction.
- Depending on what happened, it will usually take 6-8 weeks to feel more in control again. For some, it could take a lot longer.
- It is helpful to remember there are different ways to recover from what has happened.
- Seek help as soon as possible after the crime.
- You can talk to someone you trust or choose from the services listed on the back of this brochure.

## SOME WAYS TO COPE

- Allow yourself to feel your emotions.
- Allow yourself to feel the pain.
- Keep notes on your progress.
- Make daily decisions to regain a feeling of control.
- Spend time with others but allow yourself some time out.
- Re-establish your normal schedule as soon as possible.
- Try to rest, sleep, exercise and eat regularly.
- Undertake daily tasks with care until your stress reduces.
- Consider seeing your doctor or a counsellor for professional help.

## IT HELPS NOT TO...

- blame yourself for what happened – it was not your fault
- bottle up your emotions – find someone you can talk to
- make life-changing decisions – at least until you feel recovered.