



COMMISSIONER'S MESSAGE

The NSW Police Force is committed to providing the community and the people of our own organisation with responsive and meaningful customer service. Ensuring that we maintain quality customer service is one of the highest priorities of every officer. It is what the community demands, deserves and expects. It is also a key requirement of the NSW Government.

The Customer Service Charter simply and clearly states our commitment to our officers and to the diverse communities that we serve. These commitments will be measured and built into our training programs, business plans and other systems. As every officer is responsible for delivering quality customer service, I expect you will take an active part in supporting this charter.

A P Scipione APM
Commissioner
NSW Police Force

WHY A CUSTOMER SERVICE CHARTER?

The NSW Police Force has undertaken extensive community and internal consultation to be able to better address your needs and your concerns. The NSW Police Force Customer Service Charter has been developed to build and enhance relationships and partnerships with our community.

WHO ARE OUR CUSTOMERS?

Our customers are victims, witnesses, the community and our internal colleagues. Arrested persons and suspects for crimes will not be considered to be customers as they will be dealt with under the *Law Enforcement (Powers and Responsibilities) Act 2002* and other NSW Police Force policies and procedures.

CUSTOMER SERVICE CHARTER



HOW YOU CAN HELP US

You can help us deliver the services you need by:

- providing us with complete and accurate information
- telling us of any changes to the circumstances surrounding your incident or query
- contacting us if you need any further information
- being open and honest in your dealings with us
- treating our staff with courtesy and respect
- providing us with feedback about our service
- understanding that we give priority to life-threatening incidents or emergencies.

Use the Triple Zero (000) service only for emergencies and life-threatening situations.

If you have information about: people who are wanted by police; unsolved crimes or crime that is being planned; suspicious or unusual activity, contact Crime Stoppers on 1800 333 000 or through their web site www.crimestoppers.com.au



You don't have to give your name and the information will be passed immediately to relevant investigators.

CHARTER OF VICTIMS RIGHTS

The Charter of Victims Rights is part of the *Victims Rights Act 1996*. It defines how government departments, including the NSW Police Force, should treat you if you are a victim of crime and is overseen by the Victims of Crime Bureau.

The NSW Police Force is committed to upholding the charter which defines a victim as a person who, as a direct result of a criminal offence, suffers physical or emotional harm; or loss of property; or damage to property. You can obtain further information by ringing 1800 633 063 or at www.lawlink.nsw.gov.au/vs

YOU SAID "BE ACCESSIBLE"

- We will:**
- provide 24/7 assistance to all customers
 - through the Police Assistance Line (131 444), provide information on your nearest available police station
 - always give priority to emergencies. If police attendance is required, we will allocate a response priority in accordance with the level of seriousness
 - be accessible to all persons regardless of their culture, language, age, sexuality, physical and mental ability, locality and socio-economic background.

YOU SAID "BE PROFESSIONAL AND HELPFUL"

- We will:**
- listen to you and acknowledge your needs
 - treat you fairly and with respect
 - maintain your confidentiality
 - show care and be accurate
 - take ownership of your matter if it's a policing issue.

YOU SAID "TAKE APPROPRIATE ACTION"

- We will:**
- when attending your incident, provide you with information regarding timeliness
 - explain how your matter will be progressed and why
 - where appropriate, investigate your matter and advise you of the outcome
 - attempt to resolve your matter at the first point of contact, or contact and transfer your matter to the appropriate area or person of responsibility for resolution
 - tell you when no further action will be taken and the reason why.

YOU SAID "KEEP ME INFORMED"

- We will:**
- provide a reference number and contact officer for your matter
 - if you are a victim, explain your rights and provide regular updates in accordance with the Charter of Victims Rights
 - if you are a witness, offer to provide follow-up information
 - communicate with communities about issues that affect them, via local media, meetings, forums and committees.



CONTACTING THE POLICE

EMERGENCY CALLS TO TRIPLE ZERO (000)

- The Triple Zero (000) telephone number is for use when there is a life-threatening or time-critical emergency.
- You will be asked which emergency service is required – Police, Ambulance, Fire or other emergency service.
- If you do not speak English confidently, say “interpreter” and the language you speak. The operator will try to connect you to an interpreter immediately.
- We aim to answer 90% of emergency calls directed to the NSW Police Force within 10 seconds.

NON-EMERGENCY CALLS TO 131 444

- If you need police assistance and it is not an emergency, call the Police Assistance Line (PAL) on 131 444, TTY 9211 3776 for the hearing/speech impaired or, if you need an interpreter, the Translating and Interpreting Service on 131 450 and ask to be connected to 131 444. This service is free.
- We aim to answer 85% of non-emergency calls to the PAL within 27 seconds.

HOW WE WILL RESPOND TO YOUR CALL

- For both emergency and non-emergency calls, the operator will ask for your name, address and the reason for your call.
- If your situation requires police to attend, the operator will take relevant details from you over the telephone. This may take some time but we need to do this to make sure we provide the correct response.
- If it is not a matter that the NSW Police Force can deal with, we will refer you to the appropriate agency.

VICTIMS OF CRIME

If you have been the victim of an incident or a crime we will:

- explain how we will deal with your matter
- provide you with a reference number and contact telephone number of the investigating officer
- keep you informed throughout the investigation
- inform you of the outcome of the investigation, where possible
- encourage you to contact police if you need or have any further information.

FEEDBACK ON OUR PERFORMANCE

The NSW Police Force welcomes constructive feedback on the performance of our officers and staff so that we can improve the service we provide to you.

This means we will:

- encourage your feedback, complaints and compliments about our officers, staff and service
- collect and, where possible, use your feedback to continuously improve how we deliver policing
- conduct annual reviews of the charter
- publish the results of our annual review on the NSW Police Force website and in our annual report.

You can provide us with compliments, complaints and feedback in any language via:

Web: www.police.nsw.gov.au

Phone: 131 444

TTY: (02) 9211 3776

Post: Locked Bag 5102, Parramatta NSW 2124

Or visit your local police station.

PAB 8713/08

CUSTOMER SERVICE CHARTER



If you need help translating this information call the TIS on 131 450.



Member of the Customer Service Institute of Australia

Our commitments to you



NSW Police Force
www.police.nsw.gov.au