



An introduction to the

VOCC Regulatory Approach

& Compliance reporting for
2023-24

Welcome

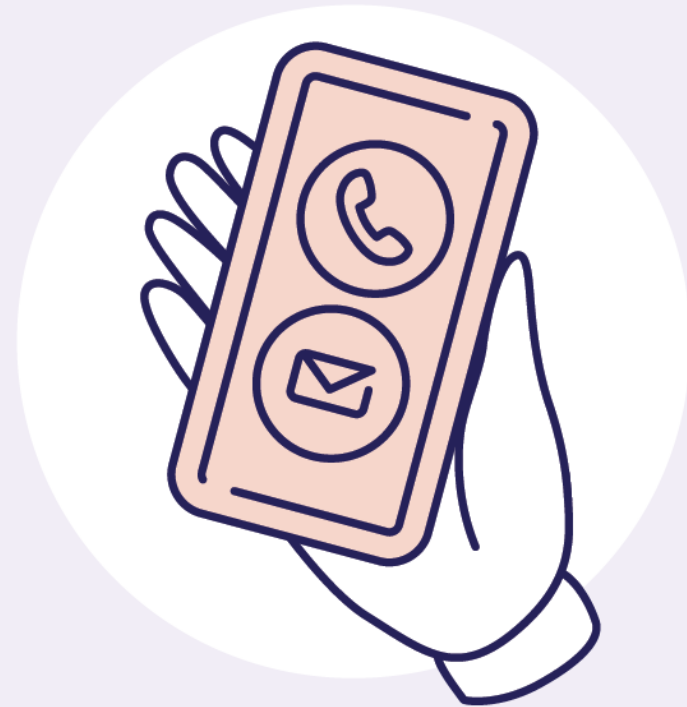
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Fiona McCormack

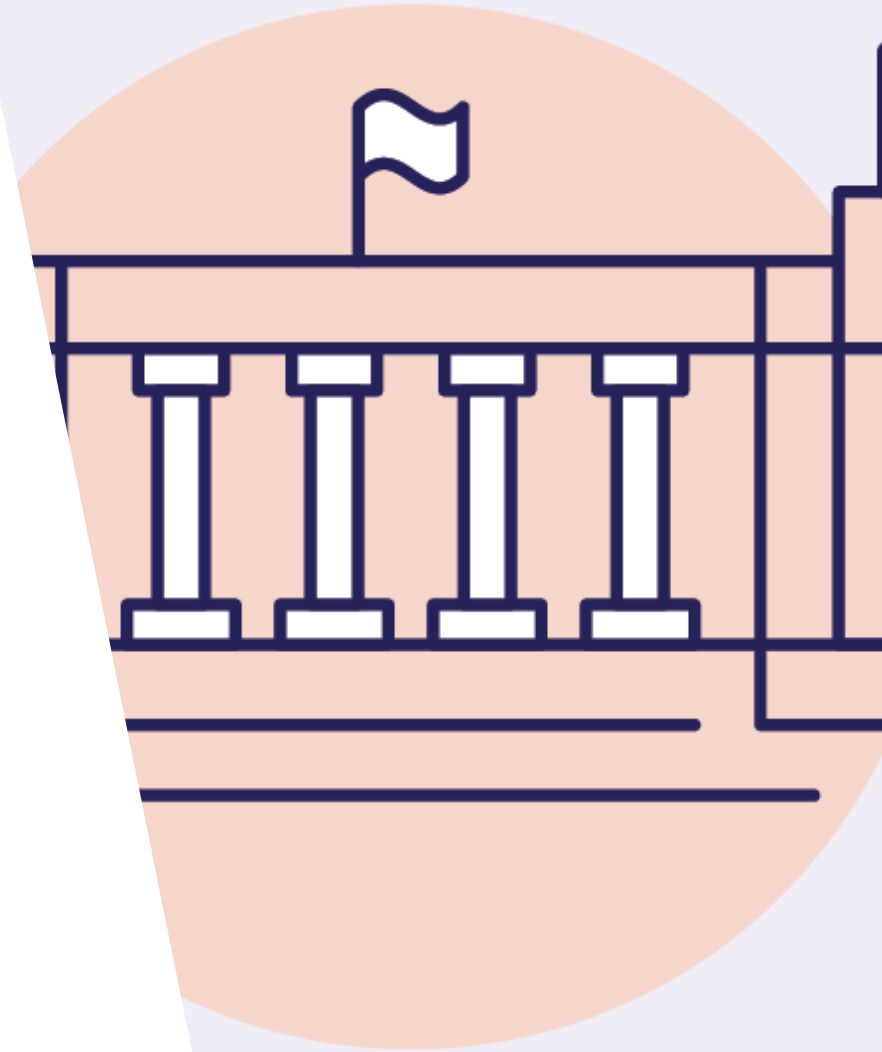
- The 'invisible' victims – those who are unwilling or unable to report because of the additional barriers they face (Aboriginal peoples, people with disability, newly arrived peoples, LBGTIQ+ peoples, children, older people)
- To advocate for greater recognition and respect for victims.
- To listen to victims and learn from their experiences



