

# The Charter of Victims' Rights

If you have suffered harm as a result of a crime including domestic and family violence, you have rights.

These rights include:-

## You should be treated appropriately by government and non-government agencies.

You should be treated with respect, courtesy, compassion, dignity and your privacy respected. You should also be given information about services that can help you recover.

## You have rights in the criminal justice system.

- » You have the right to information about the police investigation, the prosecution, if warrants are issued and who is charged.
- » You should be told about court processes, hearing dates, attending court, the trial process and your role as a witness.
- » You can expect to be informed about the result of the court case, including the sentence and outcome of any appeals.
- » You have the right to information about bail applications, outcome and release arrangements, including any special conditions that may impact your safety or welfare.
- » You have a right to be protected at court from unnecessary contact with the accused person, family members or friends.
- » You can make a Victim Impact Statement at sentencing, expressing how the crime has harmed you.

## Many victims have rights when the offender goes to prison.

- » If you are registered on the Victims Register, you will be informed about the offender's period of imprisonment or if they escape from prison. You may also be informed if the offender transfers to another prison.
- » You will be given the opportunity to write to the parole board about granting parole to the offender.
- » Call the Corrective Services Victims Register (**1800 098 098**) to find out if you are eligible.

## You have the right to make a complaint.

If you believe a Queensland Government agency or non-government organisation has not met your rights, contact Victim Assist Queensland on **1300 546 587**.

Full details of the Charter and more information can be found at [www.qld.gov.au/victims](http://www.qld.gov.au/victims).

## Contact us

Log your enquiry online at [www.qld.gov.au/victims](http://www.qld.gov.au/victims).

**1300 546 587** (business hours)  
GPO Box 149, Brisbane, QLD 4001

## In case of emergency

Victim Assist does not provide emergency assistance to victims. If you are concerned for your safety, or the safety of others, please call **000**.

### Help for people in crisis

- Lifeline 24-Hour Crisis Line..... **13 11 14**
- DV Connect Women's Line ..... **1800 811 811**
- DV Connect Men's Line ..... **1800 600 636**
- Statewide Sexual Assault Helpline ..... **1800 010 120**
- Mensline Australia ..... **1300 789 978**
- Kids Helpline (25 years & under) ..... **1800 55 1800**

# Have you been a victim of a violent crime?

If you have been injured, physically or emotionally by another person, Victim Assist Queensland is able to help you.



## Who we are

Victim Assist is a unit of Queensland's Department of Justice and Attorney-General who:

- » assist victims to connect with services to support them through their justice journey and their recovery
- » provide a range of financial assistance to victims of an act of violence that happens in Queensland
- » assist government and non-government agencies and officers to comply with the Charter of Victims' Rights
- » lead and coordinate the victim services sector within Queensland.

## Help for victims of violent crime

Help is available for primary victims of an act of violence. An act of violence is a violent crime that is perpetrated by one person against another. Examples include, but are not limited to:

- » attempted murder
- » all forms of physical assault
- » sexual offences
- » child abuse
- » all forms of domestic and family violence
- » elder abuse
- » burglary with violence and robbery
- » stalking, kidnapping and deprivation of liberty.

## Help for others impacted by violent crime

Help and financial assistance is also available for:

- » parent secondary victims - parents of children and young people who have been victims of a violent crime
- » witnesses - people who see or hear a violent crime taking place
- » related victims - close family members or dependants of a person who has died as a result of an act of violence such as a homicide or dangerous driving causing death.

As leaders of the victim service sector in Queensland, Victim Assist is also able to help existing, new and emerging government and non-government victim services, to:

- » understand the Charter and how victims rights are applied
- » design, develop or review strategies to support and respond to the needs of victims
- » provide information and training to develop awareness of victims' needs and rights and services available to support them.

## Types of help available

Victim Assist's Information and Referral Service is available to answer your questions. They can also help you:

- » complete the financial assistance application form
- » connect you with a free victim support service
- » understand how to write a Victim Impact Statement for the court
- » arrange a referral to a court support worker.

## Financial assistance

For eligible primary victims, parent secondary victims, witnesses and related victims, help may also include financial assistance. This may include help with:

- » expenses incurred for medical or counselling treatment required because of the act of violence
- » travel expenses to attend medical or counselling appointments
- » security upgrades to your home to help you feel safe, or relocation costs if it is not safe for you to stay where you are
- » income lost because you have been unable to work due to injuries suffered as a result of the act of violence
- » up to \$500 for legal expenses incurred in applying for financial assistance
- » funeral expenses.

Primary victims, hurt in an act of violence, may also be eligible for a recognition payment called *special assistance*.

Related victims, close family members, or dependants of a person that has died as a result of an act of violence may be eligible for a recognition payment called *distress* as well as a dependency payment.

**More information** about financial assistance, including the application form and medical certificate, is available online - [www.qld.gov.au/victims](http://www.qld.gov.au/victims).