



## Charter of victims' rights

In Queensland, if you have been a victim of violent crime, including domestic and family violence, you have rights.

All government and funded non-government agencies must uphold these rights.

These rights include:

- being treated with respect, courtesy, compassion and dignity
- having your personal information protected and not disclosed unless required by law, or you give your consent
- being informed about services that can help you recover
- receiving updates about the investigation, the court process and bail applications
- if the offender is sentenced to prison, requesting to be kept informed about the offender's imprisonment, application for parole or release.

Learn more about your rights in Queensland at [www.victimscommissioner.qld.gov.au](http://www.victimscommissioner.qld.gov.au)

### You have the right to make a complaint

If you believe that your rights have not been upheld, you can make a complaint. You can complain to the agency concerned or to the Office of the Victims' Commissioner.

To make a complaint to the Office of the Victims' Commissioner, you can:

- email [contact@victimscommissioner.qld.gov.au](mailto:contact@victimscommissioner.qld.gov.au)
- call 1800 714 100.

## Contact Victim Assist Queensland

-  Visit [www.qld.gov.au/victims](http://www.qld.gov.au/victims)
-  Call **1300 546 587**
-  Email [VictimAssist@justice.qld.gov.au](mailto:VictimAssist@justice.qld.gov.au)



Have you been hurt by someone?

**We can help you.**



## Apply for financial assistance



Primary and related victims can apply online at [www.qld.gov.au/victimssapply](http://www.qld.gov.au/victimssapply)



Parent-secondary victims, witnesses, or primary and related victims without a safe email address, can apply using our paper forms at [www.qld.gov.au/victimssapplyforms](http://www.qld.gov.au/victimssapplyforms)

## Support with your application

We fund victim support services to help you apply for financial assistance.

If you need support filling in your application form, contact:

|  |                |
|--|----------------|
| VictimConnect.....                               | 1300 318 940   |
| PACT.....  | 1800 449 632   |
| 54 Reasons.....                                  | 1800 760 011   |
| WWILD.....                                       | (07) 3262 9877 |
| Queensland Homicide<br>Victim Support Group..... | 1800 774 744   |

## Victim support services

Free and confidential support services are available to help you recover.



Search for a support service that's right for you at [www.qld.gov.au/victimssupportservices](http://www.qld.gov.au/victimssupportservices)



# Victim Assist Queensland

## Who are we?

Victim Assist Queensland provides financial assistance to eligible victims of violent crime in Queensland.

Our goal is to help victims recover. We:

- provide financial assistance to eligible victims, including paying for recovery expenses such as:
  - medical treatment
  - counselling
  - loss of earnings
  - security
  - cultural recovery for Aboriginal and Torres Strait Islander victims.
- connect victims with other support services to help them recover.

## Who can we help?

If you were injured (physically or psychologically) by an act of violence that was committed in Queensland, we can help you.

### We help different types of victims:

- **Primary victims**  
A person injured by an act of violence or a child who lives in a home where domestic violence happened.
- **Related victims**  
A close family member or financial dependent of a person who was killed by an act of violence.
- **Parent-secondary**  
A parent of a child victim.
- **Witnesses**  
A person who saw or heard an act of violence being committed against someone else.

We can also help pay for the funeral of a person or an unborn child lost due to violence.

## What is an act of violence?

An act of violence is when one person hurts another person. It can include, but isn't limited to:

- attempted murder
- domestic violence, including coercive control and non-physical abuse
- sexual violence
- child abuse
- elder abuse
- burglary with violence
- stalking, kidnapping and deprivation of liberty.

## Types of injuries

Experiencing violence can result in different types of injuries:

- **Physical injury**  
An injury to the body caused by the violence.
- **Psychological injury**  
A psychological illness, disorder or impairment caused by the violence.
- **Aggravation of pre-existing conditions**  
A medical condition, psychological illness or disability made worse by the violence.
- **Adverse impacts**  
Examples include a sense of violation, reduced self-worth, increased fear or insecurity and negative impacts on sexual relationships.  
*(sexual violence and/or domestic violence **only**)*

## Reporting requirements

To be eligible for financial assistance, the violence must be reported to someone.

- In most cases, the violence must be reported to the police.
- For special primary victims, different reporting options are available.

## Special primary victims

A special primary victim is someone who:

- experienced sexual violence
- experienced domestic and family violence
- was a child at the time of the violence
- has an impaired capacity
- experienced violence by a person who was in a position of power, influence or trust, or
- is being threatened or intimidated by the offender or someone else.

A special primary victim can report to a:

- counsellor
- doctor/GP
- psychologist
- psychiatrist
- police officer, or
- domestic and family violence specialist.

