

## VICTIMS OF CRIMES Policy & Procedure

<b>QA REFERENCE</b>	M't P&P No 13
<b>INTRODUCED</b>	16 <sup>th</sup> October 2020
<b>NEXT REVIEWED</b>	16 <sup>th</sup> October 2023
<b>RESPONSIBILITY</b>	The Manager Performance and Risk is responsible for the review and currency of this policy and associated procedures.
<b>APPROVED</b>	Approved by the Chief Executive Officer on 16 <sup>th</sup> October 2020 This policy and procedure is valid from the date of introduction and remains in force, as amended from time to time, until such time as formally revoked by resolution at a meeting of the Operational Leadership Group.
<b>ENDORSED</b>	Endorsed by the Operational Leadership Group by circular resolution on 20 <sup>th</sup> October 2020.
<b>REFERENCES</b>	
<b>Related Legislative Acts and other sources of Authority</b>	<ul style="list-style-type: none"> <li>• Community Services Act 1987</li> <li>• Crimes Act 1958</li> <li>• Charter of Human Rights and Responsibilities Act 2006</li> <li>• Working with Children Act 2005</li> <li>• Victims of Crime Act Assistance Act 1996</li> <li>• Australian Human Rights Commission Act 1986</li> <li>• Charter of Human Rights and Responsibilities Act 2006</li> </ul>
<b>Related Standards, Guidelines and other References</b>	<ul style="list-style-type: none"> <li>• Child Safe Standards</li> <li>• Human Services Standards</li> <li>• Australian Human Rights Commission</li> <li>• Mandatory Reporting</li> <li>• Victims of Crime Victorian Government Support</li> <li>• Victims of Crime Compensation &amp; Counselling Services Victoria</li> <li>• Victims of Crime Commissioner</li> <li>• Victorian Equal Opportunity and Human Rights Commission</li> <li>• WorkSafe Victoria</li> </ul>
<b>Related MASP Policy and Procedure Documents</b>	<p>Links to the <b>Victims Charter Act 2006</b> and the <b>Victims of Crime Charter</b> included in the following MASP policy documents</p> <ul style="list-style-type: none"> <li>• Anti-Bullying, Discrimination and Sexual Harassment - HRM P&amp;P No 30</li> <li>• Child Safe – M't P&amp;P No 22</li> <li>• Clients at Risk and our Duty of Care - CWG P&amp;P No 02</li> <li>• Disciplinary Procedures HRM P&amp;P No 17</li> <li>• Incident Reporting - M't P&amp;P No 25</li> <li>• Code of Conduct - HRM P&amp;P No 12</li> <li>• Annual Performance Review - HRM P&amp;P No 25</li> <li>• Complaints Management - M't P&amp;P No 01</li> <li>• Empowering Clients and Maximising Independence - CWG P&amp;P No 01</li> </ul>

	<ul style="list-style-type: none"> <li>• Human Rights - M't P&amp;P No 20</li> <li>• Preventing and Dealing with Occupational Violence - OHS P&amp;P No 05</li> <li>• Professional Development - HRM P&amp;P No 26</li> <li>• Supervision - HRM P&amp;P No 06</li> </ul>
<b>Related MASP Instructions and Guidelines</b>	<ul style="list-style-type: none"> <li>• Personnel Handbook – HRM I&amp;G No 01</li> <li>• Case Management and Casework Practice Overview - CWG I&amp;G No 05</li> <li>• Case Work System Practice Manual - CWG I&amp;G No 03</li> <li>• Welcome to Orientation - 'HRM I&amp;G No 11</li> <li>• Working with clients experiencing Family Domestic Violence CWG I&amp;G No 01</li> </ul>
<b>Related MASP Forms and Templates</b>	<p>Links to the <b>Victims of Crime Commissioner</b> and the <b>Victims Charter</b> website are included in the following MASP documents</p> <ul style="list-style-type: none"> <li>• Inclusive Communities One-month probationary checklist - IC FT No 09</li> <li>• Housing Access One Week Probationary checklist - HA F&amp;T No 27</li> <li>• Admin and Financial Services One Week probationary checklist – A&amp;F F&amp;T No</li> <li>• Support &amp; Transition One Week Probationary checklist - S&amp;T F&amp;T No 28</li> <li>• Residential Care One Week Probationary checklist – RC F&amp;T No</li> <li>• Annual Performance Review &amp; Professional Development Plan - HRM F&amp;T No 28</li> </ul>
<b>ACRONYMS/DEFINITIONS</b>	
<ul style="list-style-type: none"> <li>• MASP</li> </ul>	<ul style="list-style-type: none"> <li>• Mallee Accommodation and Support Program</li> </ul>

## PURPOSE

This policy and procedure creates a framework to enable MASP to commit to supporting victims of crime and educating staff, volunteers and students on the role of the Commissioner and the Victims of Crime Charter.

## SCOPE

This policy applies to

- all staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; students on placement and volunteers
- how MASP provides services to clients and how it interacts with other members of the public
- on-site, off-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of their MASP duties
- staff treatment of clients, of other staff and of other members of the public encountered in the course of their MASP duties.

## POLICY

This policy applies to victims of crime, which include identified individuals who have suffered harm as a direct result of an offence or offences committed, or apparently committed, against Commonwealth law or prosecuted by Commonwealth authorities.

MASP will establish and operate accessible, transparent policy and procedure to receive and resolve complaints from victims regarding compliance with Charter principles, offering fair and reasonable remedies.

MASP is committed to demonstrating compliance with the Victims Charter and its principals and to ensuring all staff gain an understanding of the Commissioner's new reporting requirements and to work towards achieving this commitment MASP has developed this policy and the following procedures.

## PROCEDURE

MASP support staff will as soon as reasonably practicable after commencing to deal with the victim, inform the victim of

- the agency's Charter complaints system, and
- their right to have their complaint reviewed by the Commissioner if they are dissatisfied with the agency's response

MASP as an agency will

- include reference to the **Victims Charter Act 2006** and a hyperlink to the **Victims of Crime Charter** in all relevant MASP policy and procedure documents;
- create systems to monitor existing staff knowledge and understanding of the Charter through regular supervision and via the annual performance review process (included as a KPI);
- identify and implement staff training and professional development opportunities relating to supporting people who are victims of crime;
- educate new employees on the Victims of Crime Charter and provide a link on all of the agencies' probationary checklists, which in most cases are completed after the first week of employment.
- develop and promote a stand-alone document "**MASP's Commitment to Victims of Crime**" (signed by the CEO and Chair BOD) for inclusion on MASP website.
- ensure all staff, carers and volunteers treat victims of crime with courtesy, compassion, cultural sensitivity and respect for their dignity and entitlements;
- ensure all staff, carers and volunteers gain a complete and thorough understanding of the Victims of Crime Charter and the role of the Victims of Crime Commissioner which includes
  - becoming informed about the experiences of victims of crime;
  - listening to, respecting and learning from a diverse range of victims about how they have been treated by various services within the justice system, enabling the commissioner to gather information about ways in which the justice system can be improved to better service and support victims of crime;
  - receiving complaints about the way victims have been treated by Victoria Police, prosecutions or victims' services and also conducting inquiries into aspects of the system that negatively affect victims of crime;
  - giving advice to government on how things can be improved.