



Victims of Crime Policy Statement

To support victims through all stages of engagement with NSWPF through the delivery of a victim centric and trauma informed policing approach.

We will:

- Comply with legislative requirements in the *Victims Rights and Support Act 2013* [the Act].
- Adopt and promote the Charter of Victims Rights within the Act.
- Meet Government and community expectations to protect and promote victims' rights.
- Empathically engage victims by actively listening, being non-judgemental and showing cultural sensitivity.
- Reduce re-traumatisation by focusing on victims' safety, rights and well-being through clear communication and instruction.
- Provide information about services and remedies including referrals to other agencies, promoting information sharing and increased access to support services.
- Continue to improve responses through research and a contemporary approach to education, training and enhanced community partnerships.
- Inform victims of milestones and updates during the investigative process.
- Conduct 7-day victim follow ups and regularly contact victims throughout the duration of the case and in the lead up to any court dates.

Responsibilities:

- **Senior Executive** – promote compliance with relevant legislation, policies and procedures including the Charter of Victims Rights and set the strategic direction for the Corporate Sponsorship.
- **Corporate Sponsor** – develop strategies to support the implementation of a victim centric, trauma informed approach to policing throughout the NSWPF.
- **Region Sponsors** - advocate a consistent approach across their Region on the Corporate Sponsor's intent and provide feedback on emerging issues which may impact the portfolio.
- **Commanders/Managers** – demonstrate a leadership culture within the Command to promote a victim centric approach to all victims and ensure 7-day victim follow-ups are conducted in line with NSWPF procedures.
- **All NSWPF employees** – maintain sound knowledge of and comply with the Charter of Victims Rights and adopt a victim centric approach with each victim on their first encounter and beyond, including throughout the judicial process.

Approved by: Corporate Sponsor for Victims of Crime, Superintendent Chris Nicholson

Policy Statement Developed by:	Sponsorship Support Team/Crime Prevention Command	RMS No. D/2024/677855	D/2024/681264
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