

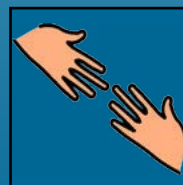
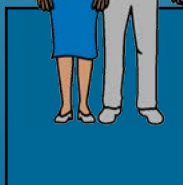
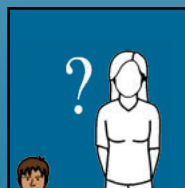
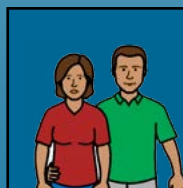


NSW Police Force

Easy English

Victim of Crime

fact sheets





Report
crime
to
police



Report a crime to the police



Report a crime to the police

There are 3 numbers you can call

- **Triple Zero** (000)
- Police Assistance Line
- Crime Stoppers.



It is an emergency. The crime is happening **right now**. For example, someone has a knife and is stealing from you.

Call **Triple Zero** (000)



You are **not** in danger **right now**.

You are a victim of crime.

For example, someone stole your car.

Call the **Police Assistance Line**

131 444

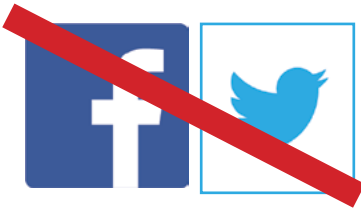


You have seen a crime or strange behaviour.

For example, you know about a person wanted by the police.

Call **Crime Stoppers**

1800 333 000



Do **not** report a crime on Facebook or Twitter.

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

Symbols © 1981 – 2013.

Change pictures © 2011. www.changepeople.info

We have permission to use all logos.



Triple
Zero
(000)



Call Triple Zero (000) in an emergency



Call Triple Zero (000) in an emergency



An **emergency** is

- when a person's life is in danger
- when property is in danger.

For example, someone has a knife and is stealing from you.

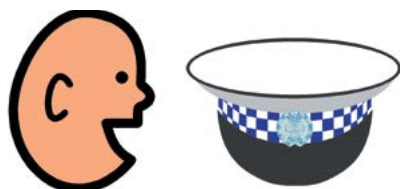
It is important to call **Triple Zero** (000) in an emergency.



Calls to **Triple Zero** (000) are recorded.

You will be asked if you want

- police
- fire
- **or**
- ambulance.



Say **police** to report a crime.



You **must**

- stay on the phone
- stay calm
- answer the questions
- speak clearly.

The operator will ask

- your name
- where you are
 - the street name and number
 - the names of streets nearby
 - other landmarks.



In country areas you must give

- the full address. Do not give the property name only.
- names of nearby places and landmarks.



When you are on the motorway you must give information about

- towns nearby
- exits you have passed.



Do not hang up. Wait for the operator to tell you to hang up.

You might need to meet police at an organised place.

For example, at the police station.



People who are Deaf, hard of hearing or have a speech difficulty

You can call **Triple Zero (000)** using the National Relay Service. Read the factsheet **Use the National Relay Service to Call Triple Zero (000) in an Emergency.**

Go to www.police.nsw.gov.au

The Easy English is from information in **Call Triple (000) to report emergencies.**

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 Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.co.uk

Change pictures © 2011. www.changepeople.info

We have permission to use all logos.



**National Relay Service (NRS)
to call Triple Zero (000) in an emergency**



NRS -
Triple
Zero
(000)



Use the National Relay Service to call Triple Zero (000) in an emergency

For people who are Deaf, hard of hearing or
have a speech difficulty.

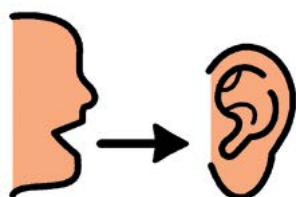
Call **Triple Zero** (000) with TTY or Speak and
Listen. Your call gets answered fast.



TTY users call **106**.

To ask for police type PPP.

TTY users must register with the National
Relay Service.



Speak and Listen users call **1800 555 727**.

Ask for **Triple Zero** (000).



Internet Relay users call **Triple Zero (000)**.

This call is **not** a **priority** over other calls. This means we do **not** know you have an emergency.



For information about

- what is an emergency
- what you will be asked when you call

Triple Zero (000)

see the factsheet

Call Triple Zero (000) in an Emergency.





Call the National Relay Service Help Desk to get help to register or ask a question about the National Relay Service.

TTY 1800 555 630

Voice 1800 555 660

Fax 1800 555 690

The Easy English is from information in **Reporting Crime Contact Triple (000) to report emergencies people who are Deaf or hard of hearing or who have a speech impairment.**

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 Symbols © 1981 – 2013.

We have permission to use all logos.



Police Assistance Line



Police
Assistance
Line



Report a crime to the Police Assistance Line



Call 131 444



Call the Police Assistance Line when a crime is not an emergency. You are **not** in danger right now. You are a **victim of a crime**.

