**Our Victim Commitment**

At the Victims of Crime Financial Assistance Scheme (FAS), we are unwavering in our dedication to supporting victims of violent crime. We are committed to providing a responsive, compassionate and empowering environment that aids in the recovery and healing of every victim we serve.

Each member of the FAS plays a crucial role in upholding these commitments. Together, we strive to create an environment where every victim feels heard, respected and supported on their path to recovery. Our commitment to these principles ensures that our work remains victim-centred, trauma-informed and culturally safe and focused on restorative healing for all victims of violent crime.

**Our Key Principles**

**Victim-Focused Support**

We prioritise the needs, rights and dignity of all victims. By actively listening and valuing their experiences, we ensure that their recovery journey is central to our efforts. Our approach respects and elevates victims’ voices at every stage.

**Trauma-Informed Care**

Recognising the profound impact of trauma, we equip our staff with the skills to provide empathetic support. Our goal is to create a safe, respectful and non-judgmental space for victims in their healing journey.

**Equal Participation and Inclusion**

We are committed to providing inclusive services that respect the diverse backgrounds and experiences of all victims. Our processes ensure equal participation, acknowledging that each victim’s path to recovery is unique.

**Cultural safety for all Aboriginal and Torres Strait Islander victims**

We are committed to ensuring that all Aboriginal and Torres Strait Islander victims receive equitable access, dignity and respect in their interactions with FAS. We strive to provide culturally competent, safe and secure engagement that meets their unique needs and honours their heritage.

**Protection from Further Trauma**

Our processes are designed to protect victims from further trauma, intimidation or distress. We work diligently to provide timely and transparent responses to all applications, ensuring clear, trauma-informed communication.

**Recognition and Validation**

We believe in recognising and validating victims’ experiences. Through our victim recognition meetings and statements, we offer formal acknowledgement and expressions of condolence on behalf of the State, affirming the significance of their experiences. We are dedicated to promoting restorative healing for victims, addressing harm, facilitating recovery and ensuring their voices are heard and respected throughout the process.

**Commitment to Continuous Improvement**

We continually refine our services to better meet the evolving needs of victims. Feedback from victims informs our practices, ensuring we remain responsive and effective in our support.