

# 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.

On the back of the card are support options for victims.

The front of the card is a form with a blue header containing the NSW Government and NSW Police Force logos. The form fields are: Command/Police Station & Address (a large text box), Phone TTY 02 9211 3776 (hearing/speech impaired only), Phone and Fax (two separate text boxes), Time & Date of report and Event Number (two separate text boxes), Police Officer in charge of your matter (a text box), and Message/Details (a large text box). The footer contains the reference number NSWPF/2020/14374.

The back of the card features the heading "ARE YOU A VICTIM OF CRIME?" and the NSW Government and NSW Police Force logos. It provides information on reporting crime and a QR code. Below this, it lists "SUPPORT OPTIONS FOR VICTIMS" with three sections: "VICTIMS SERVICES" (Victims Access Line: 1800 633 063, Aboriginal Contact Line: 1800 019 123), "SAFER PATHWAY" (support for domestic and family violence), and "STATE INSURANCE REGULATORY AUTHORITY (SIRA)" (support for motor vehicle accidents).

## INITIAL POLICE RESPONSE

Further information on the NSW Police Force response to victims of crime and domestic & family violence victims can be quickly accessed using the QR codes on the reverse of the card.

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.