

Section 3 Details about your concern

Agency, Department or Service against which the concern is raised

Have you raised your concern with the agency, department, or service directly?

No Yes

If YES, when did you contact the agency or service provider and what action was taken?

Please indicate which Governing Principle(s) your concern applies to *(Please note that Governing Principles only relate to the treatment of a victim)*

Being dealt with in a sympathetic, constructive and reassuring way

Being told at reasonable intervals of the progress of police investigations

Being told about charges laid and any modification of the charges

Being told about a decision to accept a guilty plea to lesser charges or for leniency in sentencing

Being told about a decision not to proceed with a charge

Having property returned by the Territory with minimal inconvenience

Being told about the trial process and the rights and responsibilities of witnesses

Being protected from unnecessary contact with the accused and defence witnesses during the trial

Withholding a victim's home address unless the court directs otherwise

Not having to appear at preliminary hearings or committal unless directed by the court

Being given an explanation of the outcome of criminal proceedings and any sentence

Being told about an offenders pending release from custody where a concern has been expressed

Please outline your concern *(Please attach an extra page if you require more space)*

What is your desired outcome in raising this concern? (i.e. apology, explanation etc.)

Section 4 Signature

Please tick if you agree with the following and sign.

I declare that the information provided is true and correct

I consent to the information provided to be released for the purpose of investigating this concern

(Note: If consent is not provided, the Victims of Crime Commissioner can note your concern but is unable to investigate)

Applicant's Signature _____ Date _____

Complainant's Signature _____ Date _____

(If the form was completed by someone other than the complainant)

Please include copies (not originals) of any documents that may assist with the investigation.

Thank you for telling us about your concern. Your concern will be recorded and we will be in contact with you shortly. We will do our best to resolve the concern within 30 days, however depending on the type of concern it may take a longer period of time.

For assistance completing this form or for more information about your concern, please contact Victim Support ACT on 1800 822 272.

You can send this form to:

Mail: Victims of Crime Commissioner
GPO Box 158
Canberra City
ACT 2601

Email: VictimSupport@act.gov.au
(Please mark the subject of your email to 'Governing Principles Concern')

Drop off to: Victim Support ACT
Level 4, 1 Moore Street, Canberra City

Governing Principles (*Victims of Crime Act 1994*)

In the administration of justice, the following principles are to, as far as practicable and appropriate, govern the treatment of victims:

- (a) a victim should be dealt with at all times in a sympathetic, constructive and reassuring way and with appropriate regard to his or her personal situation, rights and dignity;
- (b) a victim should be told at reasonable intervals (generally not more than one month) of the progress of police investigations about the relevant offence, except if the disclosure might jeopardise the investigation, and, in that case, a victim should be told accordingly;
- (c) a victim should be told about the charges laid against the accused and of any modification of the charges;
- (d) a victim should be told about any decision concerning the accused to accept a plea of guilty to a lesser charge or a guilty plea in return for a recommendation of leniency in sentencing;
- (e) a victim should be told about any decision not to proceed with a charge against the accused;
- (f) if any victim's property is held by the Territory for the purposes of investigation or evidence – inconvenience to the victim should be minimised and the property returned promptly;
- (g) a victim should be told about the trial process and of the rights and responsibilities of witnesses;
- (h) a victim should be protected from unnecessary contact with the accused and defence witnesses during the course of the trial;
- (i) a victim's home address should be withheld unless the court directs otherwise
- (j) a victim should not have to appear at preliminary hearings or committal proceedings unless the court directs the victim to appear;
- (k) a victim should be given an explanation of the outcome of criminal proceedings and of any sentence and its implications;
- (l) a victim who is known to have expressed concern about the need for protection from an offender should be told about the offender's impending release from custody.

OFFICE USE ONLY

Client UI number

Governing Principles complied with

Yes No ➡ *If no, indicate the principles not complied with*

(a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l)

Action taken

Date finalised

Commissioner's delegate Signature

Date