

Who is a victim of crime?

A victim is a person who suffers harm directly as a result of an act committed by another person in the course of a criminal offence.

This harm includes physical, emotional or psychological harm, the loss of an immediate family member and damage to property.

Why is there a Charter of Victims Rights?

The Charter of Victims Rights is part of the Victims Rights Act 1996. It protects the rights of victims and ensures they are cared for properly.

The Charter shows how victims of crime should be treated by government departments such as police, courts, health services, and the DPP.

What is the role of the Victims of Crime Bureau?

The VICTIMS OF CRIME BUREAU monitors the implementation of the Charter of Victims Rights in NSW. If you require a copy of the Charter of Victims Rights, need to discuss or clarify any concerns or require information about a government department's complaint unit, contact the VICTIMS OF CRIME BUREAU.

CONTACTING THE VICTIMS OF CRIME BUREAU

TELEPHONE:

(02) 9374 3000 or
1800 633 063

(Toll free outside the Sydney metropolitan area)

TTY SERVICE FOR THE HEARING-IMPAIRED:

(02) 9374 3175

TELEPHONE INTERPRETER SERVICE:

131 450

FAX:

(02) 9374 3020

POSTAL ADDRESS:

Locked Bag A5010
Sydney South NSW 1235

WEB SITE ADDRESS:

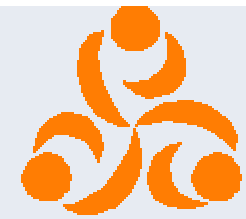
www.lawlink.nsw.gov.au/vcb

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NSW ATTORNEY GENERAL'S DEPARTMENT

April 2000



Victims of Crime Bureau

**YOUR
RIGHTS**
as a
**victim of
crime**

NSW ATTORNEY GENERAL'S DEPARTMENT

What are my rights as a **victim of crime?**



AS A VICTIM OF CRIME YOU ARE ENTITLED TO BE TREATED WITH RESPECT, COURTESY AND COMPASSION BY ALL GOVERNMENT DEPARTMENTS.

YOU ALSO HAVE THE FOLLOWING RIGHTS:

- You have the right to access, where available, medical, counselling, welfare, health and legal assistance provided by various government departments appropriate to your circumstances.
- You have the right to seek information about the police investigation of the crime committed against you, the prosecution of the accused and the trial process, through the Police or Office of the Director of Public Prosecutions (DPP). This information can be made available to you, except where it could harm the progress of the case.
- In most instances you have the right to privacy such as having your telephone number and residential address withheld from the accused person. It's important to discuss this with the prosecutor involved in your case.
- You have the right to be protected from unnecessary contact with the accused person

proceedings. If you are concerned about your safety, you can talk to the police, prosecutor or court officer.

- You have the right to tell a court in most cases what you have suffered as a result of an offence. Where a Victim Impact Statement is permitted, it will be given to the judge or magistrate by the prosecutor after conviction but before sentencing. The DPP and the VICTIMS OF CRIME BUREAU can provide information on how to prepare a Victim Impact Statement.
- You have the right to be informed when an offender is about to be released from custody, or when an offender escapes from custody. You can place your name on the Victims Register with the department responsible for the custody of a person who has committed an offence against you or your family.
- If you are a victim of violent crime you have the right to apply for compensation and/or counselling from the Victims Compensation Tribunal. Applications are assessed by the Tribunal. The VICTIMS OF CRIME BUREAU may be able to assist you with information, support and a referral service, as well as information about the Charter of Victims Rights.

What should I do if I am unhappy about the way a government department has treated me?

You have the right to discuss the issue with the department concerned.

Firstly, inform the person you are dealing with in the government department of your concerns. Quite often, concerns can be resolved at this point. If you are still unhappy, contact a more senior officer in that department.

If you remain dissatisfied, contact the department's official complaint unit.

All government departments have a procedure that must be followed when you want to make a complaint and they must inform you of this.

If after making your complaint you still have concerns, you can contact the Victims of Crime Bureau to find out what, if any, other assistance can be given to you under the Charter.

“You have the right to be protected from unnecessary contact with the accused person...”