

## Victims Support Scheme Guide for Public Hospitals

### What is the NSW Victims Support Scheme?

The Victims Support Scheme, delivered by Victims Services as part of the Department of Communities and Justice, helps people who are victims of violent crime in NSW. All victims of crime in NSW can get help with information and referrals.

The Victims Support Scheme also offers:

- Counselling
- Financial assistance for immediate needs
- Financial assistance for economic loss
- Recognition payment

### A victim of violent crime in NSW has presented at a public hospital

Patients who have been injured during or following a violent crime may apply for support through the NSW Victims Support Scheme.

Please advise your patient to call the Victims Access Line for information and support on 1800 633 063, or direct them to the Victims Services website at [www.victimsservices.justice.nsw.gov.au](http://www.victimsservices.justice.nsw.gov.au).

### What may public hospitals be asked to provide?

In most cases, victims must present documentary evidence to verify that they were injured due to a violent crime. Evidence may include clinical records from medical, dental or counselling practitioners. Victims will request copies of this information from your hospital.

### Why is it important to provide medical and other health information quickly?

Victims Services cannot assess a victim's claim until all documentary evidence is received. To assist victims obtain the financial assistance they need, you should respond to their requests for copies of their records expeditiously.

### For more information

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| 1. Go to our website                | <a href="http://www.victimsservices.justice.nsw.gov.au">www.victimsservices.justice.nsw.gov.au</a> |
| 2. Call the Victims Access Line     | 1800 633 063   |
| 3. Call the Aboriginal Contact Line | 1800 019 123   |
| 4. Our email address is             | <a href="mailto:vs@justice.nsw.gov.au">vs@justice.nsw.gov.au</a>                                   |
| 5. Our hours are                    | 9am to 5pm, Monday to Friday (exc. pub holidays)   |
| 6. Our address is                   | Level 1, Justice Precinct Offices<br>160 Marsden Street<br>Parramatta NSW 2150                     |
| 7. Address all mail to              | Commissioner of Victims Rights<br>Victims Services<br>Locked Bag 5118<br>Parramatta NSW 2124       |