

## INQUIRY INTO SUPPORT PROVIDED TO VICTIMS OF CRIME

**Submission No:** 24  
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**Attachments:** No attachment

### Submitter Comments:

I wish to make the following comments about my experience with Victims of Crime & the help I received from them after a home invasion in which I was left fairly injured & with substantial damage to the rental property in which I was living at the time... I am still suffering from those injuries to this day, after being dragged face down the stairs of a high set house, kicked unconscious at the bottom & I regained consciousness, only to be beaten unconscious for a second time... This was the 1st time I received any injuries but the 3rd time this person had invaded my home within the span of a week, in late January of 2020 & my claim with Victims of Crime was only processed a few weeks ago... In my opinion & that of both my General Practitioner & Psychologist been done in a very unsatisfactory manner, the person who processed my claim made no contact what so ever to any of us to question what if any permanent damage had occurred because of this incident & made the decision to pay the minimum, "acknowledgement payment" & notice of nil payment to be received for any damages occurred to the property of which I'd paid for or the bond I had to forfeit because of it... I have been left permanently scared & received one facial surgery to help repair some of the damage caused when teeth when through the flesh under my lip, which I haven't seen properly healed in more than a year now or had the feeling returned to as yet & to this day still getting infection breakouts that expel splintered wood & the non-slip sand from the stairs... I suffer with neck & back pain to some degree on a daily basis, both of my shoulders are with ligament & tendon damage, one worse than the other, it has all totally torn in two & has bone grating on bone, I'm still waiting for this to be surgically repaired through the public system, my only relief until then is Corisone Injections & Prescription Painkillers... My mental health has caused me the most anguish with Post Traumatic Stress Disorder, Social Anxieties & the overwhelming depression of which I now live with daily, I was informed that Victims of Crime would allow & pay for 24 sessions with a counsellor of which to date I've had about half of those sessions & the reimbursement that was paid out for these was just over the amount of \$180, with a notice attached that more or less said "That's it"... I'm not even going to start explaining to you the dental issues that I have now, let's just say I very seldom look into a mirror these days, so I suppose that you can understand by now that my overall experience with Queensland's, Victims of Crime has left me thinking... Why did the person who handled & processed my claim, not reaching out to ask the one simple question, of is there any long standing physical or mental effects to the victims life that I should be aware of before I process this claim... I don't know about you but I for one would expect a little more compassion & understanding from a person in such a position of authority over such matters to have at least asked that one question to both my General Practitioner & Psychologist... I have serious doubts that they even bothered to look at, let alone read the police reports because if they did, anyone with a compassionate bone in their bone would have just by looking at the photos of my body after the fact, covered from head to toe with varying degrees of abrasions & bruising, some of which could not be mistaken for anything other than what they were, obvious feet & hand marks imprinted all over me... So yes, my experience with Victims of Crime has left me feeling somewhat frustrated, overwhelmed & appalled at the system that is supposed to be in place, to aid in the help for Victims of Crime... In closing, I thank you for taking the time to look into the system in place, because it is failing miserably to help victims & giving those of us a chance to voice our opinions...