legislation

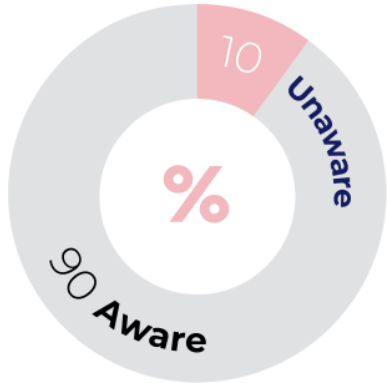
Victims of Crime Commissioner Act 2015

- Establishes the office of the Victims of Crime Commissioner
- Empowers the Commissioner to:
 - Advocate for the recognition, inclusion, participation and respect of victims of crime
 - Carry out inquiries on systemic victim of crime matters
 - Report to the Attorney-General on any systemic victim of crime matter
 - Provide advice on improvements to the justice system.



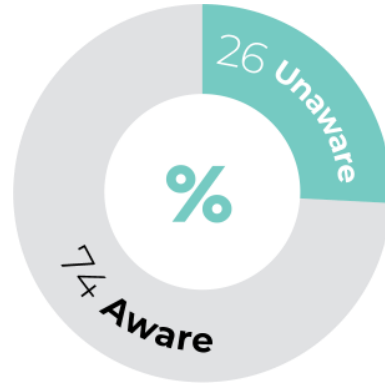
The challenge

Agency awareness of their obligations



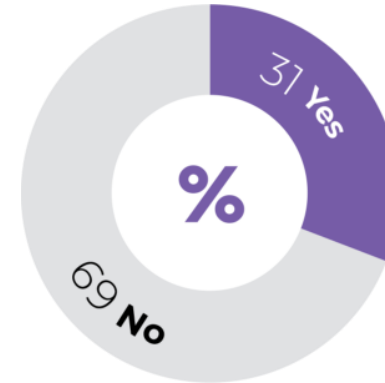
Agency awareness of the Victims' Charter

Awareness of the Victims' Charter is not universal among Victoria's victims' service agencies.



Agency awareness of their obligations under the Charter

More than a quarter of agencies were not aware of their obligations to victims under the Charter.



Systems, processes and policies to ensure compliance

Almost one-third of victims' services agencies did not have appropriate tools in place to ensure compliance with the Charter.



Agency awareness of the Commissioner

Most agencies were aware that the Commissioner investigates compliance with the Charter.

