

# Victims of crime

## Part 1 About our 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 book 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 is about our **survey.**

A survey means

- we ask you questions
  
- you tell us your answers or ideas.



## What our survey is about



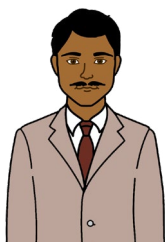
We want to find out what victims of crime think about the **Victims' Charter**.

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.**



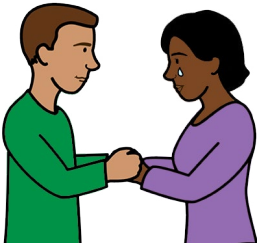
A prosecutor is a lawyer who works with the police or the Office of Public Prosecutions.

## What the Victims' Charter says



The justice system must

- give you information



- connect you with support services

- treat you with respect



- understand and help you with what you need to take part

- include you in decisions about your case



- help you stay safe in court.

The justice system must tell you how you can make a **complaint**.



A complaint is when

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

and



- you tell the justice system what happened.

The justice system must keep your personal information safe, like



- your name
  
- your date of birth.

## Why our survey is important



After people finish our survey we will make a report to share with the government.

Your answers will help us to

- understand what has happened to you



- give ideas about how to make the Victims' Charter better

- support the rights of victims of crime.



## We will keep your answers safe

We do **not** ask for your name.

## Who can do our survey



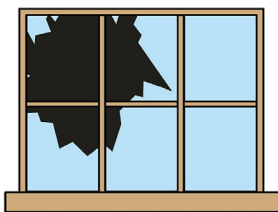
To do this survey you **must**

- be 16 years or older
- be a victim of crime
- live in Victoria.



You are a victim of crime if

- you have been hurt by crime
- you are a parent or guardian of a child who has been hurt by crime
- a close family member died because of crime
- your property has been damaged or stolen.





## You can choose to take part



You can choose to

- do our survey

or



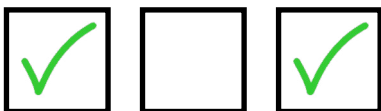
- **not** do our survey.

It is okay if you choose to **not** do our survey.



You can answer

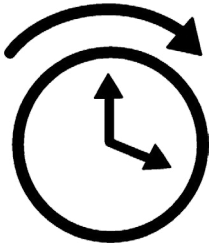
- all the survey questions



- only some of the survey questions.

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

## How to do our survey



We think our survey will take you 1 hour or less.

You can ask someone to help you to

- know what to do
- understand the questions
- answer the questions.



You can do our survey on

- a computer

or



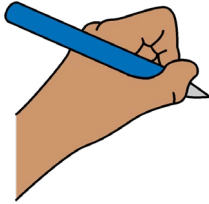
- another device, like your phone.



For most questions you **tick 1 box**.

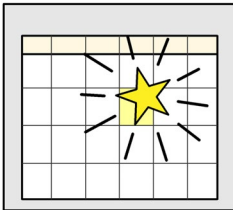


For some questions you can **tick more than 1 box**.



For some questions you can write your answer.

Do **not** write any names in our survey.



If you choose to do our survey you must give it to us **before Sunday 30 March 2025**.



Our survey is in our book called **Victims of crime Part 2 Victims' Charter survey**.

## If you feel sad or upset



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

## Visit our website



[victimsofcrimecommissioner.vic.gov.au](http://victimsofcrimecommissioner.vic.gov.au)

You can stop doing our survey at any time.



Close the page to stop.

## If you need help



If you have questions you can send us an email.

## Email us



[engagement@vocc.vic.gov.au](mailto:engagement@vocc.vic.gov.au)

## How to give your survey answers



### **By post**

Victims of Crime Commissioner

GPO Box 4356

Melbourne VIC 3000



### **By email**

[engagement@vocc.vic.gov.au](mailto:engagement@vocc.vic.gov.au)

## More information



For more information contact the  
Victims of Crime Commissioner.



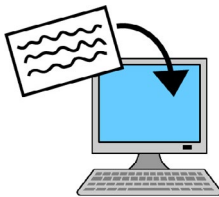
### Call us

1800 010 017



### Visit our website

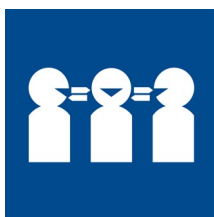
[victims of crime commissioner.vic.gov.au](http://victims of crime commissioner.vic.gov.au)



### Email us

[enquiries@vocc.vic.gov.au](mailto: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](http://accesshub.gov.au/nrs-helpdesk)



Call            1800 555 660

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