

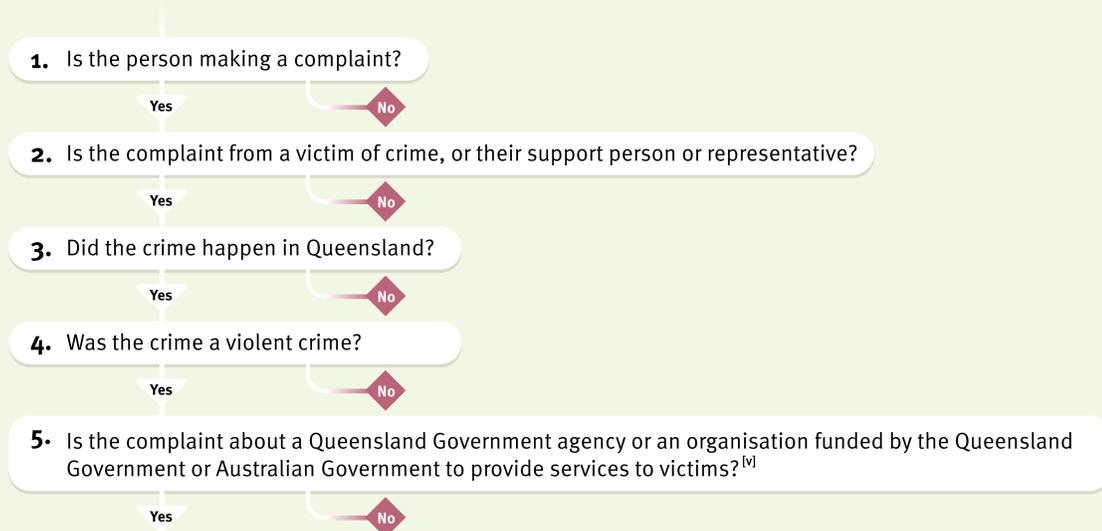
Office of the
Victims' Commissioner

How to recognise a complaint under the Charter of Victims' Rights

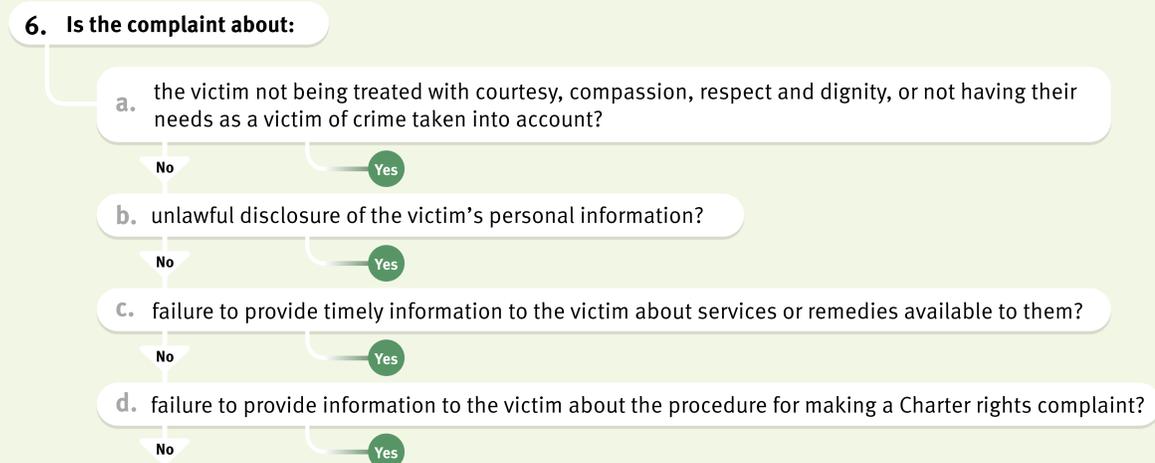
The Charter of Victims' Rights (the Charter) describes the treatment victims should receive from Queensland Government agencies and funded non-government agencies that provide services to victims of crime.

The Charter is contained within the *Victims' Commissioner and Sexual Violence Review Board Act 2024* (Qld).