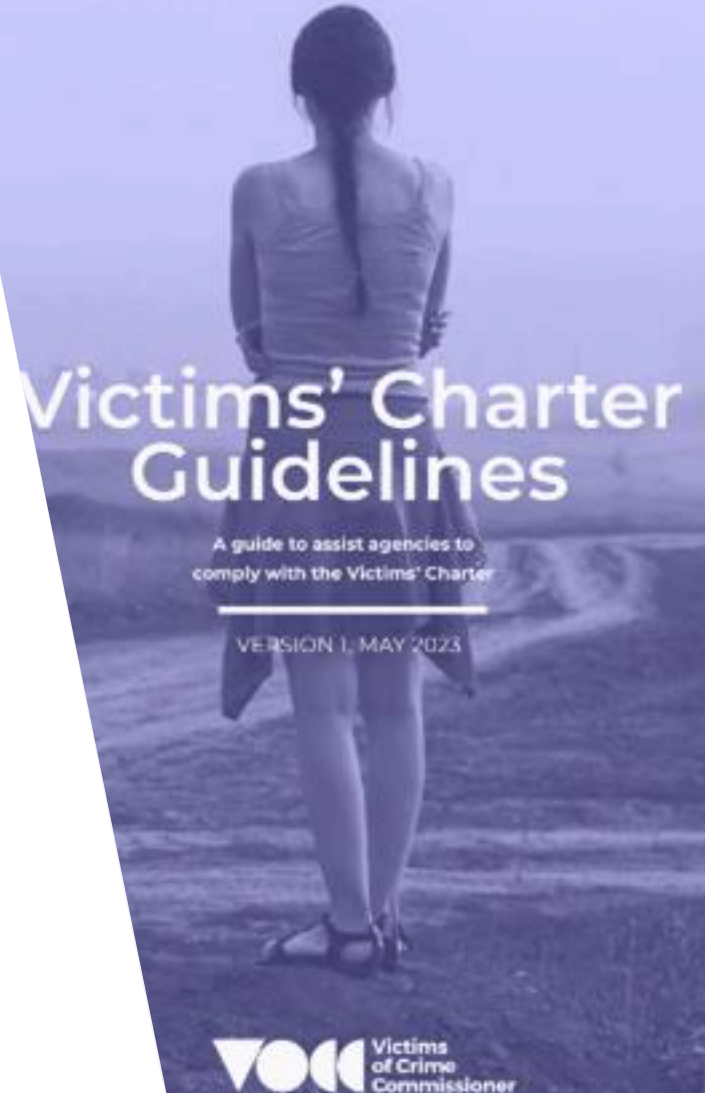
VOCC Regulatory Approach

VOCC Regulatory Approach

- Consistent and responsive
- A tailored approach
- Risk based and prioritises effort to where it can make the biggest difference
- Seeks to use encouragement to seek cultural change and improved outcomes for victims of crime

