

## What can I do if I disagree with the decision?

If you disagree with the amount of money awarded as reimbursement for expenses in a VAS claim, you may write to Victims Services and ask that the award be reviewed.

## Further information

For further information and help completing the application, please contact Victims Services:

**Phone** (Sydney metro area)..... (02) 8688 5511

**Freecall** (except from mobiles)..... 1800 069 054

**TTY** (Sydney metro area) ..... (02) 8688 5575

**Email** ..... vct@agd.nsw.gov.au

**Website**..... www.lawlink.nsw.gov.au/vs

**Locked Bag 5118**

**Address**..... Parramatta NSW 2124

Aboriginal & Torres Strait Islander Contact Line:  
(8:30am to 5:00pm, Monday to Friday)

**Freecall** (except from mobiles)..... 1800 019 123

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Alternative formats of this information is available on Victims Services website at [www.lawlink.nsw.gov.au/vs](http://www.lawlink.nsw.gov.au/vs) or phone (02) 8688 5511 (voice) or (02) 8688 5575 (TTY - for people who are deaf or have a speech impairment).

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# Guide to the Victims Assistance Scheme (VAS)

*Victims Support and Rehabilitation Act 1996*



**New South Wales Government**  
Attorney General's Department  
Victims Services

## What is the Victims Assistance Scheme (VAS)?

The Victims Assistance Scheme (VAS) reimburses certain prescribed expenses for victims of crime who are not eligible for statutory compensation because their injuries, as a result of an act of violence, do not reach the threshold.

## What expenses can be reimbursed in the VAS?

- Ambulance services
- Dental services
- Physiotherapy
- Replacement or repair of prescription glasses or contact lenses
- Domestic assistance while recovering, such as personal care and home help
- Cleaning costs of property relating to the act of violence
- Security, for example, to change locks

## When can I lodge an application?

You must lodge your VAS application within two years of the act of violence. Late applications cannot be accepted.

## How do I make a VAS claim?

An online application form is on our website or you can contact Victims Services for a copy of the form.

## Who can claim for expenses under the VAS?

If you are a victim of an act of violence (assault) in NSW and are injured as a result, you are eligible. However, you need to provide medical evidence that you have received at least one injury that is listed in *Schedule 1* of the *Victims Support and Rehabilitation Act 1996*. You can either download the Schedule from our website or you can contact Victims Services for a copy.

## How much money can I receive?

You must have spent at least \$200.

You will not receive money for expenses that can be recovered from other sources such as Medicare or private insurance.

There are limits on some expenses. For each of the following types of expenses a maximum of \$500 is allowed:

- domestic assistance while recovering, such as personal care and home help
- cleaning costs of property relating to the act of violence
- security, for example, to change locks.

A maximum of \$1500 can be awarded to a victim, for an act of violence, under this scheme.