This means something bad happened to you or your property.

Your local police will get the information straight away.



People who are Deaf, hard of hearing or have a speech difficulty.

You can call the Police Assistance Line using the National Relay Service.

TTY 133 677

Speak and Listen 1300 555 727



Serious crimes

The Police Assistance Line will tell you what to do for serious crimes. Some crimes can **not** be talked about on the phone. We will tell you where you can go. The police might come and see you.



Calling the Police Assistance Line means that local police can do their job and protect the community.



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.



Types of crimes you can report to the Police Assistance Line are



- break and enter
- stealing
- stealing a car or boat
- damage. For example, graffiti.
- lost property
- **not** paying for a taxi
- some car accidents.



The Police Assistance Line takes calls all the time.

You can call back to add information to your report.

Call the Police Assistance Line.



Do **not** report a crime on Facebook or Twitter.

The Easy English is from information in **Report Crime to the Police Assistance Line.**

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 Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.co.uk

Change pictures © 2011. www.changepeople.info

We have permission to use all logos.



Report a crime to Crime Stoppers



Crime
Stoppers



Report a crime to Crime Stoppers



Call 1800 333 000



Call Crime Stoppers to report something that is not happening right now.



Report

- criminal behaviour.

For example, you know about a person wanted by police.

or

- strange behaviour.

For example, you heard someone talking about a crime.



Crime Stoppers takes calls all the time.



People who are Deaf, hard of hearing or have a speech difficulty.

You can call Crime Stoppers using the National Relay Service.

Read the factsheet **Use the National Relay Service to report a crime to Crime Stoppers.**

Go to www.police.nsw.gov.au



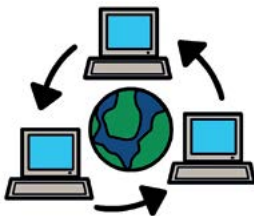
Other ways to contact Crime Stoppers



Mail Crime Stoppers

PO Box 3427

Tuggerah NSW 2259



Website www.police.nsw.gov.au

Go to can you help us.



Email csu@police.nsw.gov.au



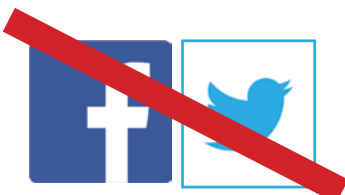
Fax 02 4353 4948



In an **emergency** call **Triple Zero** (000).

An emergency is when a crime is happening

right now.



Do **not** report a crime on Facebook or Twitter.

The Easy English is from information in **Report a Crime to Crime Stoppers.**

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
Symbols © 1981 – 2013.

We have permission to use all logos.

Change pictures © 2011. www.changepeople.info



**Using the
National Relay Service (NRS) to
report a crime to Crime Stoppers**



NRS-
Crime
Stoppers



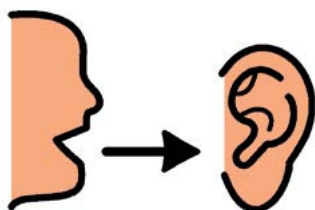
Use the National Relay Service to report a crime to Crime Stoppers

For people who are Deaf, hard of hearing or
have a speech difficulty.



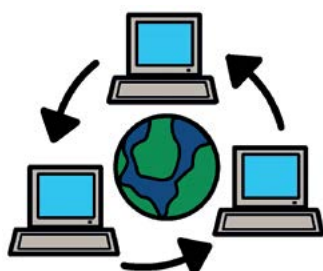
TTY users call **1800 555 677**.

Ask for **1800 333 000**.



Speak and Listen users call **1800 555 727**.

Ask for **1800 333 000**.



Internet Relay users call **1800 333 000**.

You do **not** have to give your name.



For information about

- what is crime stoppers
- when to call crime stoppers

see the factsheet



Report a Crime to Crime Stoppers.

Go to www.nsw.police.gov.au



Call the National Relay Service Help Desk
to get help using the National Relay Service

TTY 1800 555 630

Voice 1800 555 660

Fax 1800 555 690

The Easy English is from information in **Reporting Crime - Crime Stoppers- People who are Deaf or hard of hearing, or who have a speech impairment.**

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 Symbols © 1981 – 2013.

We have permission to use all logos.



Reporting crime to local police



Report
to local
police



Report crime to local police

You might want to talk to someone at your local police station about a crime.

You can find the phone number and address of your local police station in

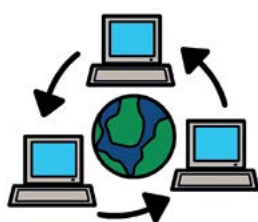
- the White Pages phone book

look under government

or

- NSW Police Force website

www.police.nsw.gov.au.



NSW Police Force



Support Person

You can bring a support person with you to report a crime.

