

INSP Fact sheet

The immediate needs support package (INSP) is aimed at providing a grant of financial assistance to primary victims of domestic violence to meet their immediate needs following an act of violence.

The immediate needs support package may include the following items/services:

- Security expenses
- Relocation expenses
- Furniture and household items, and
- Assistance with basic clothing and toiletries

The INSP you are eligible for will depend on your particular circumstances and the needs you have as a direct result of the act of violence.

Who is eligible for the immediate needs support package?

You may be eligible for the immediate needs support package if you were the primary victim of domestic violence that occurred in NSW and:

- the act of violence occurred less than 2 years ago (or you are under 20 years of age) and
- you need to urgently relocate as a direct result of the act of violence and/or install security at your home.

What is domestic violence?

The *Victims Rights and Support Act 2013* defines domestic violence as a violent offence committed where the offender:

- is or was your spouse or de facto spouse,
- is or was in an intimate personal relationship with you,
- lived with you at the time of the violent act, or
- is your parent, guardian, child or step-child, sibling, half-sibling or step-sibling.

If the act of violence did not occur in these relationships, you will not be eligible for an immediate needs support package. You may still apply for financial assistance for your immediate needs but you will need to submit receipts or other evidence of your expenditure.

How do I apply for the INSP?

You will need to complete and sign the *INSP Claim Form* and email it to vs@dcj.nsw.gov.au along with the evidence required.

For your claim for financial assistance for immediate needs to be considered, you must have submitted an online or PDF [Application for Support](#) in relation to the domestic violence.

If you have already submitted an application, you do not need to submit another one. Instead, please provide the relevant application number on the *INSP Claim Form*.

What will I need to apply for INSP?

- A completed [Application for Support](#)
- A completed INSP Claim Form
- ID – A current government issued identification such as a driver licence, passport, Medicare card, or a card issued by Centrelink
- You must provide details of a bank account in your name. If you would like victims support payments to be made to an account in another name, please contact the Victims Access Line before submitting your application as we will require you to provide further documentation to accept your application.
- If you did not report the violence to the police, you will need information from a government or government-funded organisation that you disclosed the domestic violence to, or a medical report that shows how you have been affected by the violence.

What information should a support letter include?

If you are providing a support letter from a service provider the letter should contain a detailed description of the act of violence and information about your circumstances since the act of violence occurred. It should also provide an explanation as to how the INSP claimed are needed as a direct result of the act of violence. Your application may be delayed if the information provided does not establish why you need the packages claimed, or how they relate to the act of violence.

How much financial assistance will I receive?

If your claim is approved, you will receive a grant of up to \$5,000. The approval will consist of the packages you have claimed to secure your immediate needs as a direct result of the act of violence.

I have already incurred expenses for relocation and/or security. Can I apply for reimbursement?

You can still apply for reimbursement through the victims support scheme, as an alternative to applying for the INSP. You will need to provide receipts or other evidence of expenditure for such items to vs@dcj.nsw.gov.au

What is not covered by the INSP?

The items claimed must be basic and essential items required as a direct result of the act of violence, rather than as a result of financial hardship. Items not covered by the package include:

- debts, including for rental arrears and bond
- property loss or damage
- non-essential household items, for example televisions and motor vehicles
- legal fees and disbursements.

Do I need to provide receipts/invoices for my immediate needs support package claim?

No, you do not need to submit receipts with the claim. Instead, you are required to sign a declaration agreeing that you will use any approved funds for the purpose for which they have been granted.

You need to keep any receipts or invoices for a period of five years. Victims Services may request you to submit these at any time during that five year period, should you make a further claim for financial assistance.

What if I disagree with the Assessor's decision?

You can request an internal review of the Assessor's decision within 90 days of when you receive the decision.

If you have any questions about the immediate needs support package, you can contact the **Victims Access Line** on **1800 633 063**.

Immediate needs support package – Up to \$5,000 may be approved

Package	Amount
Package A: Rent assistance – Greater Metropolitan Region (GMR) *	\$3,150
Package B: Rent assistance – Outside GMR *	\$2,100
Package C: Household items	\$1,650 + \$300 per child
Package D: Clothing & toiletries	\$300 + \$300 per child
Package E: Whitegoods and appliances	\$1,550
Package F1: Change of locks	\$300
Package F2: Security cameras	\$2,300
Package F3: Security windows/doors	\$2,000
Package F4: Alarm system	\$900
Package G: Storage	\$600
Package H: Removalist	\$700

* Rent assistance packages are based on the average cost of 6 weeks rent for a 3 bedroom home for the relevant region.

