



Table 1: Compensation, victim support services and legal aid

ORGANISATION	ROLE	CONTACT DETAILS
AUSTRALIAN CAPITAL TERRITORY		
Victim Support ACT	Provides a range of information and support services to anyone who is a victim of a crime committed in the ACT	1800 822 272 or (02) 6205 2066 www.victimsupport.act.gov.au/home
Legal Aid ACT	Provides free legal advice and representation to people across the ACT	1300 654 314 www.legalaidact.org.au/
Victims of Crime Commissioner	Oversees Victim Support ACT and performs other functions	13 22 81 www.victimsupport.act.gov.au/victims-of-crime-commissioner/role-of-the-commissioner
NEW SOUTH WALES		
Victims services	Provides a range of information and support services to victims of crime including information regarding financial support	1800 633 063 Indigenous helpline: 1800 019 123 victimsservices.justice.nsw.gov.au/
Legal Aid NSW	Provides free legal advice and representation to people across NSW	1300 888 529 www.legalaid.nsw.gov.au/
NORTHERN TERRITORY		
Victims of Crime NT	Provides a range of services for victims of crime in the Northern Territory including information regarding financial assistance	1800 672 242 or 1800 670 242 (08) 8941 0995 (Darwin) (08) 8952 4466 (Alice Springs) www.victimsofcrime.org.au/
NT Legal Aid Commission	Provides free legal advice and representation to people across the Northern Territory	Legal Aid Helpline 1800 019 343 www.legalaid.nt.gov.au/
QUEENSLAND		
Victim Assist	Provides a range of services for victims of crime in QLD including information regarding financial assistance	Victim Assist 1300 546 587 www.qld.gov.au/law/crime-and-police/victims-and-witnesses-of-crime
Legal Aid Queensland	Provides free legal advice and representation to people across Queensland	Client Information Service Centre 1300 651 188 www.legalaid.qld.gov.au/Home

ORGANISATION	ROLE	CONTACT DETAILS
SOUTH AUSTRALIA		
Victim Support Service	Provides a range of practical and therapeutic support services to help people impacted by crime including information regarding compensation	1800 842 846 www.victimsa.org/
Commissioner for Victims' Rights	Provides information and support to victims of crime and other functions	(08) 8204 9635 voc.sa.gov.au/
Legal Services Commission of South Australia	Helps people with their legal problems	1300 366 424 www.lsc.sa.gov.au/
TASMANIA		
Victim Support Services	Provides a range of information and support services for victims of crime and processes claims for victims' assistance	1300 663 773 or (03) 6165 7524 www.justice.tas.gov.au/victims
Legal Aid Commission of Tasmania	Provides free legal advice and representation to people across Tasmania	1300 366 611 www.legalaid.tas.gov.au/
VICTORIA		
Victims of Crime	Provides a range of information and support services to victims of crime including information regarding compensation and financial assistance	1800 819 817 www.victimsofcrime.vic.gov.au/
Child Witness Service	Provides court education and specialist support to child victims and witnesses	1300 790 540 or (03) 9603 9266 www.victimsofcrime.vic.gov.au/going-to-court/child-witness-service
Victims of Crime Commissioner	Provides an independent and central point of contact for victims	1800 010 017 www.victimsofcrimecommissioner.vic.gov.au/ www.victimsupport.act.gov.au/victims-of-crime-commissioner/role-of-the-commissioner
Victims of Crime Assistance Tribunal (VOCAT)	Hears and determines applications for financial assistance made by victims of violent crime committed in Victoria	1800 819 817 www.vocat.vic.gov.au/about-tribunal/our-role
Victoria Legal Aid	Provides free legal advice and representation to people across Victoria	1300 792 387 www.legalaid.vic.gov.au/

ORGANISATION	ROLE	CONTACT DETAILS
WESTERN AUSTRALIA		
Victim Support and Child Witness Service	Provides a range of information and support services for victims of crime including information regarding compensation	1800 818 988 or (08) 9425 2850 www.victimsofcrime.wa.gov.au/
Commissioner for Victims of Crime	Provides information and support to victims of crime and a mechanism for complaints	1800 428 873 www.department.dotag.wa.gov.au/C/commissioner_for_victims_of_crime.aspx?uid=5652-4422-1372-7049&uid=1310-1872-1255-5789
Legal Aid WA	Provides free legal advice and representation to people across Western Australia	1300 650 579 www.legalaid.wa.gov.au/

Table 2: National support services

ORGANISATION	ROLE	CONTACT DETAILS
Lifeline	Lifeline provides a 24-hour telephone counselling service for people experiencing a crisis	13 11 14 www.lifeline.org.au/
Kids Helpline	The Kids Helpline is a 24-hour telephone and online counselling service for young people aged 5–25 years of age	1800 551 800 www.kidshelpline.com.au/about/about-khl
Office of the eSafety Commissioner	The Office aims to help all Australians have safe, positive experiences online. You can report offensive and illegal online content, such as child sexual abuse, and the Office will work with its partners to have it removed.	1800 880 176 www.esafety.gov.au/about-the-office
Mensline Australia	Mensline is a telephone and online counselling service for men with family and relationship concerns	1300 789 978 www.mensline.org.au/
National Sexual Assault, Domestic Violence Counselling Service	1800RESPECT is a 24-hour online chat and telephone counselling, information and referral service	1800 737 732 www.1800respect.org.au/
Translating and Interpreting Service	The Translating and Interpreting Service is an interpreter service provided by the Department of Home Affairs	13 14 50 www.tisnational.gov.au/

Table 3: Other online resources

ORGANISATION	ROLE	CONTACT DETAILS
ThinkUKnow	The Australian Federal Police in partnership with Microsoft and other corporate sponsors provides an online cyber safety program for parents, carers, teachers and students	http://www.thinkuknow.org.au/home
SCAMWATCH	Run by the Australian Competition and Consumer Commission (ACCC), it provides information about how to recognise, avoid and report scams	www.scamwatch.gov.au/
ACORN	A national policing initiative that allows the public to securely report cybercrime	www.acorn.gov.au/
MONEYSMART	A website created by the Australian Securities and Investments Commission that provides financial guidance, including information regarding various types of scams	www.moneysmart.gov.au/