

Service Improvements

FAQs

What happens if I submit an incomplete application?

Victims Services will not accept incomplete application forms. You will be advised through an email or letter if your application is not accepted. Victims Services will ask you to submit a complete application form with all the required documentary evidence to support your claim.

Do I need to obtain a police report as documentary evidence?

Victims Services requires information from police records if you are applying for financial assistance or a recognition payment. If the crime was reported to NSW Police, Victims Services will access police records directly, which means you do not need to obtain police reports for your application.

If the crime was reported to another government agency or support group instead of NSW Police, you must include a report from that agency to support your claim that you are a victim of crime. You may use the [Government-funded organisation reports template](#).

Is there a template/form I can use to collect my own evidence?

Yes, although use of these forms is not mandatory. There are Report Forms featured on our [website](#). You will find an Expense Form, Certificate of Earnings forms, Certificate of Injury form and Government-funded organisation form. These forms become the documentary evidence to support your application.

How do I get the medical, dental or counselling evidence required to support my application?

You should contact the medical, dental or counselling service you attended to get copies of your relevant medical records. Explain that you need documentary evidence as you are applying to Victims Services for support. You are entitled to a copy of your medical records under NSW law.

Alternatively, you could ask your health practitioner to complete the Certificate of Injury template.

Do I need to submit the original evidence?

Victims Services accepts copies of original documentary evidence forms.

Can I get a report from a Victims Services Approved Counsellor to use as evidence?

You can use a counselling report from a Victims Services Approved Counsellor that you have seen to support an application for financial assistance or a recognition payment if you are unable to obtain any other medical documentary evidence. You should ask the Counsellor directly to complete the Certificate of Injury template. You can then submit a further application.

I submitted an application before 24 April 2020. What will happen to my application?

Your application will be progressed under the processes in place at the time of lodgment.

What number should I call if I need to speak to a particular section in Victims Services?

Please call the Victims Access Line (VAL) on 1800 663 063 and follow the menu prompts to be directed to the correct section of Victims Services.

I can't access the Approved Counsellor list because I don't have access to the internet. How can I make an appointment with an Approved Counsellor?

Call VAL on 1800 663 063 if you require assistance with finding a suitable Approved Counsellor. Staff will provide the Approved Counsellor's contact details so you can make an appointment directly with the Approved Counsellor. Alternatively, you may seek assistance from a representative or support worker.

What options do I have if I can't see an Approved Counsellor in person?

Phone counselling is available to clients who are not able to see an Approved Counsellor in person. Type 'phone' into the Approved Counsellor List search function to find a Counsellor who provides this service.

For more information

Phone	Victims Access Line	1800 633 063
	Aboriginal Contact Line	1800 019 123
Hours	9am to 5pm, Monday to Friday	
Email	vs@justice.nsw.gov.au	
Website	www.victimsservices.justice.nsw.gov.au	