

How to access Victims Support payments if you experience domestic violence

If you have suffered physical or psychological harm, damage or loss of property because of violence, you may be eligible to claim for Victims Services support.

Domestic violence, sexual assault and attempted sexual assault are all acts of violence for which victim's support is available.

Depending on your circumstance, Victim Support may include:

Counselling - to assist with your recovery.

Financial Assistance for Immediate Needs

– money to meet your urgent needs. For example:

- money to help you relocate to a safer place
- money to improve the safety and security of your home (e.g. changing locks).

Financial Assistance for Economic Loss –

money to aid your recovery. For example, to pay for:

- loss of earnings or wages
- medical and dental treatment
- expenses related to loss or damage to your personal effects (e.g. smashed mobile phone).

Recognition Payment – a one-off payment to acknowledge your injuries and impact of the violence.

Where to get support:

NSW Victims Services can provide information and application forms.

Phone: 1800 633 063

Email: vs@dcj.nsw.gov.au

Justice Support Centre can assist you with any questions or concerns, with free legal advice over the phone:

Phone: (02) 9601 7777

Email: info@swwslc.org.au

When to call: Tuesdays and Thursdays, 11-30-1.30pm

Disclaimer: This factsheet gives general information only. It is not legal advice. If you have a legal problem, always get advice from a lawyer. This information only applies in New South Wales. Information accurate as of June 2022.

Please read the Victims Services guide on the reverse side for a summary of what support is available and time limits for when you can claim.

The table summarises the different types of support that you may get and what information we need from you for each support type.

PURPOSE	BENEFITS	WHO IS ELIGIBLE TO APPLY?	WHAT INFORMATION DO I NEED TO GIVE?	HOW LONG DO YOU HAVE TO CLAIM?
Type of support: Counselling				
To help in your recovery	Up to 22 hours of counselling and more for some victims	<ul style="list-style-type: none"> Primary victims Secondary victims Family members 	<ul style="list-style-type: none"> Application form Government issued ID 	No time limit
Type of support: Financial assistance for immediate needs				
To help pay for things you need urgently to be safe and healthy because of the violent crime	<p>You may get up to \$5,000 to help pay for:</p> <ul style="list-style-type: none"> changing the locks on your doors; putting an alarm in your home moving house crime scene clean up emergency doctor, dentist and other medical bills <p>You may get up to \$9,500 to help pay for the funeral</p>	<ul style="list-style-type: none"> Primary victims Parents, step-parents and guardians Family victims 	<ul style="list-style-type: none"> Application form Government issued ID Police* or government/government-funded organisation report that provides details about what happened, or a medical report that shows how the violent crime has affected you (not required for family victims) 	<p>Within 2 years from the violent crime*</p> <ul style="list-style-type: none"> For children, within 2 years of turning 18
Type of support: Immediate needs support package (INSP)				
To help pay for things you need urgently to be safe and healthy after the violent crime	<p>You may receive grants to help pay for:</p> <ul style="list-style-type: none"> security relocation furniture and household items basic clothing and toiletries <p>In total, you may receive up to a \$5,000 grant</p>	<ul style="list-style-type: none"> Primary victims of domestic violence 	<ul style="list-style-type: none"> Application form INSP Claim form Government issued ID Police* or government/government-funded organisation report that provides details about what happened, or a medical report that shows how the violent crime has affected you (not required for family victims) 	<p>Within 2 years from the violent crime*</p> <ul style="list-style-type: none"> For children, within 2 years of turning 18
Type of support: Financial assistance for economic loss				
To help pay for loss of earnings and other costs that assist you with your recovery	<p>We can help pay for:</p> <ul style="list-style-type: none"> lost income because you had to take time off work (up to \$20,000) out of pocket expenses if it is hard for you to prove lost income (up to \$5,000) doctor, dentist or other medical bills (up to \$30,000) some costs of attending court or coronial proceedings (up to \$5,000) loss or damage to the clothes you wore or items you had when act of violence happened (up to \$1,500) <p>In total, you may claim up to \$30,000</p>	<ul style="list-style-type: none"> Primary victims Parents, step-parents and guardians Family victims 	<ul style="list-style-type: none"> Application form Government issued ID Police* or government/government funded report that provides details about what happened (not required for family victims) Medical, dental or counselling reports that show how the violent crime has affected you (not required for family victims) Copies of tax invoices, receipts or treatment plans of costs you are claiming A description of how each cost relates directly to the violent crime Information about your earnings (if claiming lost income) 	<p>Within 2 years from the violent crime*</p> <ul style="list-style-type: none"> For children, within 2 years of turning 18 For victims of sexual assault who were children when the violent crime happened: <ul style="list-style-type: none"> No time limit for claiming out-of-pocket expenses Within 2 years of turning 18 for loss of earnings, medical and dental, bills, and loss or damage to personal items
Type of support: Recognition payment				
To acknowledge that a violent crime has been committed against you	<p>Payment is based on the offence, for example:</p> <ul style="list-style-type: none"> \$15,000 for financially dependent family victim or children under 18 at the time of death \$10,000 for primary victims of sexual assault involving – serious bodily injury, multiple offenders, or an offensive weapon; a sexual assault, sexual act, or attempted sexual assault involving a series of incidents \$7,500 for parents, step-parents or guardians, current spouses, or de facto partners of a homicide victim \$5,000 for primary victims of a sexual assault (one incident), attempted sexual assault with serious bodily injury, assault with grievous bodily harm, or physical assault of a child that involves a series of incidents \$1,500 for primary victims of an attempted sexual assault (without serious bodily injury), sexual touching, a robbery involving violence, or an assault (without grievous bodily harm) 	<ul style="list-style-type: none"> Primary victims Parents, step-parents and guardians Financially dependent family victims and children under 18 years at the time of death 	<ul style="list-style-type: none"> Application form Government issued ID Police* or government/government-funded report that provides details about what happened (not required for family victims) Medical, dental or counselling reports that show how the violent crime has affected you (not required for family victims) 	<p>Within 2 years from the violent crime*</p> <ul style="list-style-type: none"> For children, within 2 years of turning 18 For victims of domestic violence, sexual assault and child abuse, within 10 years: <ul style="list-style-type: none"> For children, within 10 years of turning 18 For victims of sexual assault who were children when the incident happened, no time limits apply

* If the violent crime was reported to the police, you do not need to send us a police report – just provide as much information as you can in the application form.

† If the violent crime directly resulted in the death of a victim, the two year time period commences from the date it was confirmed the death resulted from the act of violence.