

Victims' Charter Guidance

Principles 6 and 7A: Treatment of people adversely affected by crime

Good Treatment Checklist

This Checklist may be used to indicate to agencies how they can uphold Victims Charter principles 6 and 7A in their day-to-day interactions with victim-survivors.

It should be reviewed in conjunction with Charter Guidance 1: Principles 6 and 7A: Treatment of people adversely affected by crime.

Respectful Engagement

- Believe victim-survivors without requiring them to constantly prove their experiences.
- Use respectful and non-judgemental language.
- Be aware of body language and maintain eye contact if appropriate.
- Offer simple gestures like pronouncing names correctly, asking for pronouns, and providing a supportive and welcoming environment.

Managing perceptions & biases

- Avoid assumptions about the credibility of victim-survivors.
- Acknowledge the diversity of people's lived experience and incorporate this into service provision.

Agency & Empowerment

- Provide victim-survivors with choices around service provision, pathways and outcomes.
- Use patient, empathetic listening that builds empowerment and trust.

Accountability

- Set clear expectations about what people will experience when engaging with your agency.
- Provide victim-survivors with information about their rights and entitlements.

Cultural Competency

- Enquire with victim-survivors about their cultural needs and how they can be supported.
- Recognise the impact of intersectionality (e.g., race, gender, disability) on victim-survivors' experiences of the justice system.