

Victims of crime survey information – your experiences of the Victims' Charter

About this survey

The Victims of Crime Commissioner wants to hear from victims of crime in Victoria about their experiences with the Victims' Charter.

Why is this survey important

Your feedback will help the Victims of Crime Commissioner better understand victims' experiences, advocate for their rights and make recommendations about the Victims' Charter. Information from this survey will be made into a report to be provided to the Victorian Government about victims' experiences of the Victims' Charter.

About the survey

The survey will be open from 19 November 2024 to 31 March 2025.

The survey should take about 10 minutes to complete.

We will keep your responses confidential. You will remain anonymous in the report.

Who can complete the survey?

This survey is for victims of crime in Victoria, regardless of whether you reported it to the police or used victim support services.

To participate, you must be 16 or older, and be:

- a victim or witness to a crime in which you were hurt, or experienced loss or damage to your property
- a parent or guardian of a child who was a victim
- a close family member of a crime victim who passed away.

Your privacy

The information in this survey will be used by the Commissioner to prepare a report on the operation of the Victims' Charter. Your information will be collected and managed according to relevant privacy laws.

This survey is anonymous so we will not know which responses are yours.

Please do not provide your name or anybody else's. Because the survey is

anonymous, we cannot give you a record of what you say. You will be asked to provide consent for the use of the information you provide at the start of the survey.

If you have any questions or need help

If you have any questions or need help to complete the survey, please contact the Victim Engagement Team at engagement@vocc.vic.gov.au.

If you get distressed or upset while filling out the survey, here is a [list of people who can help].

If you wish to stop the survey at any time, you can close the page by clicking the X in the top right-hand corner.

If you speak a language other than English

Please contact the Victim Engagement Team at engagement@vocc.vic.gov.au if you require assistance to complete the survey.

Terminology

In this survey, the term 'victim' or 'victim of crime' is used because that is what is used in the Victims' Charter Act 2006(Vic). We know that many victims identify as survivors, and we acknowledge their strength and resilience. We know that not all victims report their experience of crime or engage with victim support services. We want to hear from people with diverse lived experience.

Are you worried that someone is monitoring your device?

It's best to use another device, that can't be connected to you personally. Learn more about tech safety [here](#).

Surveys about sensitive issues like crime have a 'leave this website' button at the top of the web page, so you can leave quickly if you must.

But someone can still search your browser history to see if you were on that site so here are five ways to minimise the chance of anyone finding out you did the survey.

1. Use a device that can't be touched or hacked by the person you're worried about, such as a computer belonging to a friend, to your work, or to a public building like a library.
2. Sign out of your Facebook, Instagram, and email accounts before you visit our site.
3. Delete your browser history if it's safe to do so.
4. Browse in private mode or turn off your browser history.
5. Use a Virtual Private Network (VPN) for more security.

Learn more about using your device safely at the [eSafety Commissioner website](#).