INSP Claim Form

Part 1: Victim details

Title (*Mr, Mrs, Miss, Ms*) Surname/Family

First name Middle name(s)

Gender Female Male Other

Victims Services application reference number Date of birth (*dd/mm/yyyy*)

Current residential address

Phone no. Email address

Date commenced living at residential address No. of children/dependants

Are you of Aboriginal or Torres Strait Islander Origin? (*Optional – for statistical and planning purposes*)

No Yes, Aboriginal Yes, Torres Strait Islander

1.1 Details of person applying on behalf of victim (*if applicable*)

Note: Parents/guardians or other persons who have an interest in your welfare may apply on your behalf.

Title (*Mr, Mrs, Miss, Ms*) Surname/Family

First name Middle name(s)

Date of birth (*dd/mm/yyyy*)

1.2 Details of the person/organisation representing or assisting the victim with their application

- Parent/guardian (*we will contact this person about your application*)
- Representative (*we will contact this person about your application*)
- Friend/family member who is just helping you fill out this form (*we will **not** contact this person about your application*)
- Other > *Please specify*

Name of officer/representative

Name of organisation (*if applicable*)

Address of representative/organisation

Postcode

Comments

Phone Mobile Email

Reason for applying on behalf of the victim

- Age Disability Overseas
- Parental responsibility – DCJ (*previously FACS*) Pilot
- Other > *Please specify*

Part 2: Claim requirements

2.1 Identifying Documentation *(copy of government issued identification)*

Note: Attach a copy of your identifying documentation

2.2 Bank account details

Note: You must provide details of a bank account in your name. If you would like victims support payments to be made to an account in another name, please contact the Victims Access Line before submitting your application as we will require you to provide further documentation to accept your application.

Name of financial institution				<i>(please print)</i>
Name of branch				<i>(please print)</i>
BSB	–			<i>(must be 6 numbers)</i>
Account No.				<i>(up to 10 numbers)</i>
Account holder's name/s				<i>(please print)</i>

Part 3: Act of violence

3.1 When did the act of violence occur? (a) Date

or (b) Over a period of time, from _____ to _____

3.2 Perpetrator's name

3.3 Address where act of violence occurred

Part 4: Your INSP claim

Note: Please indicate below which packages you are claiming. Your eligibility for the packages will be determined by your individual circumstances, and the needs you have as a direct result of the act of violence. To assist us in determining your need for the packages claimed, evidence or information about your circumstances, and how they have been impacted by the act of violence, must be provided. If insufficient evidence or information has been provided to establish your need for the package or packages selected, your claim may be delayed or not approved. If your circumstances change after completing this form you must notify Victims Services immediately as this may impact the packages you are eligible for.

Part 5: Your circumstances

5.1 As a direct result of the act of violence:

I have relocated

I intend to relocate

I have not relocated and do not intend to

5.2 The perpetrator still lives with me

Yes

No

Part 6: Your security

6.1 I require financial assistance for security (*Package F*)? Yes No

▶ *If yes, please indicate which security measures you require:*

F1: Locks

F2: Cameras

F3: Security windows/doors

F4: Alarm

Note: If you are seeking to install security at your rental premises, it is your responsibility to obtain permission from your landlord to do so.

6.2 If you have relocated or are intending to, please explain below why the relocation will not be sufficient to secure your safety. Why do you need financial assistance for security measures?

