

Victims of crime

Part 2 Victims' Charter survey



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book

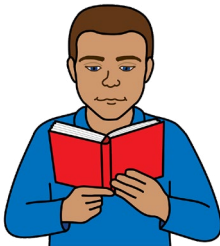


This survey is from the
Victims of Crime Commissioner.



A **victim of crime** is someone who has experienced a crime.

Another name for victim of crime is
victim survivor.



This book includes our **survey.**

A survey means

- we ask you questions

- you tell us your answers or ideas.



You should skip survey questions that **do not** apply to you.

This book with our survey is **Part 2.**

Our other book is called **Victims of crime Part 1**
About our Victims' Charter survey.

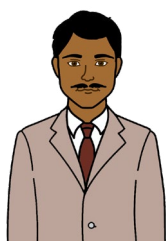


The Victims' Charter is a set of rules that say how the **justice system must** treat victims of crime.



The justice system is a group of people and services that deal with crime and laws, like

- the police
- services that support victims of crime
- **prosecutors.**



A prosecutor is a lawyer who works with the police or the Office of Public Prosecutions.

The survey starts here

1. Are you someone who can do this survey?



Tick **1** box.

Yes

No

2. Do you agree that we can use your answers for our report?



Tick **1** box.

Yes

No

Information about you

3. What is your gender?



Tick **1** box.

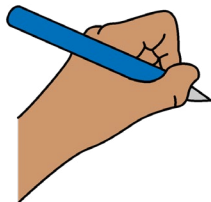
I am a woman

I am a man

I am non binary

I do **not** want to say

I am something else



If you ticked **I am something else**, write your gender in the box below.

4. What is your age?

There are more options on page 8.



Tick **1** box.

16 to 17

18 to 19

20 to 24

25 to 29

30 to 34

35 to 39

40 to 44

4. What is your age?

There are more options on page 7.



Tick **1** box.

45 to 49

50 to 54

55 to 59

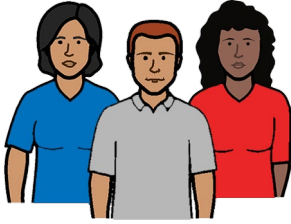
60 to 64

65 to 69

70 to 74

75 years or older

5. Are you part of these groups of people?



We know that taking part in the justice system can be harder for some groups of people.

There are more options on page 10.



You can tick **more than 1** box.

I am Aboriginal

I am Torres Strait Islander

I am a person with disability

I am from the LGBTQIA+ community

5. Are you part of these groups of people?

There are more options on page 9.



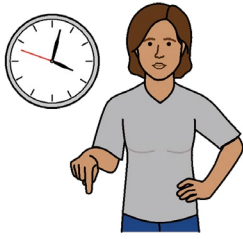
You can tick **more than 1** box.

I live in **rural or regional** Victoria

Rural or regional means outside of the city

I speak a language other than English at home

I do **not** want to say



6. When did your most recent experience of crime happen?

Most recent means the time closest to now.



Tick **1** box.

In the past year

1 to 5 years ago

6 to 10 years ago

More than 11 years ago but after 2006

Before 2006

I do **not** know

7. What happened in your most recent experience of crime?

There are more options on page 13.



You can tick **more than 1** box.

A person died

A person got hurt

Someone did sexual things to a person that the person did **not** want

Someone followed a person or made them feel afraid many times

Someone took a person away

7. What happened in your most recent experience of crime?

There are more options on page 12.



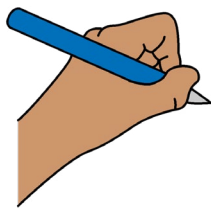
You can tick **more than 1** box.

Someone damaged things a person owns

Someone broke into a home

Someone stole something

Something else



If you ticked **Something else**, write your answer in the box below.

Questions about your most recent experience of crime

8. Did anyone tell you about the Victims' Charter?



Tick **1** box.

Yes

No

I do **not** know



If you ticked **No** or **I do not know**, skip to question 10 on page 16.

9. Who told you about the Victims' Charter?



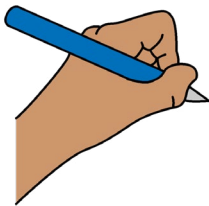
You can tick **more than 1** box.

The police

A victim service or a victim support worker

A prosecutor

Someone else



If you ticked **Someone else**, write who in the box below.

10. Did you understand the information you got about the Victims' Charter?



Tick **1** box.

Yes, I understood **some** of the information

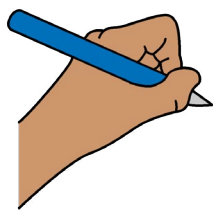
Yes, I understood **a lot** of the information

Yes, I understood **all** of the information

No

I did not get information

I do **not** know



You can tell us more about your answer to question 10 in the box below.

**11. Did you understand your rights
in the Victims' Charter?**



Tick **1** box.

Yes, I understood **some** of my rights

Yes, I understood **a lot** of my rights

Yes I understood **all** of my rights

No

I do **not** know



You can tell us more about your answer to question 11 in the box below.