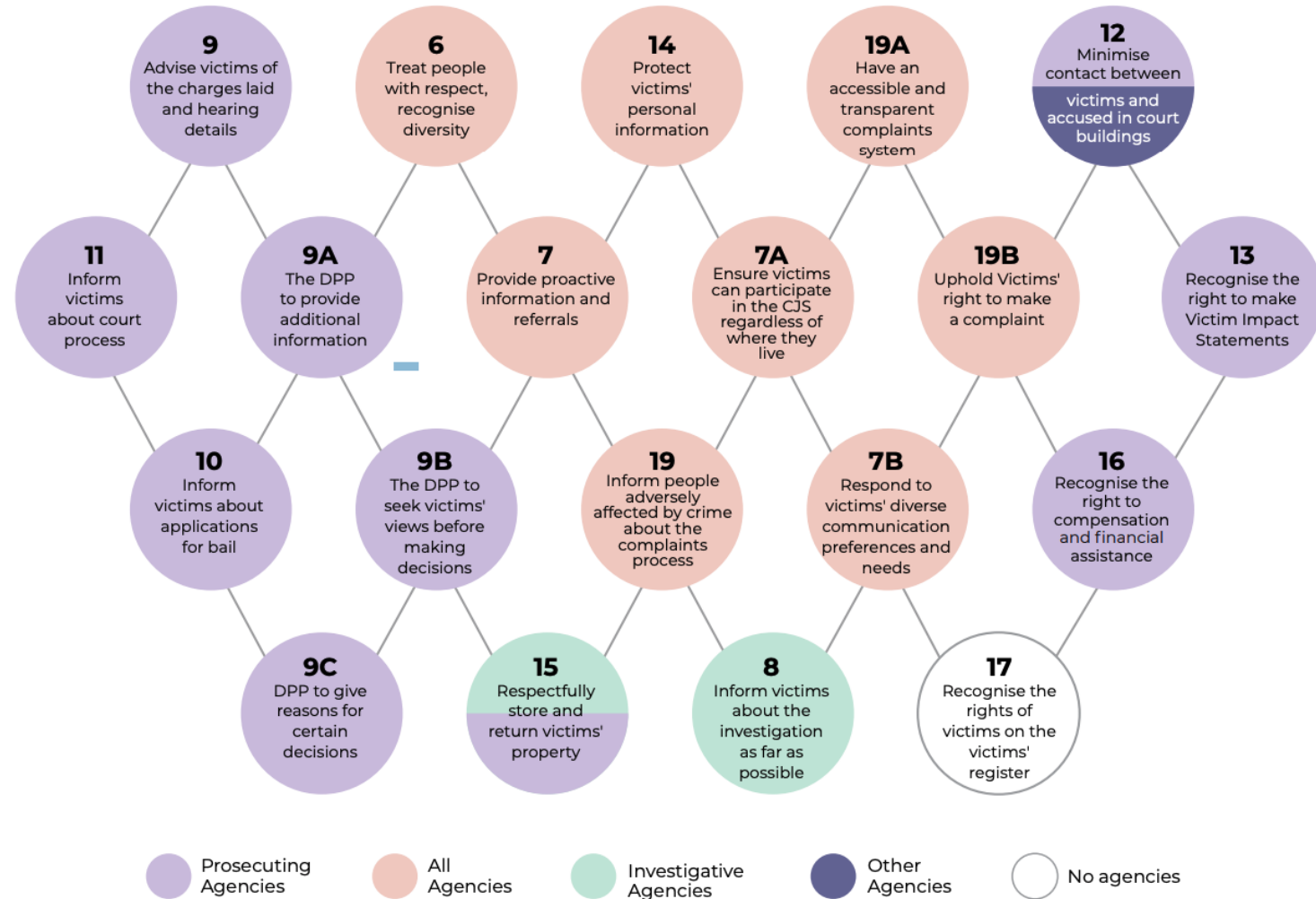
Principles

- Risk-based
- Predictable
- Fair
- Respect
- Proportionate

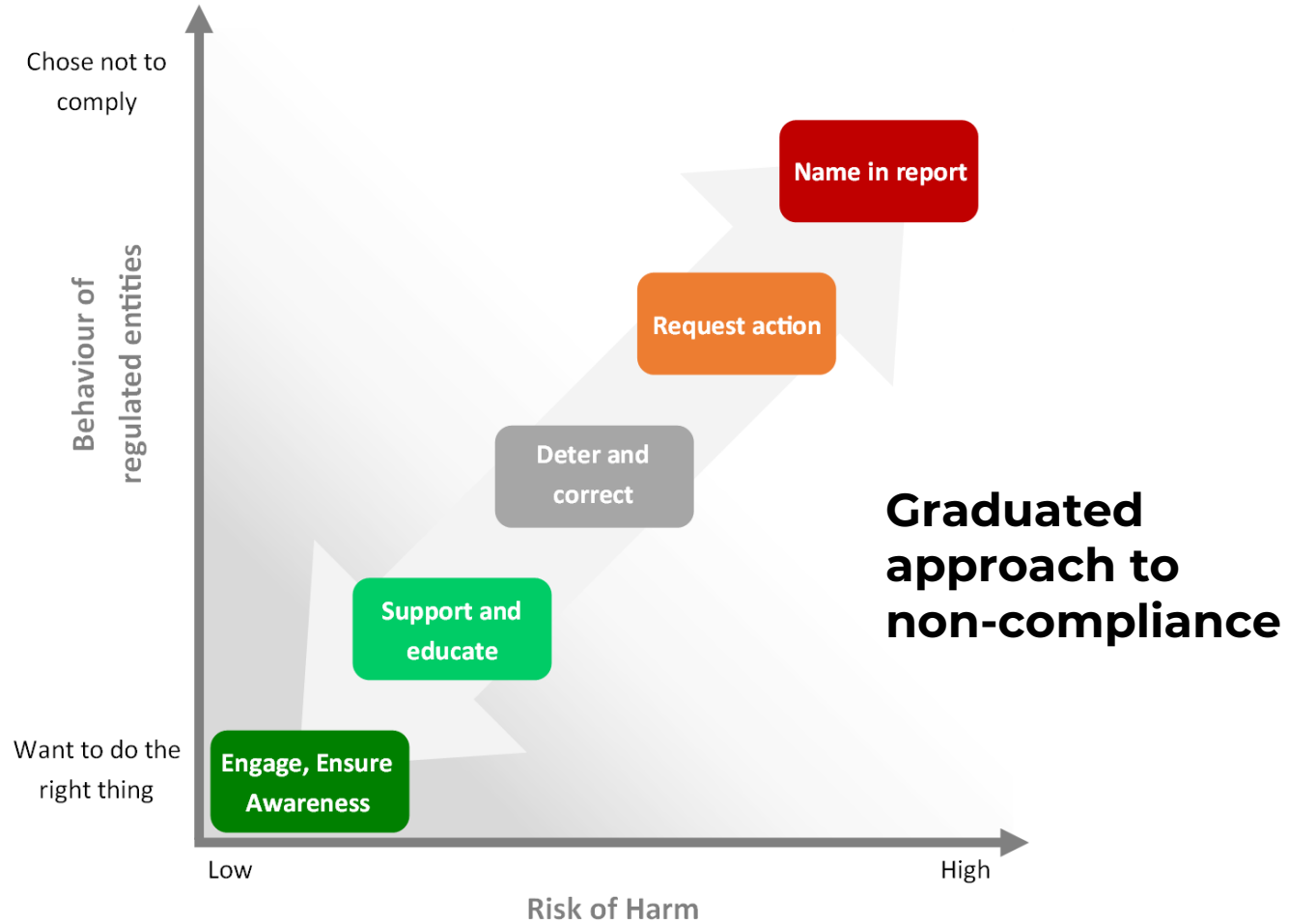


Charter principles as they apply to different types of agencies

A tailored approach



Hierarchy of regulatory activity



What we expect from agencies

- Proactively identify and manage risks
- Build ownership and understanding
- Engage with VOCC when we seek regulatory information
- Respond positively when VOCC raises issues that require improvement in practice



Disputes about coverage

- **Prescribed agencies established in the Regulations**
- **The Commissioner is required to make a report annually to the Attorney General on their compliance with the Victims' Charter**
 - Victoria Police, Office of Public Prosecutions, Victoria Legal Aid, WorkCover, the Secretary
 - Community Legal Services
 - Specialist victims of crime services and family violence services
 - Sexual assault services
 - Authorised Hub entities



Compliance reporting 2023-24

Janine Bush CEO

Reporting aims:

- show how the justice and victim support systems are and are not working for victims
- identify compliance challenges with the Victim's Charter and where the experience of victims could be improved
- support agencies to improve compliance with the Victims' Charter by identifying and sharing good practice
- enable victims to better understand their right to complain about their treatment and seek appropriate remedies