For example,

- a friend

or

- a family member.



Deaf and hard of hearing

The NSW Police can help people who are Deaf or hard of hearing.

Tell the police if you need an Auslan interpreter.



Speech difficulty

The NSW Police can help people who have a speech difficulty.

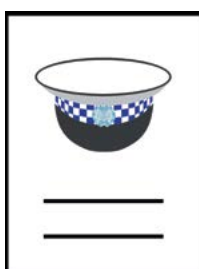


Police Assistance Line

The police station might ask you to call the Police Assistance Line. You can call from the police station phone. The Police Assistance Line will listen to your report about the crime.

Police Assistance Line

131 444.



Read more about the Police Assistance Line in the factsheet **Report a Crime to the Police Assistance Line.**

Go to www.police.nsw.gov.au

The Easy English is from information in **Report Crime to Local Police.**

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 Symbols © 1981 – 2013.

Microsoft Word Clipart 2003.

Change pictures © 2011. www.changepeople.co.uk.

We have permission to use all logos.



Report a missing person





Report a missing person

You can report a missing person when

- someone is missing
- **and**
- you are worried about their safety and health. For example, they have **not** come home from work.



To report a missing person

- go to the police station
- **or**
- ask for the police to visit you.

You do **not** have to wait 24 hours to report someone missing.



It is **not** against the law to go missing. The person who is missing will **not** get into trouble.

Bring to the police station

the missing person's



- photo
- phone numbers



- medical information. For example, medications and doctors names.



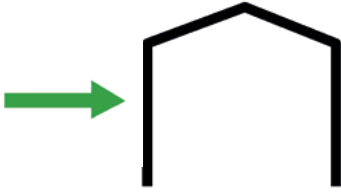
- bank account details.
- You must also bring



- a list of
 - names
 - phone numbers**and**

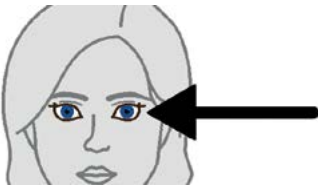
- addresses

for the missing person's friends and family.



- a list of places the missing person might go.

For example, work places or favourite places.



- a description of the missing person.

For example, hair colour, eye colour, height and weight.

Police will ask you what you think happened to the missing person.



Support for family and friends

Call the Families and Friends of Missing

Persons Unit

1800 227 772

The Easy English is from information in **Report missing persons**.
Scope's Communication Resource Centre wrote the Easy English.
July 2013.

www.scopevic.org.au.

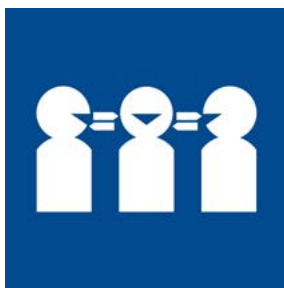
To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication
Symbols © 1981 – 2013.

Change pictures © 2011. www.changepeople.info.

Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk



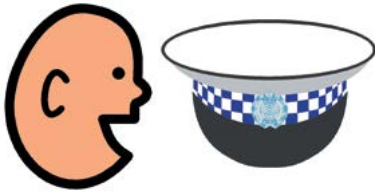
Using an interpreter



Use an interpreter to report a crime

An interpreter will

- tell you what the police say in your language
- tell the police what you say.



You can use an interpreter to report a crime to the NSW Police.



The police can get an interpreter in any language other than English.

This includes Auslan.

An interpreter can be used at any time.



You may speak some English. You can still use an interpreter if you want to.



An interpreter will not cost you any money.



Police can get

- a staff member who speaks your language
- an interpreter on the phone
- an interpreter in person.



You **must** tell the police officer

- what language you want to speak
- all of the different languages you speak
- the dialect you speak
- when you would like to have a female interpreter
- other special things you need.



Interpreters can **not** tell anyone what you say to the police.

The Easy English is from information in **Interpreter Required**
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
Symbols © 1981 – 2013.

Microsoft Word Clipart 2003.



Police
response



Police response to a crime



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**.

NSW GOVERNMENT | NSW Police Force | **NSW POLICE FORCE**

Command/Police Station & Address

Phone TTY 02 9211 3776 (hearing/speech impaired only)

Phone Fax

Time & Date of report Event Number

Police Officer in charge of your matter

Message/Details

NSWPF/2020/14374

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.

ARE YOU A VICTIM OF CRIME?

The NSW Police Force plays a vital role in responding to and providing support for victims of crime.

