



Victims Policy Statement

The NSW Police Force plays a vital role in responding to and providing support for victims of crime. The NSW Police Force Victims Policy Statement provides the framework for the police response to victims of crime.

Our commitment is to ensure that the NSW Police Force:

- Will provide victims of crime in NSW with a responsive consistent standard of service from the time a crime is reported, during the investigation process and engagement with the justice system.
- Comply with the Charter of Victims Rights (*Victims Rights and Support Act 2013*).

Responsibilities:

- Support victims of crime in accordance with the Charter of Victims Rights (*Victims Rights and Support Act 2013*), the NSW Police Force Customer Service Commitments, Policy and Guidelines and the Guidelines for the NSW Police Force Response to Victims of Crime.
- Treat victims of crime with courtesy, compassion, cultural sensitivity and respect.
- Provide equitable access to all victims and acknowledge the unique impacts of crime on vulnerable victims.
- Keep the victim safe by protecting them from unnecessary contact with the accused.
- Refer victims to appropriate support services. Provide victims with access to information, services and remedies to assist victims in their participation in the criminal justice process and their recovery.
- Inform victims of the progress of the investigation of the crime including details about the prosecution of the accused.
- Explain to victims the court process and their role as a witness.

Karen Webb APM
Commissioner of Police
September 2022