12. Who should tell victims of crime about the Victims' Charter?



You can tick **more than 1** box.

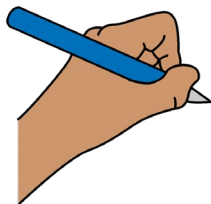
Police

Prosecutors

Courts

Victim support services or victim support workers

Someone else



If you ticked **someone else**, write who in the box below.

13. Did you get information about the crime case when you were a victim?



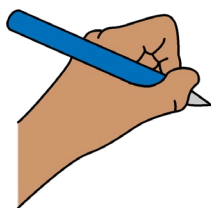
Tick **1** box.

Yes, I got **some** information

Yes, I got **a lot** of information

No

I do **not** know



You can tell us more about your answer in the box below.

14. Did someone connect you to victim support services?

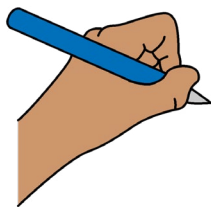


Tick **1** box.

Yes

No

I do **not** know



You can tell us more about your answer in the box below.

15. Did people in the justice system treat you with respect?



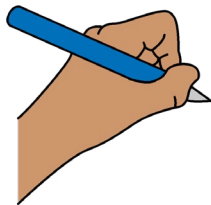
Tick **1** box.

Yes, they treated me with **a bit** of respect

Yes, they treated me with **a lot** of respect

No

I do **not** know



You can tell us more about your answer in the box below.

16. Did people in the justice system understand and help you with what you needed to take part?



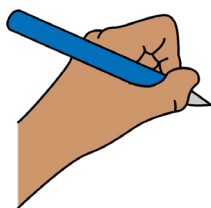
Tick **1** box.

Yes, they understood and helped **a bit**

Yes, they understood and helped **a lot**

No

I do **not** know



You can tell us more about your answer in the box below.

17. Did people in the justice system include you in decisions about the crime case?



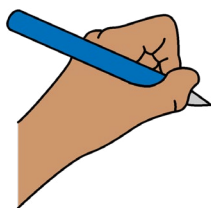
Tick **1** box.

Yes, they included me **a bit**

Yes, they included me **a lot**

No

I do **not** know



You can tell us more about your answer in the box below.

18. Did people in the justice system keep your personal information safe?

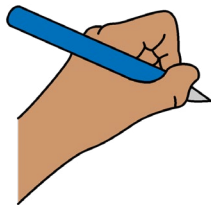


Tick **1** box.

Yes

No

I do **not** know



You can tell us more about your answer in the box below.

19. Did people in the justice system tell you how to make a complaint if you wanted to?



A complaint is when

- you are **not** happy about a staff member or service

and



- you tell the justice system what happened.

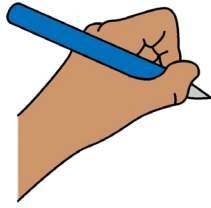


Tick **1** box.

Yes

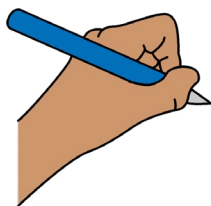
No

I do **not** know



You can tell us more about your answer to question 19 in the box below.

20. Do you have anything else to share about your experience of rights in the Victims' Charter?



Please write your answer in the box below.

21. If a service or worker does not follow the Victims' Charter, what should happen?

There are more options on page 30.



You can tick **more than 1** box.

I do **not** know

They should say sorry to the victim

They should pay a fine

They should do more training

21. If a service or worker does not follow the Victims' Charter, what should happen?

There are more options on page 29.

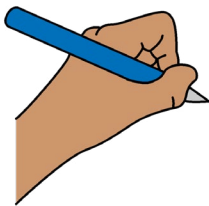


You can tick **more than 1** box.

They should get new rules to follow

The justice system should ask the victim what should happen next

Something else



If you ticked **Something else**, you can tell us more about your answer in the box below.

The Victims of Crime Commissioner can listen to complaints about your rights as a victim of crime.

22. Do you know how to make a complaint to the Victims of Crime Commissioner?

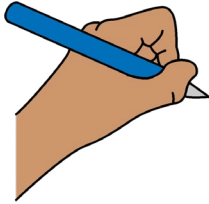


Tick **1** box.

Yes

No

23. Do you have any ideas about how we can make the Victims' Charter better?



Please write your answer in the box below.

More information



For more information contact the
Victims of Crime Commissioner.



Call us

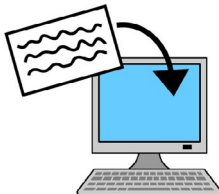
1800 010 017

Visit our website



victimsocrinecommissioner.vic.gov.au

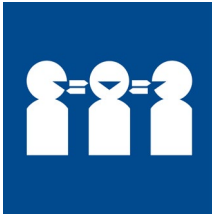
If you feel sad or upset when you do our survey, we
have a list of people on our website that can help.



Email us

enquiries@vocc.vic.gov.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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