

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.

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.



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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

Brisbane

P: (07) 3035 1122

DPPVictimLiaisonSupervisor@justice.qld.gov.au

Beenleigh

P: (07) 3081 2300

ODPPVLOBeenleigh@justice.qld.gov.au

Cairns

P: (07) 4038 5731

ODPPVLOCairns@justice.qld.gov.au

Ipswich

P: (07) 3470 7419

ODPPVLOIpswich@justice.qld.gov.au

Maroochydore

P: (07) 5376 5200

ODPPVLOMaroochy@justice.qld.gov.au

Rockhampton

P: (07) 4921 6227

ODPPVLORockhampton@justice.qld.gov.au

Southport

P: (07) 5675 7000

ODPPVLOSouthport@justice.qld.gov.au

Toowoomba

P: (07) 4591 4758

ODPPVLOToowoomba@justice.qld.gov.au

Townsville

P: (07) 4781 8934

ODPPVLOTownsville@justice.qld.gov.au

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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.

Contact our office to find out more about
Adult Restorative Justice Conferencing
and how to access it.

Email: arjc.enquiry@justice.qld.gov.au

Phone: Brisbane	3239 6246
Southport	5583 5435
Townsville	4760 9868
Cairns	4039 8295

Adult Restorative Justice Conferencing

Information for participants

RTI210147



Queensland
Government



Queensland
Government



What is adult restorative justice conferencing?

Restorative justice is an internationally recognised, evidence-based response to criminal behaviour. It views a criminal offence as more than an act of breaking the law, and focuses on the harm caused to the victim, to relationships and to the community.

A restorative justice conference is a facilitated meeting between a person who has been charged with or convicted of an offence, and those people most affected to discuss:

- what happened
- the impacts of the offence
- repairing the harm caused to the victim

The conferencing process is voluntary and may be conducted as a diversion from court, in conjunction with a continuing court process, or even after a matter has been finalised in the court.

Purpose

The conference provides a safe environment for the person who caused the harm and those affected by the offence to talk about what happened and what needs to be done to make things right.

The conference gives victims the opportunity to talk about the harm, which has been caused by the offence, and have their questions answered by the person responsible. The person who has caused the harm has the opportunity to take responsibility and begin to understand the impacts of their actions.

The parties and their respective communities of support have the chance to determine what needs to be done to make things right, in a way that is meaningful to the victim.

Preparing for a conference

Once you are referred to Adult Restorative Justice Conferencing, a convenor will arrange to speak with you and your support people about the incident and the conference process.

The convenor will assess the matter to ensure it is suitable for a conference, and that no further harm is likely to result from the meeting. They will also answer any questions and discuss the conference, including:

- the process
- who else will be present
- what you may want to share
- what might happen

The conference

Participants in the conference usually include:

- the convenor, who is an impartial facilitator accredited under the *Dispute Resolution Centres Act 1990*
- the person who has caused the harm
- the victim
- the parties' respective communities of support

Other support people, a representative on behalf of the victim, counsellors, police officers, community representatives or elders may also be present.

At the conference, the convenor helps everyone to talk about what happened, how they were impacted, and how they feel about what's happened.

Remaining impartial, the convenor helps the participants to decide on an outcome that:

- meets the needs of the victim
- is achievable
- is safe and legal
- can help to start repairing the harm caused

There may be any number of meaningful steps that can be taken to repair the harm. If you agree on what can be done, you can enter into a restorative outcome plan.

Once all the actions in the outcome plan are completed, the referrer is notified. This may be taken into account when deciding how to deal with the charges.

Is this a legal process?

Adult Restorative Justice Conferencing is not a legal process and legal representatives do not attend the conference. Participants can, however, consult their legal advisors outside the conference.

The conference process is privileged and any information disclosed during the process cannot be used before a court or tribunal.

Can I bring someone with me?

You are encouraged to bring one or more support people to the preliminary interview and your conference process. This is referred to as your community of support.

