

Finding support if you have been impacted by the Bondi Junction attack

The information in this fact sheet is provided to assist families and loved ones.

Overview of support

- NSW Police have assigned a Family Liaison Officer to support each impacted family of the deceased.
- Victims can access support through the NSW Government's Victims Support Scheme. Please see below for more detailed information.
- Westfield is providing mental health and counselling support for their staff, retailers and customers by phone, online and in person.
- NSW Health have specialist disaster-trained clinicians at Bondi Junction.
- The NSW Mental Health Line is available 24/7, with specialist staff available to speak to anyone affected by the attack. Call 1800 011 511.
- Members of the community can also contact Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636.
- Mental health services have also been activated for first responders.

Victims Support Scheme

The Victims Support Scheme provides counselling, financial assistance and a recognition payment to victims of an act of violence in NSW.

Support is available through the scheme for the families of those who have lost their lives and those who have been affected by the violent acts at Bondi Junction.

What support is available?

- Counselling to help victims recover from the psychological and emotional impacts of a crime.
- Financial assistance for immediate needs to help cover urgent health, safety or security expenses resulting from the violent crime.
- Financial assistance for economic loss to cover other expenses resulting from a violent crime.
- Assistance to pay for funeral expenses on behalf of family members of a homicide victim.
- A recognition payment to acknowledge the violent crime.

Who can access victims support?

The type of support available for those who have been impacted by the acts of violence at Bondi Junction will depend on their situation:

Primary victims who have been injured:

- Counselling
- Financial assistance for immediate needs
- Financial assistance for economic loss
- A recognition payment.

Secondary victims who are witnesses can access counselling.

A parent, step-parent or guardian of a child who was injured can access financial assistance for economic loss that directly resulted from the act of violence, and counselling.

Family victims (an immediate family member of a homicide victim) can access:

- counselling
- financial assistance for immediate needs
- financial assistance for justice-related expenses
- financial assistance to help with funeral expenses of the victim
- Eligible family victims may also receive a recognition payment.

A **relative of a homicide victim**, not considered a family victim, who is affected by the victim's death (extended family member) can access counselling.

For more information on how to access support

A dedicated phone line for victims of the Bondi Junction incident has been established. Please call 1800 019 123 from 9am to 5pm, Monday to Friday.

Helpful resources

- [Victims Support Scheme Quick Guide](#) for primary victims, secondary victims and parents, step-parents and guardians of a child victim
- [Family victims support fact sheet](#)
- [Understanding the Victims Support Scheme – an Easy Read Guide](#)

Public condolences and memorials

The people of NSW are invited to come together and sign an online condolence book in honour of those affected at www.nsw.gov.au/bondicondolences

We appreciate the outpouring love and sympathy that's being expressed by members of the community who have been leaving flowers at Oxford Street Mall, however we do ask people to be mindful that much of the area is still a crime scene.