

## Compensation for victims of crime

You may be eligible to claim compensation under the *Criminal Injuries Compensation Act*.

The criminal injuries compensation scheme is designed to provide compensation if you suffer bodily harm, mental or nervous shock or pregnancy resulting from an offence occurring in Western Australia. For more information visit <https://cict.justice.wa.gov.au> or phone 9425 3250.

## Useful services

Police, Fire, Ambulance (life-threatening situations or emergencies) 000

WA Police Force 13 14 44

Crisis Care Helpline 1800 199 008 or 9223 1111

Kids Helpline 1800 551 800

Legal Aid Information Line 1300 650 579

Lifeline 13 11 14

Men's Domestic Violence Helpline 1800 000 599

National Sexual Assault, Domestic Family Violence  
Counselling Service 1800 Respect

Sexual Assault Resource Centre 1800 199 888

Women's Domestic Violence Helpline 1800 007 339

Office of Criminal Injuries Compensation 9425 3250

## Contact

### Victim Support Service

Level 2, District Court Building  
500 Hay Street  
PERTH WA 6000  
Phone 9425 2850  
Freecall 1800 818 988  
Email [vss@justice.wa.gov.au](mailto:vss@justice.wa.gov.au)  
Web [www.justice.wa.gov.au/vss](http://www.justice.wa.gov.au/vss)



### Victim Support and Child Witness Service

Service is available in a number of regional locations. For details of each location visit [www.justice.wa.gov.au/vscws](http://www.justice.wa.gov.au/vscws)



### Office of the Commissioner for Victims of Crime

Website [www.victimsofcrime.wa.gov.au](http://www.victimsofcrime.wa.gov.au)

### Department of Justice

Phone 13 67 57  
Website [www.justice.wa.gov.au](http://www.justice.wa.gov.au)



Government of Western Australia  
Department of Justice  
Court and Tribunal Services

# Victim Support Service



## Services available to victims of crime

The Victim Support Service is available at any court in Western Australia including the Magistrates Court, District Court and Supreme Court.

The Victim Support Service is a voluntary and free service available to victims of crime.

Trained staff can assist with:

- counselling and support
- accessing services such as counselling, legal, medical and other relevant services
- information on the status of police investigations
- information about ongoing court matters and preparing for court and in court support
- help to write a victim impact statement
- help with enquiries about your rights in the criminal justice system, including criminal injuries compensation claims.

## Impact of crime on victims

Victims of crime may react in different ways and may include:

### Physical

- feeling tense or shaky
- difficulty in sleeping
- nightmares
- constant tiredness
- loss of appetite
- feeling disorientated or uncoordinated.

### Emotional

- sadness, loss or grief
- anger, increased irritability or mood swings
- guilt
- feeling emotionally numb.

### Cognitive

- poor concentration
- difficulty making decisions
- forgetfulness
- confusion.

### Behavioural

- avoiding people or places that remind you of the incident
- Use of alcohol and/or drugs, sometimes to try to numb how you feel
- difficulties at work or with family and friends
- difficulty in performing routine tasks.

If you experience any impact, please know that you are reacting normally to an abnormal situation.

## Counselling and support

Victims may find that simple actions can help.

Some suggested actions and approaches include:

- structure your life as much as possible
- talk about your feelings
- limit the use of alcohol and drugs
- do not make any major life decisions
- keep a journal
- give yourself permission to feel upset/miserable
- do nice things for yourself
- eat regularly and nutritiously
- increase your physical exercise
- consider seeing a doctor or a counsellor for professional help.

## How can counselling and support help?

Victim Support Service offers confidential counselling and support services to victims of crime.

Counselling can provide you with an opportunity to talk in a safe and confidential environment and may help you find ways of coping with your feelings.

Victim Support Service staff can also provide you with information about and refer you to other agencies who provide different types of assistance. When talking to Victim Support Service staff, please feel free to let them know what you are wanting and/or looking for and they will discuss options with you.