

CSNSW Victims Register

Application information

Information for victim-survivors of crime

The Corrective Services NSW (CSNSW) Victims Register is a service that provides important information to registered victims about an offender.

We understand that receiving this information may be a difficult or confusing time for you. Our aim is to provide you with a responsive and supportive service.

You can contact the Victims Register Monday to Friday between 9am to 5pm.

We are closed on public holidays. We welcome you to contact us to ask questions or discuss any concerns.

Phone: (02) 8688 0555

Email: victims.register@correctiveservices.nsw.gov.au

If you would like help in your preferred language, please call the Translating and Interpreting Service 13 14 50 (free call) and ask them to call the CSNSW Victims Register on (02) 8688 0555.

What is a registered victim?

A registered victim is someone registered with CSNSW Victims Register to receive information about an offender that committed an offence against them.

Who can register?

To access the Victims Register you must be:

- the victim of an offence; or
- a family representative of a victim who died from the crime; or
- the victim's primary caregiver, if the victim is currently under 18 years or has a legal incapacity.

The offender must be:

- serving a custodial sentence in NSW for an offence that relates to you, and
- under the supervision of CSNSW, even if:
 - you reside in another state, territory or country;
 - the offence happened in another state/territory;
 - the offender was sentenced under commonwealth law or in another state or territory in Australia;
 - the offender has already been in custody for a long time;
 - the offender is on parole.

If you do not meet the eligibility criteria, we can still consider your application if your personal safety is at risk.

For example, if you can demonstrate a history of violence, stalking, or threats towards you from the offender.

What information can we tell you?

We can share:

- the offender's sentence details,
- location in custody,
- security classification,
- eligibility for unescorted leave,
- if the offender dies while serving a sentence,
- if they escape from custody,
- when they will be released from custody,
- if there are any change to the earliest possible release date,
- if the offender will be considered for parole,
- if parole is revoked.

What we cannot tell you

There is information we cannot tell you, including:

- new charges or sentences not related to you,
- the offender's medical and psychological history, including the cause of death if the offender dies in custody or in the community,
- transfers between Correctional Centres or to a medical facility,
- the offender's location once they are released from custody,
- the offender's immigration status.

Multiple offenders

If you wish to be registered against multiple offenders in relation to different offences; please submit separate applications for each offender.

What happens after I submit my application?

Once we receive your application, we aim to process it within ten business days. If any information is missing, there may be a delay.

If your application is complete, we will send you a letter with more information once your registration is finalised. If you would prefer a phone call as well to confirm your registration, please let us know.

We may contact other agencies to verify your information or request further information from you. If you are ineligible, we will let you know and provide information about other services that may be helpful.

How long will my registration remain active?

Your registration will remain active until the offender has served the full sentence that relates to you. This includes any part of the sentence that the offender spends on parole. After this we will close your registration and cannot provide you with further information or updates.

Your registration will also be closed if:

- you request for your registration to be closed,
- the offender dies,
- the offender is transferred to a different State/Territory or overseas,
- the offender's conviction against you is overturned,
- the offender transfers to another Government agency such as an immigration detention or mental health facility,
- you disclose information given to you by the Victims Register to anyone else.

How do I apply to be on the Victims Register?

Complete and sign the application form. Then send it to the Victims Register with a copy of your photo identification and any other supporting documents.

You can send the completed form and supporting documents to us via email or post:

Email: victims.register@correctiveservices.nsw.gov.au

Post: CSNSW Victims Register Locked Bag 5111 Parramatta NSW 2124

Your personal information

This section provides information about how CSNSW will deal with your personal information, and how it will be managed while you are registered.

Use of personal information

The provision of personal information for the purposes of the CSNSW Victims Register is entirely voluntary on the part of the applicant.

Your personal information will be used for the purpose of administering all aspects of the Victims Register, including determining your eligibility to register.

Collection and disclosure - will my personal information be disclosed to third parties?

Your information is recorded on the CSNSW Victims Register. At the time of application, your personal information may be disclosed to the NSW Police Force, Department of Public Prosecutions, or other Government agencies for the purpose of verifying your details or eligibility to be on the Victims Register.

The Victims Register may request supporting documentation from these agencies as a part of the assessment process to determine your eligibility.

CSNSW Victims Register employees will have access to your information.

In some circumstances, your information may be given to the NSW State Parole Authority or the Serious Offenders Review Council so that they may fulfil their obligations towards you as a victim.

Your right to access information

Under section 9(1) of the *Government Information (Public Access) Act 2009 (GIPA Act)*, you have the right to apply to access information held by public agencies, including CSNSW.

You will be provided with this information unless there is an overriding public interest against its disclosure. Under section 8 of the GIPA Act, you may make an informal request for the release of information held by CSNSW.

You have the right to access your personal information held by CSNSW pursuant to section 14 of the *Privacy and Personal Information Protection Act 1998 (PPIP Act)*. Under section 15 of the PPIP Act you have the right to request the amendment of personal information about you that is held by CSNSW.

Other people's right to access information

Under Section 9(1) of the GIPA Act, anyone, including the offender, can apply to access information held by CSNSW. However, the GIPA Act allows CSNSW to deny access to information in the Victims Register so that we can protect you and the personal information you gave us.