For information on reporting crime, the initial police response, the investigation, attending court, victim registers, the return of property and more please visit: www.police.nsw.gov.au/safety_and_prevention/victims_of_crime
Or scan this QR Code on your device

Information for Domestic & Family Violence victims (this page contains a quick exit button)

SUPPORT OPTIONS FOR VICTIMS

VICTIMS SERVICES – Victims Access Line: 1800 633 063
Aboriginal Contact Line: 1800 019 123

Victims of violent crime can access:

- Counselling
- Financial assistance
- Recognition payment

Support for family members of homicide victims is also available victimservices.justice.nsw.gov.au

Support services for families and friends of missing persons: missingpersons.justice.nsw.gov.au

SAFER PATHWAY

Support for victims of domestic and family violence. After an incident:

1. Police will refer you to a specialist support service in your area
2. The service will contact you to discuss support options

www.dcj.nsw.gov.au/families-and-communities/safer-pathway

STATE INSURANCE REGULATORY AUTHORITY (SIRA)

Have you been injured in a motor vehicle accident?

You may be able to claim for treatment expenses and income support under the NSW CTP Green Slip scheme. For more information:

- Contact CTP Assist **1300 656 919** or ctpassist@sira.nsw.gov.au
- Visit www.sira.nsw.gov.au

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.

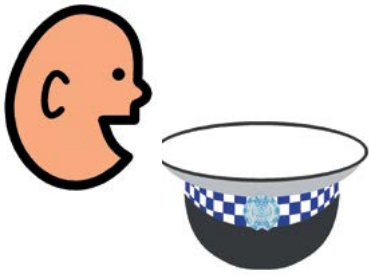


Police will contact you

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

Police will

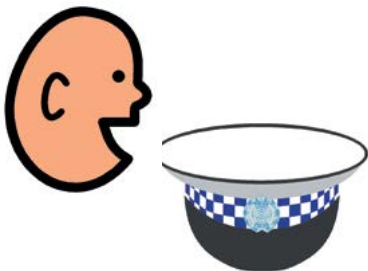
- tell you what police will do
- tell you what might happen next
- give you a COPS event number
- ask you to call the police officer in charge if
 - your contact details changeor
 - you remember more about when you were hurt.



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
Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

Change pictures © 2011. www.changepeople.info



Investigation process



The investigation

Investigation is working out what happened.

The police will collect **evidence**. Evidence is to help find out what happened.

Police **will**

- talk to the **victims**
- talk to people who saw the crime
- write down information.



A victim

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

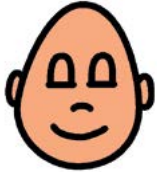


You can get a **protection order** if you need to.

The court can give you a protection order.

A protection order is

- to keep you safe
- tell the person who scares you **not** to hurt you.



It may also tell the person

- **not** to come near you or talk to you.



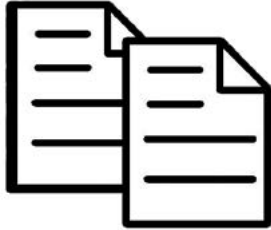
Police will look for evidence at the crime scene.

The police look for finger prints and other evidence.



The police decide if an investigation should happen. This depends on

- what happened
- the chance of solving the crime
- what the victim needs
- what the community needs.



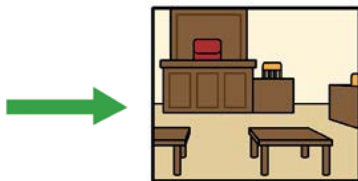
What happens next

Police will tell you

- yes, the police will investigate what happened to you
or
- no, the police will not investigate what happened to you.

Police will give you a copy of your statement.

A statement is what you said happened to you.



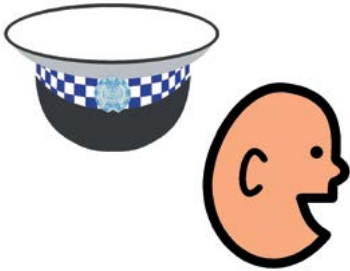
If you

- make a statement
and
- the **accused** is charged
you **must** go to court and talk about what happened to you.



The accused is the person the police arrest.

This means the person is charged with doing the crime.



Police will also tell you

- how the investigation is going
- the accused has been charged.

For example, a person has been charged with murder.

- the date and place of the hearing.

A hearing is when a judge

- listens to what happened

and

- says what will happen next.

- what happened in court. This includes what will happen to the accused.



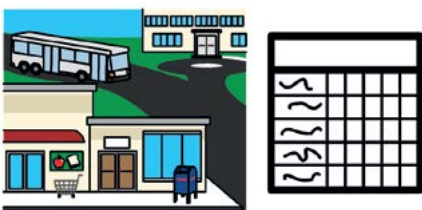
The accused person may



- be let out with a **Court Attendance Notice**.
A **Court Attendance Notice** is a piece of paper telling the accused when they have to go to court.



- get a **fine** called a Criminal Infringement Notice. A **fine** is when the accused person has to pay money for breaking the law. The crime is **not** bad enough for the accused person to go to court.



- be let out on **bail**. **Bail** means the person can live in the community. They have to follow rules. The police will check on the person.



