

Charter of Victim's Rights

1. Respect and dignity

- **Courteous treatment:** you must be treated with respect, courtesy, compassion, and dignity, taking your specific needs into account.
- **Privacy protected:** your personal information, including address and phone number, cannot be shared unless authorised by law.
- **Early information:** agencies should inform you at the earliest opportunity about available services and remedies.

2. Updates during the justice process

- **Investigation progress:** you have the right to be told how the police investigation is going, unless it puts the case at risk.
- **Prosecution decisions:** you must be informed of major decisions, such as whether someone is charged, if charges are changed, or if a guilty plea to a lesser charge is accepted.
- **Court details:** you will be updated on court dates, times, and places, including details on bail applications and any conditions that might affect your safety.

3. Support at court and beyond

- **Safety first:** while at court, you should be protected from unnecessary contact with the accused, their family, or their supporters.
- **Your voice:** you have the right to provide a Victim Impact Statement for the court to consider during sentencing.
- **Property return:** any of your property held as evidence should be returned as soon as possible.
- **Victims register:** If the offender is sentenced to jail, you can register to receive information about their release or escape.

4. How to make a complaint

If you feel your rights under this charter have not been met, you can:

- **Lodge a complaint:** contact the specific agency directly or the [Office of the Victims' Commissioner](#).

- **Seek assistance:** The [Victim Advocates Service](#) (can help you navigate the system and uphold your rights).
- **Victim connect: 1300 318 940 (support for victims of violent crime)**

Contact Us:

Phone: 07 4979 1456

Free call: 1800 749 222

Web: www.safeandwellcq.org.au
find copies of our feedback and complaints forms and this charter

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