Your community of support should be made up of people who you trust, and who are familiar with your situation. Usually this will be family or close friends.

These people will be asked to contribute to the conference process at different times.

DISCUSS • NEGOTIATE • RESOLVE

Adult Restorative Justice Conferencing

Information for victims

The intake process

After the referral is sent to Adult Restorative Justice Conferencing (ARJC) by the police, DPP or a court, a staff member will contact you. This call is to arrange an interview on a day and time that suits you.

These interviews take approximately one hour. Information obtained from you at this interview will not be shared with anyone else without your prior permission. This initial interview is to ensure you understand the process and can make an informed decision about whether to participate. Participation is voluntary for all parties. ARJC also need to understand the situation and your expectations of the process, so they can ensure the matter is suitable.

Interviews are best done in person, however can be conducted over the phone, if required. You are encouraged to bring along a support person with you to the interview.

At the interview ARJC staff will:

- Explain the restorative justice conferencing process, including answering any questions you might have
- Discuss the incident with you, as well as who has been affected and how
- Explore what needs to happen to help repair the harm that has been caused

- Help identify if there are any services or other supports required to ensure the process can be successful

The defendant/offender is also then interviewed in a similar way.

After ensuring that everyone understands the process and what is involved, the ARJC staff member will then assess the matter for suitability. In doing this, the staff member will ensure that the defendant is accepting responsibility for their actions and is willing to take steps to repair the harm they've caused. The staff member will also make sure that everyone has realistic expectations of what can be achieved in the process, and that a restorative justice conference is unlikely to cause any further harm.

As part of this process, the staff member will work with you and the defendant to determine what meaningful steps can be taken to repair the harm caused. If you suffered financial harm, you may need to show evidence of those losses. Parties may need time to assemble supporting documentation or investigate options.

If the matter is assessed as suitable and there is some in-principle agreement about the steps which can be taken to repair the harm, a day and time is arranged with you for the restorative justice conference to be conducted.

The restorative justice conference

On the day of the restorative justice conference, the ARJC staff member will briefly meet with you and your support person privately. They will also meet briefly with the defendant and their support person. This is to make sure that nothing has changed, to remind everyone of the process, and address any questions or concerns prior to commencing.

The ARJC staff member will then bring everyone together for the conference. At the conference, all parties will speak in turn about:

- What happened?
- Who has been impacted and how?
- What needs to happen to repair the harm that has been caused by the defendant's actions?

It is important that the defendant gains an understanding of how their actions have impacted upon you and your family. The defendant will have an opportunity to offer an apology for their actions. You and the defendant will discuss what steps can be taken to repair the harm to ensure that these meet your needs, are achievable, and are safe and legal. If there is agreement, these can be recorded in an outcome plan and signed by you and the defendant.

At the conclusion of the conference you are given a signed copy of the outcome plan.

Monitoring the outcomes

The ARJC staff will then monitor the agreement to ensure that the defendant does anything they said they would. This may involve a number of payments or an apology letter. These are sent to the ARJC staff who register these items as having been completed, before forwarding these to you. If the defendant fails to do what they agreed to, the referrer will be informed and the matter closed.

If the defendant does everything they said they will at the conference, the matter will be closed and returned to the referrer advising them accordingly. The court, police or prosecutor will then decide what should happen with the charges.

Successes in restorative justice conferencing

In 2017-18:

- 92% of victims who participated in a restorative justice process were satisfied with their experience. This was measured on factors including feeling well-prepared, feeling safe, being treated fairly, being listened to, being able to talk about their experience and how they were impacted, as well as feeling like the conference helped them to deal with the incident.
- 98% of conferences resulted in an agreement being reached about what steps the defendant can take to repair the harm caused.
- 96% of outcome plans were fully complied with.

Adult Restorative Justice Conferencing -

Southport Phone: **(07) 5675 7028**

Email: **ARJC.GoldCoast@justice.qld.gov.au**

www: **qld.gov.au/adultrestorativejustice**



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