- go to jail. This might be called custody or remand. The accused person will stay in jail until they have to go to court.

Police will tell you when **charges** are **not** laid.

The Easy English is from information in **Investigation Process**.
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
Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

Change pictures © 2011. www.changepeople.info



Victims Support



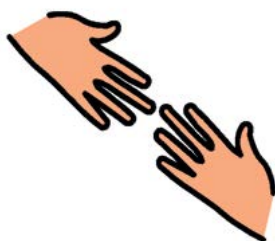


Victims support



A **victim** is someone who

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



Victims can get

- information

and

- support

from the **Victims Access Line**.



Call 1800 633 063

or

02 8688 5511

Victims Access Line is **not** the police.

You may be able to get free **counselling**. This means talk to someone about your problems.

Ask the Victims Access Line.



Family and friends of a missing person can get

- information
- support

from the **Families and Friends of Missing**

Persons Unit.

Call 1800 227 772.



Special Officers

Some police stations have special officers.

They do different jobs to help victims of crime.



Aboriginal Community Liaison Officers

Aboriginal Community Liaison Officers

- work for NSW Police
- are not police officers
- help Aboriginal people report crime
- help Aboriginal people work with police to stop crimes.



Domestic Violence Liaison Officers

Domestic violence is when you are hurt by someone

- in your family
- you are in a relationship with.

For example, you boyfriend or girlfriend.

Domestic Violence Liaison Officers

- are police officers
- help victims of domestic violence.



Multicultural Community Liaison Officers

Multicultural Community Liaison Officers

- work for NSW Police
- are not police officers
- help people from different cultures and backgrounds. For example, a person who speaks a different language.



Gay and Lesbian Liaison Officers

Gay and Lesbian Liaison Officers

- are police officers
- help people who are gay, lesbian, transgender or intersex.



Youth Liaison Officers

Youth Liaison Officers

- are police officers
- work with young people to stop crime.



School Liaison Officers

School Liaison Officers

- are police officers
- work with high schools.



Crime Prevention Liaison Officers

Crime Prevention Liaison Officers

- are police officers
- work with local communities
- try to stop crimes from happening.



Volunteers in Policing

Volunteers

- are not police officers
- help police with victims in court
- look after children at the police station
- help police with paperwork.

The Easy English is from information in **Victim Support and Referral**.

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 Symbols © 1981 – 2013.

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

We have permission to use all logos.



Going to court



Going
to
court



Going to court

A **victim** of crime may have to go to court.

A **witness** of a crime may have to go to court.



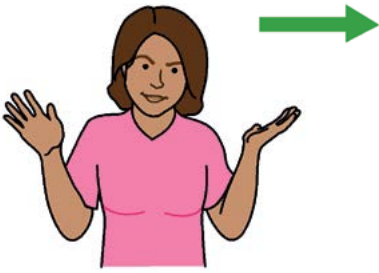
A victim

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



A witness is a person who saw a crime.

The witness gives information to the court about what they saw.



What happens

Police will tell you the date and place for the court hearing. The police will

- call you
- or
- send you a letter.



You do not need a lawyer. There will be a **prosecutor** working on the court case. The prosecutor helps the victim. The prosecutor's job is to show the court the evidence.



The evidence is to say the **accused** person broke the law.

The **accused** is the person the police charge with doing the crime.



Police will give you information about court.

For example,

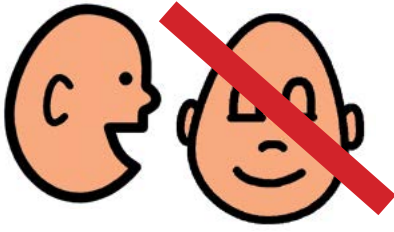
- how to give evidence
- cross examination. This means the **defence** asks you questions.

The **defence** is the lawyer for the accused person.

- who will be in court and what they do
- how the court room works.



A victim or a witness might get a **subpoena** to come to court. This means police tell you that you **must** go to court.



Safety

Tell the police if you are worried about your safety.

The police will tell the prosecutor.

The prosecutor will tell the court.

The prosecutor or court support person can show you a safe place to sit.





Money for a witness

A witness may be able to get some money. The money is to help with the cost of going to court. It does not pay for all of the costs.

If you need money

- 1 talk to the police officer or prosecutor **before** you go to court.
- 2 **after** you give evidence in court the police officer or prosecutor can sign a form. The form says you can get some money for your costs.
- 3 take the **signed** form to the court office.

More information

Call 02 9285 8606

The Easy English is from information in **Attending Court**.

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 Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

Change pictures © 2011. www.changepeople.info



Victim impact statements



Victim
impact
state-
ments



Victim Impact Statements

Sometimes you can tell the court how the crime has affected you. This is called a **Victim Impact Statement**. You make a Victim Impact Statement **before** the person who hurt you goes to jail.

