

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.



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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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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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