

Referral & Support Walk-in Service



Victims Services is part of the Department of Justice and Attorney General. We provide information and support to victims of crime in NSW.

The **Referral & Support Walk-in Service** is an opportunity to speak face to face with a Victims Services staff member about information or support services that might help you in dealing with your experience as a victim of crime.

The **Walk-in Service** can provide you with:

- ♦ information and assistance accessing counselling;
- ♦ information about victims compensation and how to make an application;
- ♦ information about the Charter of Victims Rights including what to do if you feel your rights under the charter are not being met;
- ♦ information about Victim Impact Statements (VIS) including how to access one-on-one help;
- ♦ information about Victims Registers;
- ♦ an appointment to complete a VIS; and
- ♦ support around victims of crime issues.

We can also provide referrals to other agencies and organisations who may be able to assist you. These may include referrals to:

- ♦ court support services
- ♦ legal services
- ♦ sexual assault services
- ♦ domestic violence services
- ♦ local support services.

The **Walk-in Service** *does not*:

- ♦ give legal advice;
- ♦ give emergency financial assistance;
- ♦ investigate crimes; or
- ♦ provide ongoing case management.

Where do I go?

Victims Services is located at Level 1, 160 Marsden Street, in the Parramatta Justice Precinct Offices.

Do I need to make a booking?

No, simply attend our office on Wednesdays between 9:30am – 3:30pm. No meetings will be offered after 3:30pm.

How long will it take?

The **Walk-in Service** provides a short meeting (approx. 15 minutes) to discuss your needs as a victim of crime.

What happens if I need an interpreter?

All support and information can be provided in community languages via a telephone interpreter. Please let staff members know when you arrive at reception.

Is there disability access?

There is disability access beside the revolving door. After entering please go to concierge desk and ask for directions to the lifts.

Can I bring my children?

The **Walk-in Service** is child friendly and we are happy to see you with your child. However, please be aware that we cannot look after your child and they cannot be left unsupervised during your visit.

Contact details

For further information, please contact the Victim Access Line and ask to speak to the Referral & Support Team.

Phone..... 1800 633 063

Sydney metropolitan area.....(02) 8688 5511

✘ Entrance to the Justice Precinct Offices