Your Victim Impact Statement tells the court how the crime has affected you.

You can say how the crime hurt you.

It might be what happened to your body.



You might have

- cuts
- bruises
- burns
- broken bones.



It might be how you feel.

You might

- be very sad for a long time
- be scared
- be confused
- feel unsafe.



**You can choose to do a
Victim Impact Statement.**

You can choose **not** to make a
Victim Impact Statement.



You can choose to read the statement in court.

You can have a family member read it out.

What you say will be part of the court case.

Who will see your statement?

- the offender
- **and**
- the media.

For example, newspaper reporters.

You need to answer questions about what you say.



Help to write the statement

The police officer

- **cannot** write the statement for you
- will help make sure your statement follows the rules.



For more help

Call the Victims Access Line

1800 633 063

The Easy English is from information in **Victim Impact Statement**.

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

Symbols © 1981 – 2013.

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

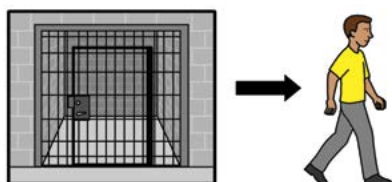


Victims registers





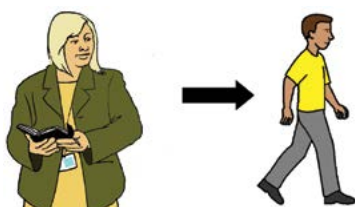
Victims registers



The **victims register** means you can find out

- when the person who hurt you will get out of jail

or



- if the person who hurt you is on **parole**.
Parole is when the person who hurt you is let out of jail. The person has to follow rules. For example, the person must stay away from some people or places. If they break the rules, they may go back to jail

or

- the person who hurt you escapes from jail.



Police should tell you about the victims registers.

There are 3 victims registers in NSW.

The Victims Assistance Line will help you.



Call 1800 633 063

The Easy English is from information in **Victims Registers**.

Scope's Communication Resource Centre wrote the Easy English.

July 2013.

www.scopevic.org.au.

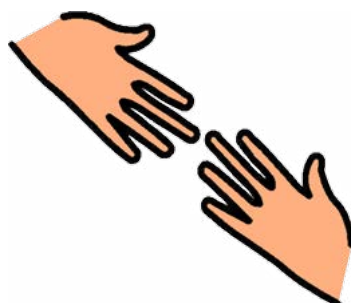
To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication

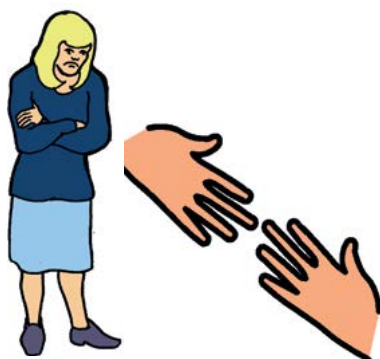
Symbols © 1981 – 2013

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk



Victims Support Scheme



Victims Support Scheme

The Victims Support Scheme
is for **victims** of crime.



A victim is someone who

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

You might be able to get

- information
- counselling
- money for emergency costs.

For example, somewhere to stay for a short
time to keep you safe.

- money for other costs.

For example, medical or dentist bills.

- money for you. For example, if you were
sexually assaulted.

There are limits to how much money
you can get.



Talk to Victims Services to find out more information. Victims Services will tell you what you can get.

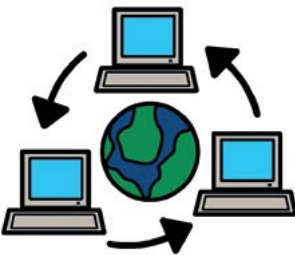


Call Victims Access Line

1800 633 063

or

02 8688 5511



Go to <https://victimsservices.justice.nsw.gov.au>

The Easy English is from information in **Victims Support Scheme**.

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 Symbols © 1981 – 2013.

Valuing People Valuing People ClipArt © Inspired Services, UK.
www.inspireservices.org.uk



Witness Assistance Service



Witness Assistance Service



The Witness Assistance Service is for cases in the

- District Court
- or**
- Supreme Court.

The **Office of the Director of Public Prosecutions** is in charge of the cases.



The Witness Assistance Service helps people who are a

- **witness** of a crime
- or**
- **victim** of a crime.



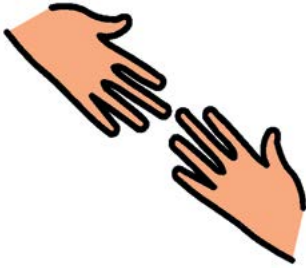
A witness is someone who saw a crime.

The witness gives information to the court about what they saw.



