



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

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
- call 1800 714 100.

Contact Victim Assist Queensland

-  Visit www.qld.gov.au/victims
-  Call **1300 546 587**
-  Email VictimAssist@justice.qld.gov.au

Apply for financial assistance



Primary and related victims can apply online at 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

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 874 996
WWILD.....	(07) 3262 9877
Queensland Homicide 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



Have you been hurt by someone?

We can help you.



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.

