

WITNESS ASSISTANCE SERVICE (WAS)

The Witness Assistance Service (WAS) provides support and information for vulnerable victims and witnesses involved in criminal cases, to reduce the stress of being involved in a serious court matter. It operates within the Office of the Director of Public Prosecutions (ODPP). WAS officers are available to provide services through each of the ODPP offices.

WAS Aboriginal and Torres Strait Islander Officers can also provide culturally appropriate support.

WAS can accept referrals once police have finished their investigation and charges have been laid against the alleged offender.

WAS supports adults and children who are victims, family members or witnesses for the prosecution in serious criminal matters. WAS officers are social workers, psychologists or counsellors who understand both trauma and how the criminal justice system works.

Police should notify WAS if victims, family members or witnesses for the prosecution require specialist and/or support services. WAS give priority to:

- children and young people under 18 years
- victims of sexual assault and serious domestic and family violence
- family members of victims who have died in driving or homicide cases
- people vulnerable through disability, age, or mental health

The service provided by WAS includes:

- preparing a person to give evidence (including going with you to meet the ODPP prosecutor before the court date, a tour of the court, how the court operates, explain your role at court, arrange an interpreter, if required and if you have a disability, meet your needs)
- court updates and debriefs (including updates on the progress of your matter and debrief you and prepare you for court decisions)
- victim impact statements (information on how to prepare a victim impact statement)
- other supports (including information on victims' rights, financial and other assistance, refer you to other services and provide information on Victims Registers)

MAIN CONTACT DETAILS

Telephone: 02 9285 8606

All offices are open Monday to Friday between 9.00am to 5.00pm (excluding Public Holidays)

Facsimile: 02 9285 8600



WITNESS ASSISTANCE SERVICE (WAS)

TTY

02 9285 8646

For translation and interpreter services, please telephone 13 14 50 and ask the interpreter to telephone 02 9285 8646.

If you are Deaf, hard of hearing and/or have a speech impairment, contact us through the National Relay Service.

Telephone 1300 555 727 for voice relay, and 133 677 for telephone typewriter (TTY) users, then request 02 9285 8646.

HEAD OFFICE

Level 17, 175 Liverpool Street
SYDNEY NSW 2000
Locked Bag A8, SYDNEY SOUTH
NSW 1232
DX 11525 Sydney Downtown

Telephone: 02 9285 8606

Facsimile: 02 9285 8600

GREATER WESTERN SYDNEY

Campbelltown

Level 3, Centre Court Building
101 Queen Street
CAMPBELLTOWN NSW 2560

PO Box 1095

CAMPBELLTOWN NSW 2560

Telephone: 02 4629 2811

Parramatta

4 George Street
PARRAMATTA NSW 2150

PO Box 3696

PARRAMATTA NSW 2124

Telephone: 02 9891 9800

Facsimile: 02 9891 9866

Penrith

Level 2, 295 High Street
PENRITH NSW 2750

PO Box 781

Penrith Post Business Centre
NSW 2750

Telephone: 02 4721 6100

Facsimile: 02 4721 4149

NORTHERN REGION

Gosford

Level 2, 107-109 Mann Street
GOSFORD NSW 2250

PO Box 1987

GOSFORD NSW 2250

Telephone: 02 4337 1111

Facsimile: 02 4337 1133

Lismore

Level 3, Credit Union Centre
101 Molesworth Street
LISMORE NSW 2480

PO Box 558

LISMORE NSW 2480

Telephone: 02 6627 2222

Facsimile: 02 6627 2233

Newcastle

Level 6, 317 Hunter Street
NEWCASTLE NSW 2300

PO Box 779

NEWCASTLE NSW 2300

Telephone: 02 4929 4399

Facsimile: 02 4926 2119

SOUTHERN REGION

Dubbo

Ground Floor, 130 Brisbane Street
DUBBO NSW 2830

PO Box 811

DUBBO NSW 2830

Telephone: 02 6881 3300

Facsimile: 02 6882 9401

Wagga Wagga

Level 3, 43-45 Johnston Street
WAGGA WAGGA NSW 2650

PO Box 124

WAGGA WAGGA NSW 2650

Telephone: 02 6925 8400

Facsimile: 02 6921 1086

Wollongong

Level 2, 166 Keira Street
WOLLONGONG NSW 2500

PO Box 606

WOLLONGONG EAST NSW 2520

Telephone: 02 4224 7111

Facsimile: 02 4224 7100

The toll free number to contact the
WAS is: 1800 814 534

A general enquiry can be made online
at: [https://www.odpp.nsw.gov.au/
about-us/contact-us](https://www.odpp.nsw.gov.au/about-us/contact-us)