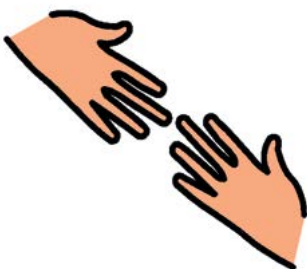
A victim is someone who

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



The Witness Assistance Service helps

- people with a disability
- children under 18 years old
- Aboriginals or Torres Strait Islanders
- people who do **not** speak English
- people who have difficulty getting to court.



You can get help from the Witness Assistance

Service when

- police finish the investigation
- and**
- someone has been charged.

For example, the accused has been charged with doing the murder.

The Witness Assistance Service helps you



- get information about the court and what happens



- find other services
- find out about your rights
- find out what is happening with your court case
- get ready for the court case



- get ready for the court case
- get support in court
- get support in meetings with lawyers
- write a Victim Impact Statement.



Call the Witness Assistance Service

Head Office 02 9285 8606

Sydney 02 9285 2502

Parramatta 02 9891 9800

Campbelltown 02 4629 2811

Penrith 02 4721 6100

Gosford 02 4337 1111

Dubbo 02 6881 3300

Wollongong 02 4224 7111

Newcastle 02 4929 4399

Wagga Wagga 02 6925 8400

Lismore 02 6627 2222

Bathurst 02 6332 2555

Toll free 1800 814 534



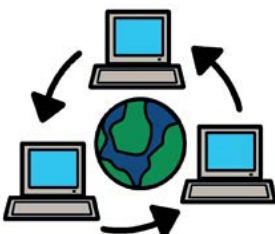
TTY 02 9285 8646



Fax 02 9285 2528



Email WAS@odpp.nsw.gov.au



Website <https://www.odpp.nsw.gov.au/>

The Easy English is from information in **Witness Assistance Service**.

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 Symbols © 1981 – 2013.

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk



Clean
up
finger-
prints



Clean up fingerprints



Clean up fingerprints



How to clean up the fingerprint powder from

- glass
- tiles
- plastic
- and
- paint.



1. Use a dry cloth. Wipe away the powder.



2 Spray a cleaning spray. For example,
Spray & Wipe, Jiff or Nifti.

The cleaning spray must have **ammonia** in it.



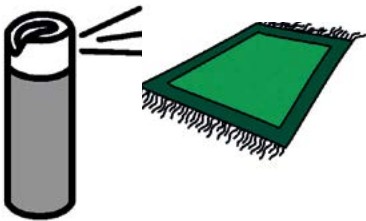
3 Use a cloth. Wipe up the spray.



How to clean carpet



1. Use a vacuum cleaner.



2. Clean with a carpet cleaner.

The Easy English is from information in **Crime Scene Clean Up**.
Scope's Communication Resource Centre wrote the Easy English.
July 2013.

www.scopevic.org.au.

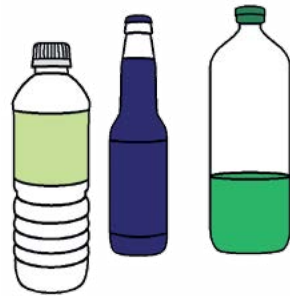
To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication
Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

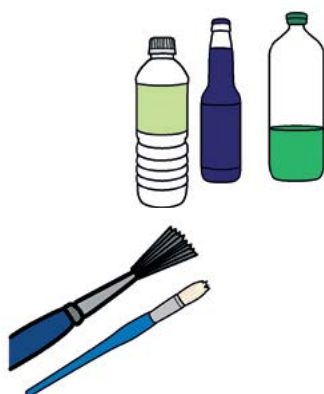
Change pictures © 2011. www.changepeople.info



Crime scene clean up



Crime
scene
clean
up



Crime scene clean up

A crime scene is the place where a crime happened.



Fingerprints

The police may look for fingerprints at a crime scene. The police use a powder to look for fingerprints. Sometimes there is some powder left at the crime scene.

The police will not clean up the powder.

You have to clean up the powder. The police will tell you how.



Chemicals

The police may use chemicals.

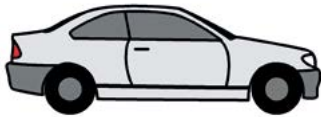
The police will get special cleaners to clean up the chemicals.



Dead bodies



You must clean up the mess from a dead body in your home or car.



The police may use chemicals. Read page 1.



Family members of a dead person might have to clean up the home or car. Ask the police if you are not sure.

For more information about cleaning up a crime scene talk to your police officer.