A risk-based approach

Prosecuting & Investigatory agencies

- Follow up on progress of issues previously identified for improvement
- Focused questions on elements of the Victims Charter
- Targeted questions on issues specific to individual agency

Victim's services

- Raising agency awareness
- Check in
- Agency commitment to increasing their understanding

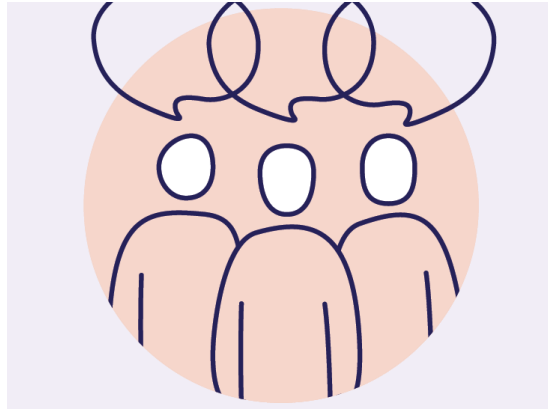


The compliance reporting request



Request for information

- Email survey
- Reporting window opens 1 July 2024



Risk-based approach

- Agency specific
- Check in for some agencies
- Supplementary questions
- Comprehensive for prosecuting and investigation agencies



Reporting

- Easy to complete pro-forma with radio buttons
- Space for free text
- No plans to request copies of policies and procedures for victim service agencies

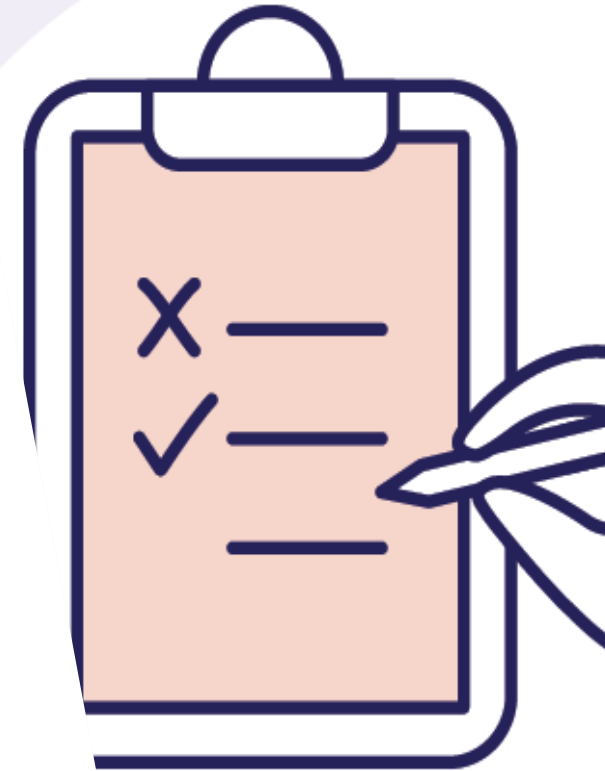


Focus

- Raising agency awareness
- Promoting cultural change
- Good governance/ systems and processes for engagement with victims of crime

Survey 2023-24

- Where is your agency on the journey of understanding your obligations for compliance with the Victims' Charter and what would help improve this self-rating?
- Are there any practical limitations for your agency in implementing the principles in your work with victims of crime?
- Have staff in your agency attended any of our information sessions?
- How you are ensuring that your engagement with victims of crime is trauma informed as required under the Victims' Charter
- How are you tracking / recording that you have provided victims of crime with relevant information as per your obligations under the Victims' Charter so that you have comfort that this obligation is being met?



Timeframe

- **June – targeted agency engagement**
- **1 July – 31 July – reporting period for victim services agencies**
- **1 July – 17 August – reporting period for investigating and prosecuting agencies**
- **17 August 2024 – all reporting completed**



Thank you for listening

Questions ?