



- Under the Approved Counselling Scheme 4,767 applications for initial counselling were approved in 2006/07. 47,785 counselling hours were approved for victims of crime for initial and further applications for counselling and over 28,000 hours were used, resulting in \$2.79 million paid, utilising approximately 340 Approved Counsellors to provide this service.
- Applications for initial counselling lodged online continued to increase. 1,462 online applications were received in 2006/07 compared to 1,161 the previous year.
- In a victim survey of the Approved Counselling Scheme conducted in 2006/07 98% of respondents said that they found their counsellor helpful and supportive and 98% said their counselling was worthwhile.
- Over 38,000 calls were received by Victims Services in 2006/07 through the general enquiry line, and the 24 hour Victims Support Line (VSL) operated by the Victims of Crime Bureau. Callers to the VSL can be provided with information, support, and/or referral to a range of specialist support services or counselling
- In 2006/07 the Tribunal received 5,636 applications for compensation. 4,492 claims for compensation were determined and \$64.25 million paid out for victims of violent crime. The pending compensation is now 7,297 claims.
- Approximately \$3.63 million was recovered by restitution action. Electronic payment options are available for defendants who are liable to pay restitution. At the end of 2006/07 over 3,500 debtors had taken up these options.
- The Victims Assistance Scheme commenced on 16 February 2007 to assist eligible victims of crime receive reimbursement for a range of expenses incurred to support their recovery. The prescribed expenses are ambulance, dental, physiotherapy, optical, cleaning, security and home help.
- The Victims of Crime Bureau reviewed its process of reviewing government agencies for Charter of Victims Rights compliance with a focus on improving compliance and particularly cross-agency support for victims in individual towns/locations with a high indigenous population. In 2007 the Bureau reviewed the key government agencies assisting victims of crime in Wagga Wagga and Mount Druitt.
- Victims Services has continued to provide information sessions and forums about the Charter for Victims Rights, services, and entitlements for victims of crime across NSW to a range of service providers including, migrant resource centres, local courts, ODPP, DoCS, sexual assault services, university students, volunteers, lawyers and school counsellors.
- The DVD "Missing" concerning Indigenous young people who go missing, is a joint initiative of the Families & Friends of Missing Persons Unit and NSW Police Force, and was launched 4 August 06. A rural pilot involving a total of 11 presentations of the DVD through CTCs in rural and remote communities in NSW has been completed. Approximately 650 DVDs have been distributed to key Aboriginal organisations, relevant Government Departments, NGOs and agencies within the missing person sector.