

Victims' Survey Information

Project background

The Victims of Crime Commissioner wants to understand victims of crime experiences of the justice system and how well agencies follow the [Victims' Charter Act 2006](#) (Victims' Charter). Agencies that investigate crime, agencies that take cases to court and agencies that support victims of crime must follow the Victims' Charter. The Commissioner wants to hear about victims of crime experiences with these agencies and victim support services.

The Victims' Charter Act 2006

The Victims' Charter is a law in Victoria that says how victims should be treated by the justice system and victim support agencies.

The Victims' Charter says that these agencies must:

- give victims information
- refer victims to support services
- treat victims with dignity and respect and respond to their needs
- help victims participate in the justice system
- ask victims their views before making some decisions
- help victims stay safe in court
- protect victims' personal information and property
- respond to complaints from victims about their treatment.



Watch the [VOCC video](#) to learn more about victims' entitlements under the Victims Charter.

The Commissioner's role

The Commissioner's role is to:

- promote recognition of victims of crime in the justice system
- represent the concerns of victims of crime in the government's decision making
- promote inclusion and participation of victims of crime in the justice system.

What will you be asked in the survey?

The survey questions will ask you:

- (a) Questions about the crime you or your family member experienced

- (b) General questions about how you were treated by agencies in the justice system *(these questions will be asked every year)*
- (c) Questions about specific Charter principles. *(These questions will change each year. Questions about different Charter principles will be asked in future years).* This year, the questions are about:
 - (i) Respectful treatment of people affected by crime (Principles 6 & 7A)
 - (ii) Information, referrals and communication (Principles 7 & 7B)
 - (iii) Protection of victims' privacy (Principle 14)
- (d) Demographic questions about you or your family member.



Timeline

The Commissioner will launch the survey in April 2026. The survey will remain open until July 2026.

The information from victims will inform the Commissioner's Annual Report, which will be publicly available on the Commissioner's website. The Commissioner will give the report to the Attorney-General by 30 November 2026.

How we will use your feedback

Understanding your experience means that the Commissioner can find common issues where agencies do not meet the Charter and work with those agencies to improve victim experiences in the justice system. Participating in this survey will help the Commissioner drive improvements to the justice system through advocating to government about victim experiences.



The information provided by victims of crime who complete the survey will be used by the Commissioner to inform the next Annual Report, including how well agencies followed the Victims' Charter during the year. Any information provided by victims of crime in their survey responses will be anonymous, therefore will not be identifiable.

Only high-level information gathered from the survey will be used to report on agency compliance with the Victims' Charter and detailed in the VOCC's next Annual Report.