

Publications



Victims Services publishes a range of fact sheets and brochures to assist victims at different stages of their experience. There are also guides available that may help you to understand the criminal justice system, including Sentencing and Victim Impact Statements.

Please refer to the Victims Services website for details of these publications and others.

Our website



The Victims Services website has information on how to access counselling, compensation and victims rights. A section called *Justice Journey* assists victims of crime with practical advice and contact details of service providers who can provide help and support.

Guarantee of service



We are committed to upholding your rights under the Charter of Victims Rights. When you call or visit us, you can expect that our staff will:

- ♦ be honest and professional with you
- ♦ be helpful and sensitive to your individual needs
- ♦ respond quickly and accurately to your requests for information.

More information on our guarantee of service and how you can give us feedback, including complaints, can be found on our website.

Contact details

Phone..... 1800 633 063
Sydney metropolitan area(02) 8688 5511
Fax.....(02) 8688 9630
Email.....vs@agd.nsw.gov.au
Website..... www.lawlink.nsw.gov.au/vs
Address all mail toThe Director
Victims Services
Locked Bag 5118
Parramatta NSW 2124

Aboriginal Contact Line:

(8:30am to 5:00pm, Monday to Friday):

If you are an Aboriginal person who is a victim of crime in NSW, you can call our confidential enquiry line.

Phone.....1800 019 123

Note: Calls to the 1800 numbers are free, however additional charges may apply for calls from pay phones, mobiles or some home phone plans.



Victims Services
Attorney General & Justice

Victims Services

Helping victims of crime in NSW

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

1800 633 063

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Alternative formats of this information are available.

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Victims Services



We are a part of the NSW Department of Attorney General and Justice. We provide support for victims of crime throughout their involvement with the criminal justice system. This brochure outlines the services and support that we can provide for victims.

Information about eligibility and applications can be found on our website. For further information, contact the Victims Access Line:

Phone..... 1800 633 063 / (02) 8688 5511



Victims Access Line

You can contact the Victims Access Line (VAL) for information about your rights as a victim of crime, how to access counselling and compensation and assistance with completing victim impact statements.

The referral and support officers can provide confidential emotional support and crisis counselling, help in identifying your needs, and referrals to other groups and services that may assist you in your recovery.

The VAL also operates an emergency support service after hours.

Counselling



The Approved Counselling Scheme provides free face to face counselling to victims of violent crimes that have happened in NSW. The counsellors with the Scheme are social workers, psychologists or psychiatrists who have proven experience of working with victims of crime.



Compensation

If you have been injured by an act of violence such as an assault, robbery, domestic violence or sexual assault you may be eligible for an award of compensation between \$7500 and \$50,000. Compensation is available for injuries sustained as specified in the *Schedule of Injuries*. If your claim for injuries is successful you can also be awarded for medical and related expenses, loss of earnings and loss of personal items which were worn or carried at the time of the act of violence.

For victims who qualify for compensation but whose injuries do not meet the \$7500 threshold, the Victims Assistance Scheme (VAS) can reimburse certain expenses.

Victims Rights



Victims of crime in NSW have a number of rights which are set out in the Charter of Victims Rights (*Victims Rights Act 1996*). The Charter includes the right of victims to:

- ♦ be treated with courtesy, compassion and respect
- ♦ information about, and access to, welfare, health and counselling services
- ♦ privacy and protection.

For more information about your rights as a victim of crime and what you can do if you think your rights have not been met, please refer to our website, or call the VAL (during business hours) to discuss your concerns.

Families & Friends of Missing Persons Unit



The Families and Friends of Missing Persons Unit (FFMPU) provides information and support for anyone who is affected by the loss of a missing person.

Services provided by the FFMPU include:

- ♦ free and confidential counselling
- ♦ links to other agencies that may be able to help in searching for a missing person
- ♦ an e-newsletter and other publications.

More information is available on the website:
www.lawlink.nsw.gov.au/missingpersons