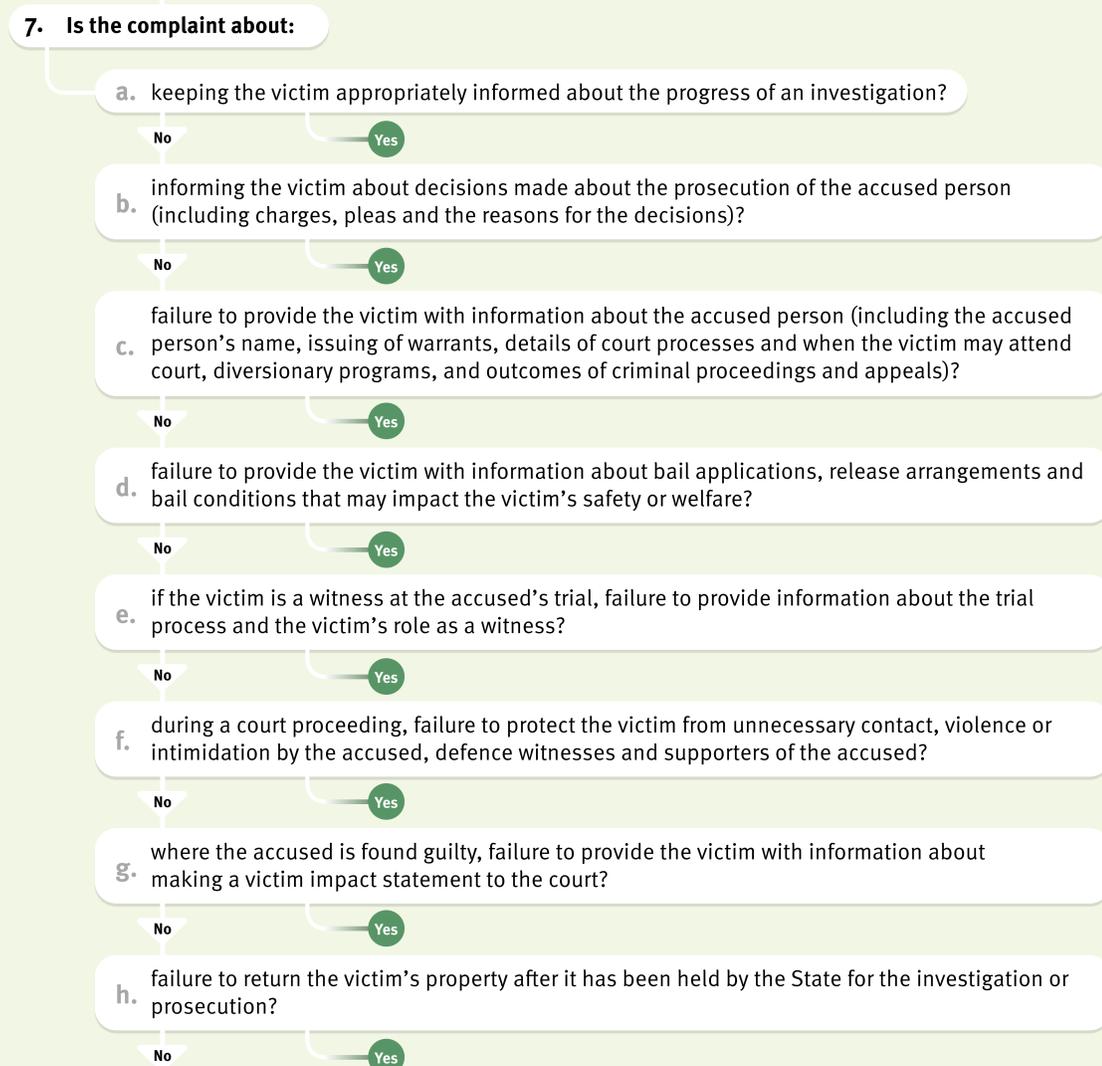
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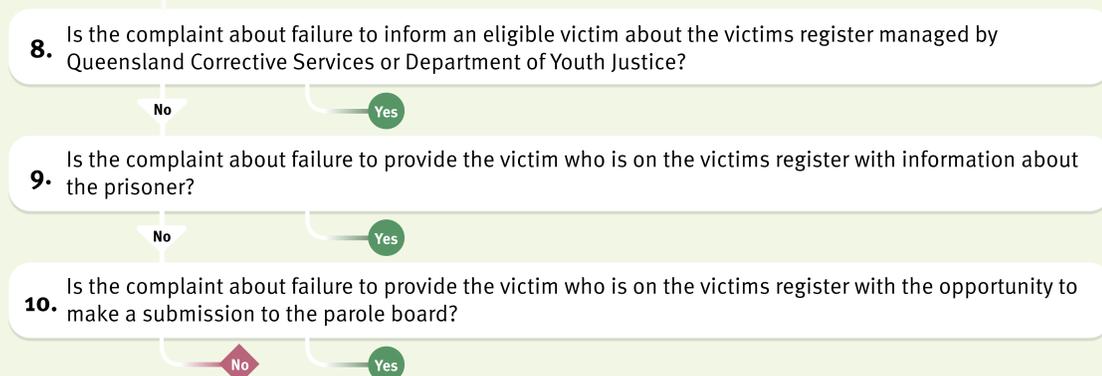
Rights to appropriate treatment (General rights)



Rights in the criminal justice system (Investigation, prosecution and at court)



Rights if the offender is sentenced to prison



Legend

● Charter rights complaint

◆ NOT a Charter rights complaint

Definitions

Victim

A victim is a person who has suffered harm because:^[i]

- a violent crime was committed against them
- a family member or someone they are dependant on died or suffered harm because of a violent crime
- they are a family member of an unborn baby who died as a result of a violent crime^[ii]
- they intervened to help a person who has died or suffered harm because of a violent crime.

Violent crime

A violent crime includes:^[iii]

- domestic and family violence
- homicide
- sexual violence
- threats of violence
- physical violence.

It does not matter whether the person who did the act or made the omission has been identified, arrested, prosecuted or convicted in relation to the act or omission.^[iii]

Harm

Harm means physical, mental or emotional harm like:^[iv]

- feelings of anxiety, fear, stress, shock, depression, anger and sadness
- being in crisis, overwhelmed and distressed
- physical injuries that can be temporary or permanent
- loss of feeling safe and secure

[i]. *Victims' Commissioner and Sexual Violence Review Board Act 2024* s 38 (VCSVRBA).

[ii]. VCSVRBA s 39.

[iii]. VCSVRBA s 39(2).

[iv]. VCSVRBA s 38(6).

[v]. VCSVRBA s 40.

... Next steps

Government agencies are required to report on Charter rights complaints in their annual reports including:

- the total number of complaints
- the number of complaints for each right under the Charter of Victims' Rights
- the number of complaints referred to another government entity
- how each complaint was dealt with.

Follow your agency's guidelines for recording and managing the complaint.

Acknowledgement of Traditional Custodians

We pay our respects to the Aboriginal and Torres Strait Islander ancestors of this land, their spirits and their legacy. The foundations laid by these ancestors—our First Nations peoples—give strength, inspiration and courage to current and future generations towards creating a better Queensland.

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