



Police response to a crime

Police will come to a **crime**. Crime means a person broke the law.

Police

- will make sure everyone is safe
- may call an ambulance.



Police will speak to the **victim**.

A victim

- was hurt by another person
- had something stolen or damaged
- had a family member who was killed.



Police will ask the victim

- their name
- their address
- what happened
- what the person who hurt them looked like
- other information to help find the person who hurt them.



Police will also talk to people who saw the crime.

**After you report the crime face to face
with police**

You will get a **Victims Card**.

Command/Station		
Address		
Phone	Fax	TTY for hearing/speech impaired

The NSW Police Force is committed to providing support to victims of crime. The Police Officer in charge of your matter is:

Email@police.nsw.gov.au
Time/Date of report.....
COPS Event Number.....
Officer availability.....



NSW Police Force

Please contact the above officer for any enquiries about your matter and quote the COPS Event Number if known. If the officer is not available, please contact the Supervising Sergeant.

The **front** of the Victims Card has contact details for the police officer in charge. For example, name, email address, police station and phone number.



**Victims
Services**
Justice & Attorney General

Victims Services

Victims Access Line (VAL) – 1800 633 063 or (02) 8688 5511

Call the VAL for information, referral and support to a range of services for victims of crime including helping victims of crime to access their rights.

Please visit www.lawlink.nsw.gov.au/vs for further information.

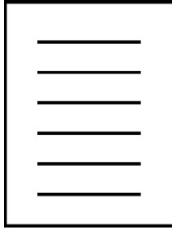
Families & Friends of Missing Persons Unit – 1800 227 772

FFMPU provides crisis and ongoing support to families and friends of missing people.

The Charter of Victims Rights requires the NSW Police Force to ensure that you, as a victim of crime, have rights to:

- Courtesy, compassion, cultural sensitivity & respect
- Information about investigation and prosecution of the crime
- Information about the return of property
- Protection from the accused (at court or on bail).

The **back** of the Victims Card has contact details for the Victims Access Line. The Victims Access Line can help you with more information about support services for victims.



COPS event number

You will get a number called a COPS event number. The COPS event number proves that you reported the crime to police.

You **must** keep your COPS event number.

You might need to give your COPS event number to your insurance company.

Your COPS event number is **not** a phone number.

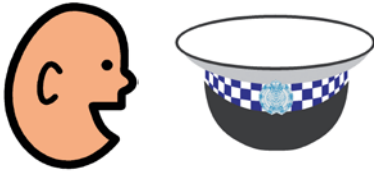


Police will contact you

Police will contact you in 1 - 7 days. This will be by phone, text message or email.

Police will

- tell you what police will do
- tell you what might happen next
- give you a COPS event number
- ask you to call the police officer in charge if
 - your contact details change
 - or
 - you remember more about when you were hurt.

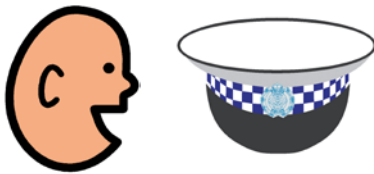


The police will contact you **every** 28 days until the case is closed. Police will tell you what happens at the end of the **investigation**.



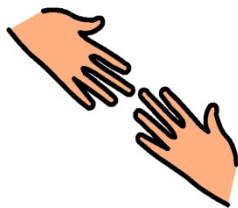
Investigation is working out what happened. The police will collect evidence. Evidence can help work out what happened.

Contact Police



Contact police to

- change your details
- or
- give more information about the crime.



Victims Access Line

For information about this service read the factsheet **Victims Support**.

Go to www.police.nsw.gov.au

Phone 1800 633 063

The Easy English is from information in **Initial Police Response**.

Scope's Communication Resource Centre wrote the Easy English.

July 2013.

www.scopevic.org.au.

To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication

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