

Special requirements

We can arrange for an interpreter to assist you in your counselling sessions. We can provide help if you have disability requirements. If you live interstate and have been a victim of a violent crime in NSW, counselling may be organised in the state where you are now living.

Will my privacy be protected?

Victims Services is required to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW).

We may be required to produce documents to a court where there is other legal action.

Further information

Further information is available on our website:
www.victimsservices.justice.nsw.gov.au

If you have any difficulty downloading forms or would like help completing the application please contact Victims Services on 1800 633 063.

Contact details

Phone 1800 633 063
Sydney metropolitan area (02) 8688 5511
Aboriginal Contact Line 1800 019 123
Hours 8am to 6pm, Monday to Friday
Fax (02) 8688 9632
Email vs@justice.nsw.gov.au
Web www.victimsservices.justice.nsw.gov.au
Street address Level 1, Justice Precinct Offices
160 Marsden Street, Parramatta
Address all mail to
The Commissioner of Victims Rights
Victims Services, Locked Bag 5118
Parramatta NSW 2124

Counselling for victims of violent crime



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Alternative formats of this information are available.

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How can counselling help me?

As a victim of violent crime, counselling can help you to:

- talk about what happened
- understand what you are feeling
- find ways to cope following the crime
- gain the support you need
- deal with symptoms such as poor concentration, not sleeping, avoiding socialising or being unable to work
- reduce the extent to which your life is changed by the crime.

Counselling can assist you to recover from the emotional effects of a crime.

Am I eligible for free counselling?

You are eligible to receive free counselling from an Approved Counsellor if you are injured by:

- an act of violence (assault) that happened in NSW
- witnessing an act of violence
- learning of an act of violence that happened to your child who was under the age of 18 years at the time
- preventing someone from committing an act of violence in NSW
- arresting someone who was committing, or had just committed an act of violence
- helping or rescuing someone against whom an act of violence was being committed, or had just been committed
- having a family member who was murdered.

We do not cover crimes against property and motor vehicle accidents.



Who are Approved Counsellors?

Approved Counsellors are social workers, psychologists, clinical psychologists or psychiatrists in private practice who have proven experience in working with victims of crime. They are paid by Victims Services and are available in the metropolitan and most rural and regional areas in NSW.

How do I apply for counselling?

You can complete the online application and submit it via our website. Or you can download the application form from our website and mail it. You can also phone the Victims Access Line (VAL) during business hours if you need help to fill out the application.

The form requires basic information about yourself and the act of violence. You can choose an Approved Counsellor from the list on our website or we can choose one for you.

Your application will take about two working days to assess.

Who can help with my application?

Anyone can help you fill out the application or you can contact the VAL for assistance.

How many hours of counselling can I receive?

If you are assessed as eligible, you will be able to receive 10 hours of counselling.

If you and your counsellor decide you will benefit from further counselling, the counsellor will write a brief report to us. The report will make a recommendation as to the number of further hours required and you will be asked to fill out a form for further counselling.