

# **What are your rights in Queensland if someone has hurt you?**



**Easy English**



## Blue words

Some words in this information are **blue** and **bold**.

We write what the blue and bold words mean.

## Help with this information



You can get someone to help you

- understand this information

- find more information.



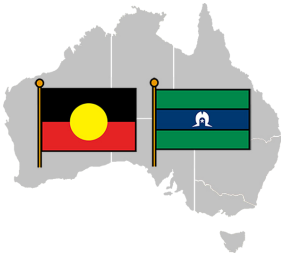
Contact information is at the end.

# We acknowledge First Nations peoples



**Acknowledge** means we understand the importance of **First Nations peoples'**

- culture
- language
- history.



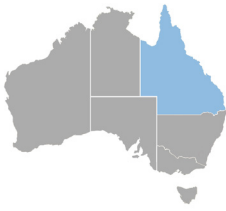
First Nations peoples are the Aboriginal and Torres Strait Islander peoples.

## About this information



Everyone has **rights**.

Rights are things everyone should have.



This information is about special rights for **victims** in Queensland.



You are a victim if

- someone has hurt you



- someone has killed or hurt someone in your family



- you got hurt because you helped someone else when they were getting hurt.



The special rights for victims in Queensland are called the **Charter of Victims' Rights**.



The charter tells **services** what they **must** do to help you if you are a victim.



Services can be

- the police



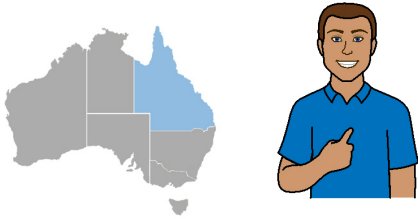
- the court



- other services that help victims.

The charter has 5 types of rights.

# 1 Services must help you with your rights



Many services in Queensland can help you if you are a victim.



Services **must** help you with your rights if

- they are part of the government
- they get money from the government.



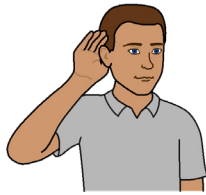
Services **must** tell you about ways you can get support.

Services **must** **respect** you.



Respect means that services **must**

- use good manners
- be kind to everyone
- be fair to everyone.



Services **must** listen to you.

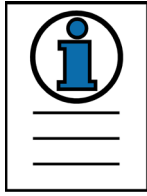


Services must **not** share information about you unless

- the police ask for the information
- a court asks for the information
- you say the services can share your information.



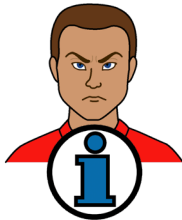
## 2 You have rights with the law



You will get information about what happens in the **investigation**.



Investigation means the police get information about the crime to understand what happened.



You will get information about who the person who hurt you is if you do not know them.



You will get information about what will happen next.



For example, if the person who hurt you

- says they did the crime

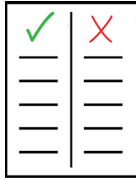


- goes to jail before court



- comes out of jail before court.





If the person who hurt you is **not** in jail they **must** follow some rules to help you be safe.



You will get information about

- court meetings



- the reasons for decisions that services make.

### 3 Your rights if you have to go to court

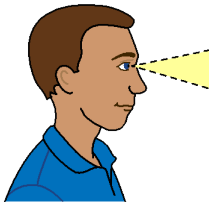


You might need to tell the court about the crime.

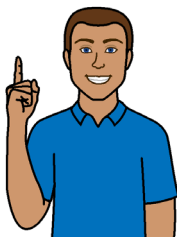


For example

- how someone hurt you



- what you saw when the crime happened



- what you know about the crime.



If you go to court you will get information about

- what will happen in court
- what you need to do in court.

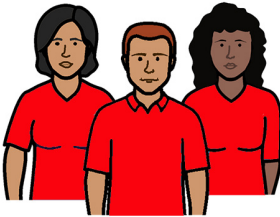


You might want to be separate from some people to help you feel safe in court.



For example

- the person who hurt you
- people who support the person who hurt you.



## 4 Your rights if the court says the person who hurt you did the crime



If the court says the person who hurt you did the crime, you can give a **victim impact statement**.



Victim impact statement means you tell the court how you feel.

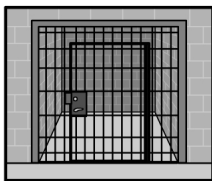


You can ask for information if the court sends the person who hurt you to jail.

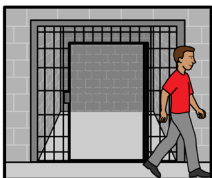


For example

- how long the person must stay in jail



- if the person escapes from jail



- if the person comes out of jail.



The court will say how long the person must stay in jail.



Sometimes the person who hurt you has to ask to come out of jail.



If the person asks to come out of jail you can say

- how you will feel if the person comes out of jail



- what might help you stay safe if the person comes out of jail.

## 5 You have the right to make a complaint



If a service does **not** help you with your rights you can make a **complaint**.

A complaint is when you tell a service you are **not** happy.



Services will tell you how to make a complaint.

Services will tell you what will happen next.

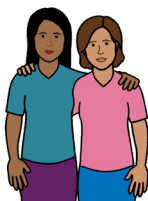


Someone else can make your complaint for you if you say it is okay.



For example

- a family member
- a friend.



## More information



To make a complaint contact  
the Office of the Victims' Commissioner.

Website



[www.victimscommissioner.qld.gov.au/  
make-a-complaint/complaints-  
questions-and-feedback](http://www.victimscommissioner.qld.gov.au/make-a-complaint/complaints-questions-and-feedback)

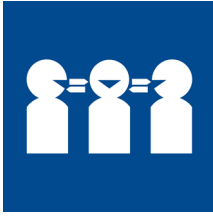


Call      1800 714 100



Email      [contact@victimscommissioner.qld.gov.au](mailto:contact@victimscommissioner.qld.gov.au)

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call            131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website    [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



Call            1800 555 660



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## Notes

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