For help with money to pay for the crime scene clean up call the Victims Access Line

1800 633 063

02 8688 5511

The Easy English is from information in **Crime Scene Clean Up**.
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
Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspiredservices.org.uk

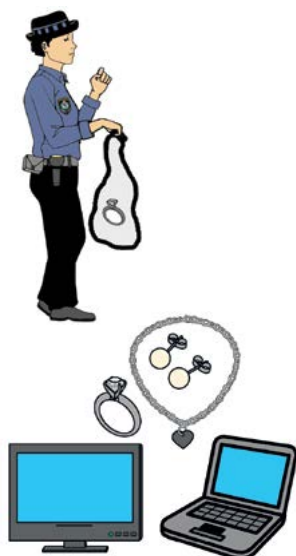
Change pictures © 2011. www.changepeople.info.



Get your property back



Get your
property
back



Get your property back

Property is something that belongs to you.

For example,

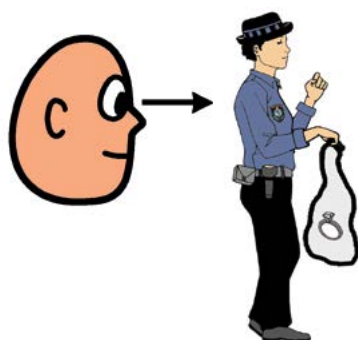
- jewellery
- TV
- computer.



The police might return

- something that was stolen from you. This is called **stolen property**.
- something taken from a crime scene as evidence. This is called an **exhibit**.

For example, a knife or clothes.



Stolen property

Police will look for stolen property. If the police find the stolen property the police will give the stolen property back to you.



You see your stolen property for sale

- 1 Talk to the owner of the shop. Tell the owner the property is yours.
- 2 Call your police station.



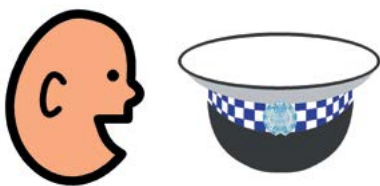
Exhibit

The police may keep things for the court case.

This is to show evidence of the crime.

For example, a knife used in a murder.

The police may keep your property for a long time. Sometimes, you will not get your property back.



Talk to police about return of property

Talk to the police officer in charge.

The police officer will tell you what is happening with your property.



Police say you can have your property back

You have 28 days to get your property from the police

or

tell police you do not want your property back.

The Easy English is from information in **Return of Property**.

Scope's Communication Resource Centre wrote the Easy English.

July 2013.

www.scopevic.org.au.

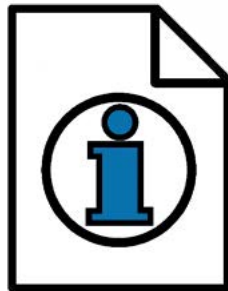
To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication Symbols © 1981 – 2013.

Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

Change pictures © 2011. www.changepeople.info



Access to information





Access to information

Are you a victim of crime?

Have you made a statement about the crime?



A victim is someone who

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

You can get information about the statement you made about the crime.

You can get

- the time you reported the crime
- the date
- the police officer's name
- the police station
- the **COPS event number**.



Your 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.



You can get information from police

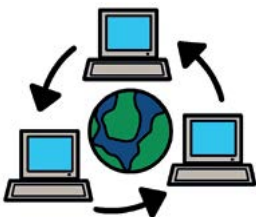
For example, you can get information about a car accident.

You have to fill out a **form**.

You have to pay money.

You have to send a copy of your ID.

For example, your driver's licence.



Get the form at

<https://www.police.nsw.gov.au/>

[online_services/requesting_information/gipaa](https://www.police.nsw.gov.au/online_services/requesting_information/gipaa)

or

call 02 9768 0768

The Easy English is from information in **Access to Information**.
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
Symbols © 1981 – 2013

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk

We have permission to use all logos.



Make a complaint



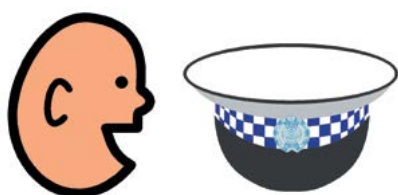
Make a
com-
plaint



Making a complaint

A police officer may have done something wrong.

A victim of a crime can complain.



To make a complaint

- 1 Talk to the police officer in charge of your matter.
- 2 Ask to speak to the person in charge of the police station.



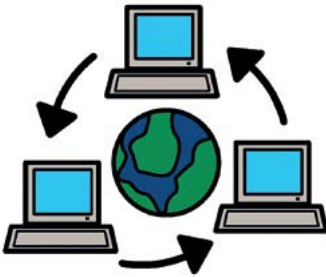
If you are **not** happy

You can

- call 1800 622 571



- write to PO Box 3427
Tuggerah NSW 2259



- go to www.police.nsw.gov.au
click on services
click on complain about a police officer.



If you are **still not** happy you can call

Victims Services.

1800 633 063.

The Easy English is from information in **Making a complaint**.

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

Symbols © 1981 – 2013

Valuing People Valuing People ClipArt © Inspired Services, UK.

www.inspireservices.org.uk



