

Public Accounts and Estimates Committee

Inquiry into the 2026-27 Budget Estimates

The Hon. Anthony Carbines MP
Minister for Victims

Thursday 21 May 2026



Delivering on our commitments to support victims of crime

Supports for victims from 1 July 2025 – 30 April 2026



15,174

Calls were made to the Victims of Crime Helpline for support (including call backs)



18,567

Family violence matters referred to the Helpline, including 16,861 L17 male victim referrals from Victoria Police



481

Requests for assistance through the Intermediary Program



1,107

Children and their families were supported by the Child and Youth Witness Service



1,710

Total active registrations on the Victims Register



9,741

Victims were supported by the Victims Assistance Program

*as of 31 March 2026

Delivering on our commitments to support victims of crime

Supports for victims through the Victims Legal Service and the Financial Assistance Scheme



10,134

Enquires responded to by the VLS Helpline*



791

Victim referrals to VLS providers for ongoing assistance*



14,844

Services provided by Victoria Legal Aid and Community Legal Centres*



\$71.76 million

Paid to victims of crime since scheme commencement, including costs awarded to legal representatives supporting victims of crime^



8,386

Applications finalised and **359** victim recognition statements issued^



64,373

Calls received by the FAS Contact Centre with a further **21,422** online enquiries received^

*Time period for VLS data is from commencement of the VLS on 14 March 2023 to 31 December 2025.

^Time period for FAS data is from commencement of the FAS on 18 November 2024 to 30 April 2026.

More services for victims of crime in 2026-27

A total of \$22.06 million was provided for Victims of Crime portfolio initiatives, including:



\$8.71 million for 2 years to support **Financial Assistance Scheme** operations



\$6.32 million for 2 years to continue operations of the **Victims Legal Service**



\$2.53 million for 2 years for the **Victims of Crime Commissioner**



\$4.50 million over 5 years for the **Child and Youth Witness Service**

- The Victims of Crime Financial Assistance Scheme (FAS) delivers an assistance program for victims of crime to assist them with their recovery from violent crime. The budget allocation in 2026-27 will support frontline operations, including contact centre services, intake, triage and payments processes.
- The Victims Legal Service (VLS) is a primary referral pathway for victims to the FAS and offers free, and quality advice for victims to access the FAS. The budget allocation in 2026-27 ensures the VLS can continue to support thousands of victims with their applications to the FAS or seeking restitution and compensation from offenders.
- Funding for the Victims of Crime Commissioner will support continued advocacy of victims' experiences in the justice system.
- Investment in the Child Youth and Witness Service as part of the Community Safety Package, will support more witnesses in giving evidence, ensuring perpetrators are held to account.

Spotlight: Financial Assistance Scheme

Significant enhancements have been made to the scheme

- In addition to further investment in the Scheme's workforce, a series of enhancements have been made to improve the efficiency, effectiveness and victims' experience of the scheme.
 - Updates to FAS' decision-making guidelines to make it clearer to victims and representatives what to include in their application.
 - Online portal enhancements that increase the functions available to victims to manage their application.
 - System improvements that enable service providers to directly upload invoices and payment requests.
 - Automation of remittance and enabling victims to confirm their bank details up front.
- An Independent Review of the FAS is underway to consider the operation of the scheme.



Thank you.

