

Review of the Queensland Charter of Victims' Rights

Summary of yourtown's advocacy submission 2025



What is it about?

The Queensland Government is undertaking a review of the Charter of Victims' Rights to ensure it better meets the needs of all victim-survivors. **yourtown** draws on extensive experience supporting children, young people, and families impacted by domestic and family violence (DFV), as well as insights from the Your Voice 2025 youth engagement project. The submission calls for a Charter that is clearer, more inclusive, and truly responsive to the needs of all victim-survivors, especially children and young people.

Why is it important?

The Charter of Victims' Rights is a critical document that sets out the rights and protections for people affected by crime in Queensland. However, there are still gaps in the Charter, which means that many victim-survivors, particularly children, young people, and those affected by non-violent or online-enabled harms, are not adequately recognised or supported. Strengthening the Charter is essential to ensure that all victims receive respectful treatment, accessible information, trauma-informed care, and meaningful opportunities to participate in decisions that affect them. **yourtown's** submission aims to ensure the Charter reflects the lived realities of those most often overlooked and supports safer, more inclusive systems.

Some of **yourtown's** key messages:

1. Children and young people must be explicitly recognised as victims in their own right.

Embedding child-centred and trauma-informed principles throughout the Charter will ensure that the unique experiences and needs of children and young people are addressed, rather than overlooked or subsumed under adult perspectives.

2. The Charter should be co-designed with children and young people, using human-centred design to ensure accessibility and cultural safety for diverse cohorts.

Involving children and young people in the design process will help create a Charter that is relevant, accessible, and meaningful. Human-centred design approaches ensure that the Charter meets the needs of all, including those from culturally and linguistically diverse backgrounds.

3. The scope of the Charter must be broadened to include serious non-violent and online-enabled harms, such as image-based abuse, sextortion, doxxing, and sustained online harassment.

Recognising these contemporary forms of harm is essential to protect all victim-survivors, not just those affected by traditional forms of violence. This ensures the Charter remains relevant in a rapidly changing digital landscape.

4. The Charter must be applied consistently across all government services, with clear responsibilities, time-bound information standards, and transparent complaint mechanisms.

Consistency and accountability are critical for ensuring that all victims receive fair treatment, regardless of which service or agency they engage with. Clear standards and processes help build trust and confidence in the system.

5. Safety and privacy protections must be strengthened, including digital safety standards and practical safeguards to prevent retraumatisation.

Victims should feel safe when accessing support, both in person and online. Strong privacy protections and trauma-informed practices help prevent further harm and support recovery.

6. Information and resources should be easy to understand, available in multiple formats, and tailored to the diverse needs of children, young people, people with disability, and those from diverse cohorts.

Accessible information ensures that everyone can understand their rights and access support, regardless of age, ability, or background. Multiple formats and tailored resources help remove barriers to participation.

7. The Charter should embed clear guidance for respectful and dignified engagement, ensuring all victims are treated with compassion and understanding in every interaction.

Setting clear expectations for respectful treatment helps ensure that victims feel heard, validated, and supported throughout their journey.

8. Timely and accessible support and recovery pathways should be available for all victims.

Victims need practical and emotional support at every stage of their recovery. Providing clear processes and ongoing care helps them rebuild their lives with dignity and confidence.

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