



## Customer Service Charter



Easy English January 2016



**NSW Police Force**





## About this book

My name is Andrew.



I am the boss of the New South Wales Police.



I want you to know that the police are here to help.



We want to help you in the right way. So we wrote a customer service charter.



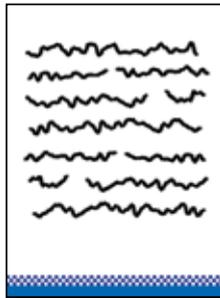


In this book, we tell you

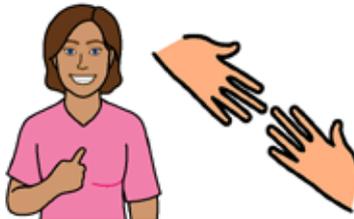
- what a customer service charter is



- who the customer service charter is for



- what the charter says we will do



- how you can help the police



- how you can tell us how we are doing.

The first time we use a hard word it is in **blue**.

We write what the hard word means.



## What is a customer service charter?

A **customer service charter** says



- what the police need to do when we help people

and



- how police should treat you and your **community**. Your community is the people and places around you.



We asked a lot of questions when we made our customer service charter. We needed to know what was important for people.



## Who is the customer service charter for?

The customer service charter is for people who need our help. For example



- **victims of crime.** This is if someone
  - hurt you
  - or
  - took or broke something that is yours.



- **witnesses.** This is when you have information about a crime because you
  - saw a crime happen to someone
  - or
  - know about a crime that happened.



- people in the community.



- all people who work for the police.



The customer service charter is **not** for everyone.



For example, it is **not** for people that we

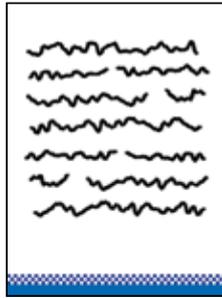
- **question**. This is when we ask a person if they did a crime.

or



- **arrest**. This is when we think we can prove that a person did a crime.





## What does the charter say we will do?

You told us that you want 4 things from the police.



1. Be there when you need us.



2. Show respect and be helpful.



3. Do the right things.

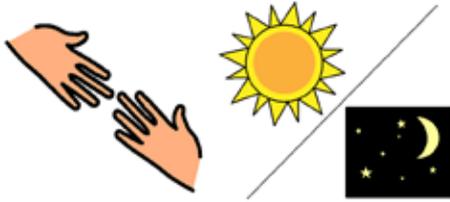


4. Let you know what is going on.



# 1. Be there when you need us.

To be there when you need us, we will



- help any time of day or night



- tell you where the closest police station is



- be there for all people



- send help quickly in an **emergency** - this is when you need help right now.



## 2. Show respect and be helpful.



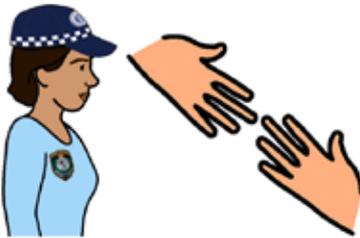
To show respect and be helpful, we will

- listen to you

- be fair



- make sure we understand your information



- let you know if we are the right people to help



- keep your information **private** - this means we will not tell other people without asking you.





### 3. Do the right things.

To do the right things, we will



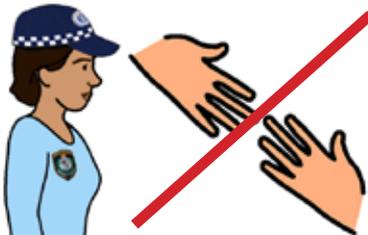
- tell you how we can help



- find out more information



- help you as soon as we can



- tell you if we can **not** help you and why.



## 4. Let you know what is going on.

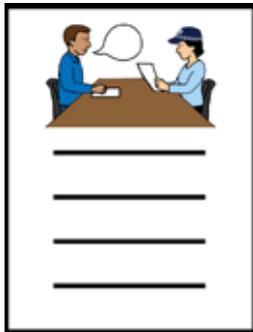
To let you know what is going on, we will



- give you a **reference number**. This is a special number that helps us remember your information.



- give you a person to help you.

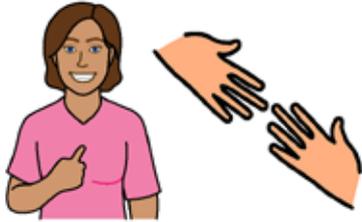


- give you more information about what happened if you are a witness.

- let you know your **rights** if you are a victim.  
Your rights are what you can do and how we need to help.



- talk to people in the community.



## How can you help us?

You can help us if you



- give us correct information



- are **not** afraid to tell us everything

- tell us if anything changes

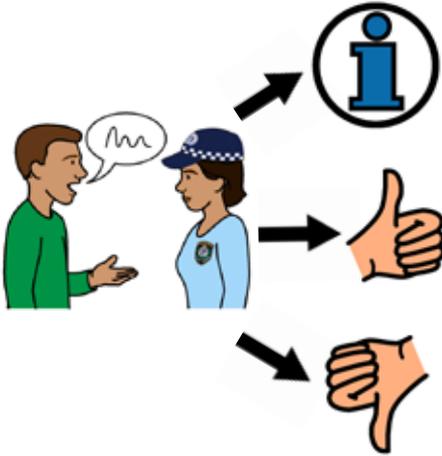


- understand that we need to help people in danger first.



## How else can you help us?

You can also help us if you



- tell us if you need more information
- let us know if we are doing a good job
- let us know if we are not doing a good job



- show us respect.



## How can you tell us how we are doing?

We want to know if you are happy with our help. When you tell us what you think, we can



- find out if the customer service charter is working



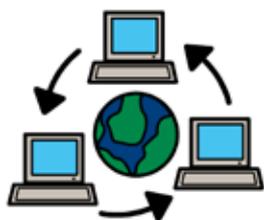
- tell people on our website how the customer service charter is going



- make our customer service charter even better.



You can tell us by



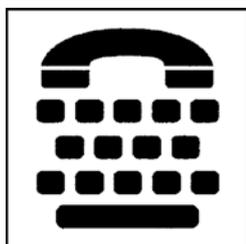
Internet

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You can also go to a police station to tell us what you think.

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English. December 2015 [www.scopevic.org.au](http://www.scopevic.org.au)

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