

Office of the
Director of Public Prosecutions

Victim Liaison Service Survey

Information for victims and their families

The prosecution of your matter is now at an end. As a result, we would like to invite you to provide feedback regarding the service you received from our Office.

Participation in this survey is voluntary.



**Queensland
Government**



Are my responses anonymous?

Yes.

You do not need to provide your name or contact details to complete the survey. We will not be able to tell who completed the survey and you will not be contacted by our Office regarding your feedback.

If you have an enquiry that requires a response from our Office, or if you would like to make a formal complaint, please email or write to us at the address provided below.



Directorate
Office of the Director of Public Prosecutions
GPO Box 2403
BRISBANE QLD 4001

or



MailboxODPP@justice.qld.gov.au

Do I have to complete the survey?

No.

Participation in this survey is voluntary.

If you decide not to complete the survey now but change your mind in the future, you may take the survey at a later date.

Will my Victim Liaison Officer see the responses I provide?

No. The responses you provide will not ordinarily be sent to your Victim Liaison Officer.

However, you may indicate that you want some feedback to be passed on to your Victim Liaison Officer.

Please provide the name of your Victim Liaison Officer if you would like them to be advised of some specific feedback.

How long will it take to complete the survey?

The survey should take between 10 and 15 minutes to complete.

The exact length of the survey and the number of questions you are asked will depend on your experience with the ODPP and the way the matter progressed through the courts.

Do I have to provide my personal information?

No.

You will be asked to provide some personal details, such as your age and gender, however you do not have to answer these questions. You may select 'Prefer not to answer' if you wish.

What if I don't know the answer to a question?

Most of the questions will allow you to answer 'Unsure' if you do not know the answer to the question.

What type of questions will I be asked?

The purpose of the Victim Liaison Service is to ensure that victims of crime and their families are kept informed as their matter progresses through the criminal justice system. Another critical function of the service is to ensure victims are informed of external organisations who can provide specialised assistance and support.

Therefore, the survey focuses on whether our Office kept you up to date during the court process, and whether you were provided with factsheets about the criminal justice process and brochures about relevant organisations (such as Victim Assist Queensland).

You will also be asked some questions about the service you received, including whether ODPP staff treated you with respect, and adequately addressed your enquiries.

Most questions are multiple choice. You will also have an opportunity to provide general comments at the end of the survey.

What will the results be used for?

Your responses will help us evaluate and improve the service provided by the Victim Liaison Service.





Where can I access the survey?

The victim survey can be access at the website below. You will need to enter the password provided.

Website: <https://www.surveymonkey.com/r/odppvlsurvey>

Password: ODPPVLS

Please note, this is a generic password and will not identify you as the respondent.

Alternatively, if you would like to receive a hardcopy (paper version) of the survey, please write to us at the address below.



Directorate
Office of the Director of Public Prosecutions
GPO Box 2403
BRISBANE QLD 4001

or



MailboxODPP@justice.qld.gov.au



Further information

If you have any questions or need help, contact the ODPP in your region.

Freecall

P: 1800 673 428

Maroochydore

P: (07) 5376 5200
ODPPVLOMaroochy@justice.qld.gov.au

Brisbane

P: (07) 3035 1122
DPPVictimLiaisonSupervisor@justice.qld.gov.au

Rockhampton

P: (07) 4921 6227
ODPPVLORockhampton@justice.qld.gov.au

Beenleigh

P: (07) 3081 2300
ODPPVLOBeenleigh@justice.qld.gov.au

Southport

P: (07) 5675 7000
ODPPVLOSouthport@justice.qld.gov.au

Cairns

P: (07) 4038 5731
ODPPVLOCairns@justice.qld.gov.au

Toowoomba

P: (07) 4591 4758
ODPPVLOToowoomba@justice.qld.gov.au

Ipswich

P: (07) 3470 7419
ODPPVLOIpswich@justice.qld.gov.au

Townsville

P: (07) 4781 8934
ODPPVLOTownsville@justice.qld.gov.au

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Queensland Corrective Services Victims Register

Application to register

What is the Register?

