

VICTIMS OF CRIME

INITIAL POLICE RESPONSE

It is the role of police to respond to crime, emergencies and other calls for assistance by land, sea and air.

When a crime is reported to be occurring or has just occurred, uniformed police will generally be the first to attend the scene.

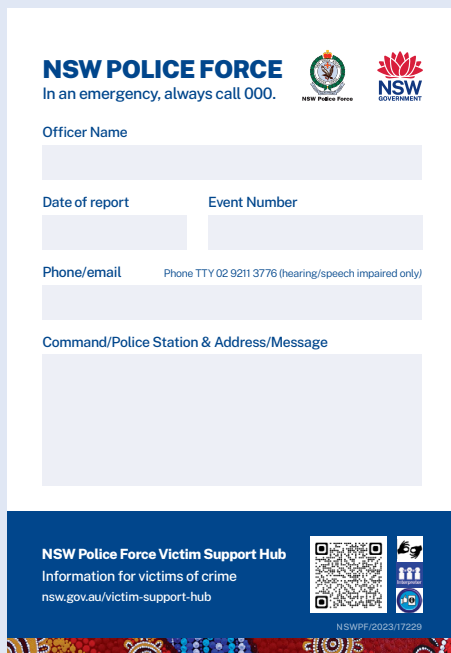
As first responders, police have a duty of care to ensure the safety of the victim/s and this may include arranging for an ambulance.

The uniformed police will speak to the victim to get their personal details, ask what happened, ask the victim if they can identify the offender, ask for a description of the offender and any other information that could assist the police in finding the offender.

Police may also ask for details from witnesses to the crime.

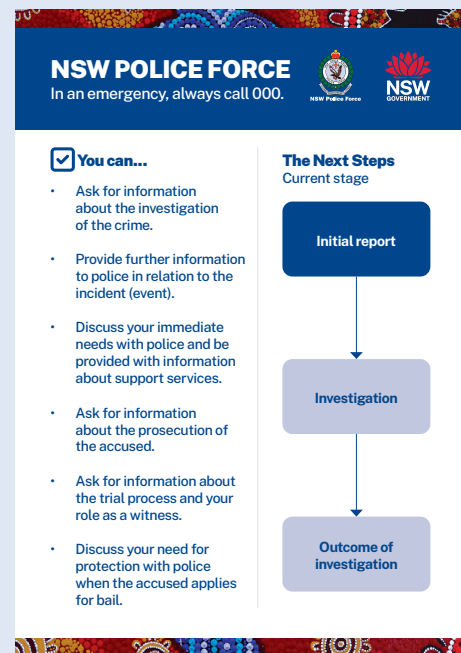
Once the incident or crime has been reported to police face-to-face, you will be given a Victims Card to keep for future reference.

On the front of the card are the contact details for the officer in charge of your matter. This includes their name, police station, phone number and COPS event number. If the officer in charge is unavailable, you can ask to speak to the supervising Sergeant.



The front of the card features the NSW Police Force and NSW Government logos at the top. Below them is the text "In an emergency, always call 000." The card contains several input fields: "Officer Name", "Date of report", "Event Number", "Phone/email" (with a note "Phone TTY 02 9211 3776 (hearing/speech impaired only)"), and "Command/Police Station & Address/Message". At the bottom, there is a QR code, the NSW Police Force Victim Support Hub logo, the text "Information for victims of crime" and "nsw.gov.au/victim-support-hub", and the reference number "NSWPF/2023/17229".

On the back of the card is information on what you can do and a diagram of what the next steps are following your initial report to police.



The back of the card features the NSW Police Force and NSW Government logos at the top. Below them is the text "In an emergency, always call 000." The card is divided into two main sections. On the left, under the heading "You can...", there is a list of bullet points: "Ask for information about the investigation of the crime.", "Provide further information to police in relation to the incident (event).", "Discuss your immediate needs with police and be provided with information about support services.", "Ask for information about the prosecution of the accused.", "Ask for information about the trial process and your role as a witness.", and "Discuss your need for protection with police when the accused applies for bail." On the right, under the heading "The Next Steps", there is a flowchart titled "Current stage" showing three steps: "Initial report", "Investigation", and "Outcome of investigation", connected by downward arrows.



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If you have been the victim of an incident or crime the NSW Police Force will attempt to contact you within 7 days. This will be by phone, SMS or email.

We will:

- explain how we will deal with your matter and whether any further action will be taken
- provide you with a COPS reference number and contact telephone number of the investigating officer (if not already provided)
- if police proceed with an investigation, where possible, they will keep you informed throughout the investigation at least every 28 days until the matter is closed or suspended. Police will inform you of the status of the investigation right to the very end. This includes where an investigation cannot progress any further without further information or evidence
- encourage you to contact police if you change your contact details and need or have any further information.

Police will work to meet the reasonable expectations of the NSW Police Force and that is for police:

- to show care
- to communicate; and
- to connect.