

Victim Support & Referral

Victims support and referral cannot be fulfilled solely by the NSW Police Force. We work with other agencies within the justice system to improve the response and outcomes for victims of crime.

Police will provide you with information about support services. You will be referred to the **Victims Access Line (VAL)**, run by Victims Services, Department of Attorney General and Justice, who can provide you with information, referral and support to a range of services for victims of crime.

Victims Access Line (VAL) – 1800 633 063

Please visit www.victimsservices.justice.nsw.gov.au for further information

Victims of violent crimes that have occurred in NSW may be eligible for free face-to-face counselling through the Approved Counselling Scheme. For access to this scheme please contact:

Victims Access Line (VAL) – 1800 633 063 or visit:

www.victimsservices.justice.nsw.gov.au/Pages/vss/vs_counselling/vs_counselling-ac-s-about.aspx

Crisis and ongoing support to families and friends of missing persons is provided by the Families & Friends of Missing Persons Unit (FFMPU), Victims Services.

FFMPU - 1800 227 772 or visit

www.missingpersons.justice.nsw.gov.au

Many, but not all NSW Police Force Police Area Commands and Police Districts have specialist officers who can provide support and referral. If you would like one of these specialist officers to

assist you, ask at your local police station if they are available.

Aboriginal Community Liaison Officers (ACLOs)

ACLOs are civilian employees of the NSW Police Force who work closely with the Aboriginal community. Part of the ACLOs responsibilities include providing an avenue for community members to report crime and to encourage Aboriginal people to work with police to develop programs to address crime and violence in their communities.

Domestic Violence Liaison Officers (DVLOs)

DVLOs are specialist police officers trained to provide support and referral in relation to domestic and family violence. Their role is important in developing and maintaining partnerships with other government and non-government agencies for victim support including follow up services, such as refuges. Most Police Area Commands and Police Districts have one or more DVLOs.

Multicultural Community Liaison Officers (MCLOs)

MCLOs are civilian employees of the NSW Police Force who strengthen links between local police and their culturally diverse communities. Part of the MCLOs duties include victim support and follow up, basic language assistance and network referrals. MCLOs can assist victims to report crime.

Gay and Lesbian Liaison Officers (GLLOs)

GLLOs are specialist police officers located in a range of areas including metropolitan and regional police stations. These officers are specially trained

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to deal with gay, lesbian, bisexual, transgender and intersex (GLBTI) issues.

GLLOs are available to assist GLBTI victims of crime and are sensitive to the law enforcement issues of the GLBTI community. They maintain partnerships with key external agencies and organisations that provide a range of services to GLBTI communities.

Youth Liaison Officers (YLOs)

YLOs are specialist police officers trained to deliver crime prevention programs to reduce victimisation and youth crime. They maintain networks with relevant agencies to provide support and referral. Most Police Area Commands and Police Districts have a YLO.

School Liaison Police (SLPs)

SLPs are specialist police officers who work in high schools across NSW, including public, religious and independent schools. As part of their duties SLPs support victims of crime, conduct crime prevention workshops into targeted local crime issues like cyber crime, knives and bullying. SLPs work with Principals in targeting local crime issues as well as conducting major incident follow up at high schools.

Crime Prevention Officers (CPOs)

CPOs are specialist police officers who work with the community across NSW, including local residents, government agencies, council and shires, business and commercial owners, managers and staff. As part of their duties, CPOs support victims of crime and conduct crime prevention workshops into targeted local crime issues like shoplifting, anti-social behaviour and vandalism. CPOs work with the council or shire in addressing crime risk

in relation to development planning. CPOs engage with the local community to address local crime issues. They conduct Community Safety Audits and work with individuals to assess their crime risk. CPOs help to decrease the fear of crime by conducting crime risk assessments of residences and business locations.

Volunteers in Policing (VIPs)

VIPs are members of the community specially trained to assist police and the community in specific duties. VIPs do not wear a police uniform or undertake the same duties as police. They assist police in promoting crime prevention activities, maintaining local police registers, assisting with short-term child minding at local police stations and providing support to victims of crime and witnesses attending court.