The Queensland Corrective Services (QCS) Victims Register is an information service established to provide certain information to eligible persons in regards to prisoners who have been convicted of offences and are serving a period of imprisonment, including parole, in accordance with s320(1)(a), (b) or (c) of the *Corrective Service Act 2006* (CSA 2006).

Where can I get more information about the QCS Victims Register?

You can log onto the Queensland Corrective Services website at: www.correctiveservices.qld.gov.au

You can contact the Queensland Corrective Services Victims Register on the following:

Freecall: 1800 098 098

Email: victims.register@corrections.qld.gov.au

Mail: Victims Register
Queensland Corrective Services
GPO Box 1054
Brisbane QLD 4001

Translating and interpreting services 13 14 50
Hearing impaired assistance – National Relay Service
Freecall: 1800 555 660
Website: <http://relayservice.gov.au/>

Who can Register?

- The actual victim of a violent or sexual offence for which an offender has been sentenced to a period of imprisonment (unless it is a wholly suspended sentence) or who is a supervised dangerous prisoner (sexual offender)
- If the victim is deceased, an immediate family member of the victim of a violent or sexual offence
- If the victim of a violent or sexual offence is under 18 years or has a legal incapacity, the victim's parent or guardian
- A person who has been subject to domestic violence or whose life or physical safety may be endangered because of a risk of domestic violence being committed against them and the offender has been sentenced to a period of imprisonment for any offence.

If you do not meet the above registration criteria, you may still be considered for placement on the QCS Victims Register if you can demonstrate:

- a documented history of violence against you by an offender (e.g. a current or expired Domestic Violence Order); or
- that your life or physical safety may be endangered due to a connection to the offence for which an offender has been imprisoned (e.g. you have given evidence against the offender in a court proceeding).

In these instances, the offender must be convicted of a violent or sexual offence.

What information may be provided?

Information that must be provided to an eligible person includes the prisoner's eligibility and release dates, date of discharge or release, death or escape or any other exceptional circumstances that could be reasonably expected to endanger the eligible person's life or physical safety.

Information that may be provided to an eligible person includes a prisoner's current location, security classification, transfers, the results of applications for parole and other exceptional events.

If the prisoner lodges an application for parole, other than exceptional circumstances parole, or the Attorney-General makes an application to the Supreme Court for an order under the *Dangerous Prisoners (Sexual Offenders) Act 2003* (DPSOA 2003), eligible persons will be notified that they may make a written submission to the Parole Board Queensland or the Supreme Court.

If the prisoner/offender makes an application to change their name the eligible person will be notified that they may make a written submission to the authorised delegate.

Privacy notice

This application form is provided in accordance with s320 – s325 of the CSA 2006. QCS collects the information provided in your application form in order to establish your eligibility to register with the QCS Victims Register and for the following purposes:

- to enable the Department to provide certain information relating to the status of prisoner(s) against whom you have registered with the QCS Victims Register; and
- to enable the Department to discharge its legislative accountability and administrative function.

The QCS Victims Register will store your information securely. QCS will not disclose your personal information without your consent to the extent that it can be legally refused or unless satisfied on reasonable grounds that the disclosure is necessary to lessen or prevent a serious threat to your life or safety or unless legally required.

Does the information provided to me need to remain confidential?

All information provided by the QCS Victims Register must be treated confidentially. Information from the Victims Register must not be disclosed for public dissemination by either the eligible person or their nominee.

This includes but is not limited to disclosure of confidential information to any media outlet (e.g. television, newspaper, radio, the internet, book or other form of communication), distributing the confidential information in leaflets or brochures in letterboxes or by announcing the confidential information at a meeting.

Disclosure of this information publicly may result in completion of your registration and other penalties as described in s341 of the CSA 2006, including up to 2 years imprisonment.

An eligible person or their nominee may disclose relevant confidential information (such as the prisoner's discharge date) to a third party, for example a Domestic and Family Violence Support Service, for the purposes of obtaining support and assistance.

How long does my registration remain current?

