

## How do I get counselling or financial support or both?

If in doubt, or you are not sure about applying, call the **Aboriginal Contact Line on 1800 019 123 from 9am to 5pm on weekdays**. We can talk to you about what you need.

You can also lodge a claim form for financial support or free counselling.

- You can fill out the form online on our website
- we can send you the form
- just call us on **1800 019 123**

If you reported the crime to the police, Victims Services will get a police report after you send your application to us. If the crime went to court, Victims Services will get court papers. You can send in copies of any police or court papers with your application, if you have them.

## Is my information private?

Generally your information is not told to anyone, except:

- if an offender is charged in court, some information may need to be told to the offender so as to recover financial support, or
- some documents may need to go to court if other legal action is going on.

## Aboriginal Contact Line (9am to 5pm, Monday to Friday)

Call our Aboriginal contact person between 9am and 5pm on weekdays and they will give you information about Victims Services and refer you to the best person to help you.

Phone **1800 019 123**

### Further information

For more information go to our website or phone us. If you have any problem getting application forms or need help filling in counselling or financial support applications please contact Victims Services:

Victims Access Line  
9am to 5pm, Monday to Friday **1800 633 063**

Email **vs@dcj.nsw.gov.au**

Web **www.victimsservices.justice.nsw.gov.au**

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**

## Victims Services

Department of Communities and Justice

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Alternative formats of this information are available.

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## Family violence

**Aboriginal Contact Line  
1800 019 123**



## Family violence

Family violence can happen to anyone, **it's not okay**, it's abuse, and is against the law.

Family violence is when a person in your family uses bad actions to try to control you and hurt you or your kids. If you are not sure about what is happening to you, **call our Aboriginal contact person on 1800 019 123** and they will give you information about what we do and refer you to the best person to help you.

Family violence can be:

### Physical

When you get bashed, a hiding or a flogging and hurt in other ways like:

- hits, slaps, kicks, bites, punches, pushes, shakes, pulls your hair, chokes you or spits on you
- flogging you with a stick, belt, bottle, or anything else that can hurt you
- throwing things at you or around the room.

### Emotional

When a family member makes you feel bad and puts you down and you feel jumpy all the time.

They may:

- punch the walls
- break your things
- call you names all the time
- threaten to hurt you, your kids, your family members or a pet
- scream and shout at you
- always telling you it's all your fault.



### Social

A family member stops you visiting family and friends and you stay trapped at home and you're:

- not allowed any contact with family or friends
- not allowed to go out socially, like going to parties
- not allowed to go to the doctors, without them coming to check on you
- not able to make phone calls without their okay.

### Sexual

A family member forces you into a sex act when you don't want to. It is also when someone makes you shamed over sex. Things like:

- being forced to have sex with someone
- being forced to touch someone else's private parts
- someone touching your private parts without permission
- being made to look at or pose for pornography
- not giving you privacy when you get changed or when you shower.

### Getting financial support

Victims Services will always provide information and support and refer you to other agencies that can help you. Family violence happens in many different ways so all claims are not the same. Our Client Service Team will help you understand if you can get counselling or financial support or both.

### Do I need a report from the doctor or hospital?

Yes, if you want financial support you will have to give proof of your injury, like medical, hospital or counselling records.