

QUESTION ON NOTICE

No. 720

Asked on 12 June 2025

MR M BERKMAN ASKED MINISTER FOR YOUTH JUSTICE AND VICTIM SUPPORT AND MINISTER FOR CORRECTIVE SERVICES (HON L GERBER)

QUESTION:

With reference to processing of Victim Assist Queensland applications for financial assistance and recovery expenses between November 2024 and June 2025—

Will the Minister advise (a) what is the average wait time between a person making an application and (i) an assessor being appointed and (ii) receiving a decision, (b) what is the average number of applications for financial assistance and/or recovery expenses (i) received each day and (ii) decided each day, (c) expressed as a percentage of total applications decided, (i) what proportion of applications for financial assistance were approved, (ii) what proportion of applications for recovery expenses were approved, (iii) what proportion of application decisions were internally reviewed and (iv) what proportion of internal reviews were successful and (d) does the government have a plan to increase the speed with which applications are processed?

ANSWER:

The Crisafulli Government is committed to putting victims first. We are providing more resources and new victim support services that will ensure victims of crime are not forgotten as they were under the previous government.

- (a)(i) For applications processed between 1 November 2024 and 30 June 2025, the average wait time between a person making an application to Victim Assist Queensland (VAQ) and an assessor being appointed was an average of 72 days.
- (a)(ii) For applications processed between 1 November 2024 and 30 June 2025, the average wait time between a person making an application to VAQ and receiving a first decision was 105 days.
- (b)(i) Between 1 November 2024 and 30 June 2025, VAQ received an average of 124 applications for financial assistance per calendar day. It is noted that applicants can also apply for subsequent expenses after an initial financial assistance assessment is undertaken, which are also assessed by VAQ.
- (b)(ii) The number of applications for financial assistance decided by VAQ between 1 November 2024 and 30 June 2025 is 83 applications each calendar day.
- (c)(i) Between 1 November 2024 and 30 June 2025, 97 percent of applications for financial assistance decided by VAQ were found eligible.
- (c)(ii) All applicants found eligible are able to claim expenses related to their recovery with a maximum threshold of \$120,000 for primary victims, pursuant to the *Victims of Crime Assistance Act 2009*, current at 2 September 2024.

- (c)(iii) For applications processed between 1 November 2024 and 30 June 2025, one percent of application decisions were internally reviewed by VAQ for financial assistance.
- (c)(iv) Between 1 November 2024 and 30 June 2025, 33 percent of internal reviews processed by VAQ were successful.
- (d) Our government's first budget has allocated increased funding of \$393 million for financial assistance for victims of crime in order to help them recover, through the Administered Fund for Victim Assist Queensland.

We have also delivered \$50 million to establish a new professional Victims Advocate Service which will provide dedicated support to help guide victims of crime through the justice process.