A registration will remain current until a prisoner has completed their sentence. However an eligible person may be removed from the QCS Victims Register in other circumstances, including where:

- the eligible person requests to be removed;
- the prisoner in relation to whom the person is registered dies in custody or in the community;
- the prisoner is transferred interstate or overseas;
- the eligible person discloses, for public dissemination, any prisoner information released to them by the QCS Victims Register;
- the QCS Victims Register is unable, after making reasonable efforts, to contact the eligible person; or
- until the child victim of an offence reaches 18 years and has legal capacity to apply with the QCS Victims Register in their own right.

How do I apply for registration?

A person who wishes to apply for registration must complete and sign the attached Form 49 Application to Register with the Queensland Corrective Services Victims Register.

Should a person wish to apply for registration in relation to multiple prisoners, a Form 49 Application to Register with the Queensland Corrective Services Victims Register must be completed for each prisoner.

Completed applications should be emailed or posted to the address provided.

The QCS Victims Register seeks to provide information in a timely manner. Provision of an email address ensures the timely release of information.

What happens after I submit my Application to Register?

Your application and the supporting documentation will be assessed against several criteria. It is your responsibility to provide documentation in support of your application. The Victims Register may seek further information or clarification from the Office of the Director of Public Prosecutions, the Queensland Police Service or the Courts.

An assessment will also be made if releasing information will affect the safety and security of QCS facilities, staff, prisoners and other persons.

Once your application has been processed, you will be advised of the outcome. If you are registered, your initial letter will provide information regarding the prisoner's current status.

If you are ineligible for registration you will be notified.



Queensland Corrective Services Victims Register

The Victims Register is part of Queensland Corrective Services (QCS) and is established under the *Corrective Services Act* (2006) s320. The Register works with the assistance of other parts of Queensland Corrective Services to inform eligible persons about important events in the sentences of those who they have registered against.

Information is provided to an eligible person in accordance with ss 324A and 325 of the *Corrective Services Act* (2006).

Information that must be provided to an eligible person:

- » The prisoner's eligibility or actual date for discharge or release
- » The death or escape of the prisoner
- » The fact and date of any other circumstances relating to the prisoner that may endanger the eligible person's life or physical safety.

Information that may be provided to an eligible person:

- » The prisoner's location
- » The prisoner's security classification
- » The prisoner's transfer between corrective services facilities
- » The outcome of parole applications or other exceptional events relating to the prisoner

The QCS Victims Register also advises an eligible person when:

- » a prisoner has made an application for parole, excluding exceptional circumstances and provides them with the relevant form to make a submission to the Parole Board Queensland;
- » a prisoner/offender has made a request to change their name and provides them with the relevant form to make a submission to the delegate.

Additionally, for those prisoners or offenders who fall under the *Dangerous Prisoners (Sexual Offenders) Act* 2003, the QCS Victims Register, as prescribed under s9AA and s21A provides an eligible person with the relevant form to make a submission to the Supreme Court.

Who is eligible?

- » The actual victim of a violent or sexual offence for which an offender has been sentenced to a period of imprisonment (unless it is a wholly suspended sentence) or who is a supervised dangerous prisoner (sexual offender)
- » An immediate family member of a deceased victim of a violent or sexual offence
- » The victim's parent or guardian (if the victim of a violent or sexual offence is under 18 years or has a legal incapacity)
- » A person who has been subject to domestic violence and the offender has been sentenced to a period of imprisonment for any offence.

If you do not meet the above registration criteria, you may still be considered for placement on the QCS Victims Register if you can demonstrate:

- » a documented history of violence against you by an offender (e.g. a current or expired Domestic Violence Order); or
- » that your life or physical safety may be endangered due to a connection to the offence for which an offender has been imprisoned (e.g. you have given evidence against the offender in a court proceeding).

In these instances, the offender must be convicted of a violent or sexual offence. Applications submitted under this category will only be accepted for registration in certain circumstances.

The registering victim may nominate another person to receive information on their behalf.

Contact us:

Victims.Register@dcs.qld.gov.au
Freecall 1800 098 098 (business hours)



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**.

Contact us

Log your enquiry online at **www.qld.gov.au/victims** or email us at **VictimAssist@justice.qld.gov.au**.

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.