6.3 Have security measures been provided by another service provider? Yes No

▶ *If yes, please provide the name of the service provider and the types of security measures provided, for example: Staying Home Leaving Violence – Change of locks.*

*Please complete Part 7 if you are seeking financial assistance for relocation.
Otherwise, please go to the Applicant's Declaration at Part 8.*

Part 7: Relocation

7.1 New address where you have relocated, or intend to relocate to:

Date you commenced, or will commence, living at the new address:

7.2 What recent incidents of domestic violence have caused, or are causing you, to relocate?

7.3 I require rental assistance (*Packages A or B*) Yes No

▶ *If yes, address where rent is, or will be, payable?*

7.4 Are you receiving rent assistance from any other source? Yes No

▶ *If yes, please provide details of the service provider*

7.5 I require assistance to move my belongings (*Package H*) Yes No

▶ *If yes, what items do you need to move?*

Where are items being moved from? (*may be previous address/storage unit*)

Where are items being moved to? (*may be new address/storage unit*)

7.6 Do you need to store items in a storage facility? (*Package G*) Yes No

▶ *If yes, what items do you need to store?*

7.7 I require assistance to purchase household items that I no longer have access to Yes No

▶ *If yes, which basic and essential household items do you need (Package C)? (Please tick all that apply)*

Furniture	Bedding	Kitchenware	Linen/towel
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▶ *If yes, which basic and essential whitegoods and appliances do you need (Package E)? (Please tick all that apply)*

Fridge	Toaster	Microwave	Washing machine
Vacuum	Fan	Heater	Iron

7.8 I require assistance to purchase clothing/toiletries that I no longer have access to (*Package D*) Yes No

7.9 If you are claiming household items, whitegoods, and/or clothing and toiletries (*Package C, D and/or E*) please explain why you no longer have access to these items? (*Your claim may be delayed if this section is not completed*)

Part 8: Applicant's Declaration

The following declaration must be read and signed by the applicant, or their parent or legal guardian if they are under the age of 18.

I, *[applicant's name]*, declare that the information provided in this application is true and correct.

- I declare that I require financial assistance for immediate needs as a direct result of domestic violence.
- I understand that any financial assistance I receive is intended to be used for the purpose of addressing the immediate needs I have attested to in this form.
- I understand that I am required to notify Victims Services if any of my circumstances change after completing this form, and that my changed circumstances may affect my eligibility for the financial assistance claimed
- I will retain proof of my purchases for the five year duration of my victims support application, and I will produce evidence of my expenditure to Victims Services, should this be required.
- I understand that giving false or misleading information is a serious offence and may adversely affect the outcome of my victims support application or lead to criminal or civil legal action against me.
- I consent to Victims Services making relevant enquiries to verify the information provided, including to State and Federal government agencies and authorities.
- I understand Victims Services may take action (restitution) to recover money from a person convicted of a crime for which victims support is approved.
- I understand that if victims support is approved I am subject to the conditions set out at section 48 of the Act, and am required to notify Victims Services if I receive a payment from another source, in connection with the act of violence. In such circumstances, repayment of victims support may be required.
- If victims support is approved, payment will be deposited to the bank account detailed at Part 3 of this form (unless notified otherwise).
- I agree to the above terms and conditions.

Signature

Full name (*please print*)

Date (*dd/mm/yyyy*)

Where to submit your completed application

You can send us your completed form by:

- attaching it to your online [Application for Support](#), or
- sending it with the PDF version of the [Application for Support](#) by email or post:

Email: vs@dcj.nsw.gov.au

Post: Commissioner of Victims Rights
Victims Services
Department of Communities and Justice
Locked Bag 5118
Parramatta NSW 2124

INSP Checklist

Checklist

I have submitted an [Application for Support](#) online or by email or post

I have completed the *INSP Claim Form*

I have explained in the *INSP Claim Form*, and/or in the evidence provided, how the packages I have claimed are required as a direct result of the act of violence

I have signed the *Applicant's declaration* on the *INSP Claim Form*

I have provided my bank account details and understand that victims support payments will be paid into this account, if approved. If you would like victims support payments to be made to an account in another name, please contact the Victims Access Line before submitting your application as we will require you to provide further documentation to accept your application

I have attached a copy of my current government issued identification (for example, driver licence, passport, Medicare card or a card issued by Centrelink)

I have attached a completed [government or government-funded organisation report](#), or medical report, as I did not make a report to police

I have attached other documentation to support my *INSP Claim Form*

Further information

Contact Victims Services (9am to 5pm, Monday to Friday (exc. public holidays):

- Email: vs@dcj.nsw.gov.au
- Phone: 1800 633 063
- Aboriginal Contact Line: 1800 019 123
- Website: www.victimsservices.justice.nsw.gov.au