



Customer Service Charter



Easy English January 2016



NSW Police Force





About this book

My name is Andrew.



I am the boss of the New South Wales Police.



I want you to know that the police are here to help.



We want to help you in the right way. So we wrote a customer service charter.



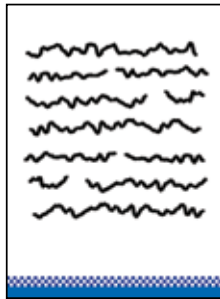


In this book, we tell you

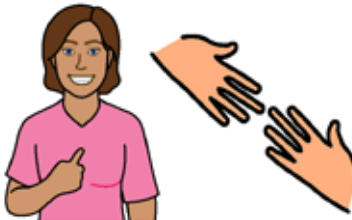
- what a customer service charter is



- who the customer service charter is for



- what the charter says we will do



- how you can help the police



- how you can tell us how we are doing.

The first time we use a hard word it is in **blue**.

We write what the hard word means.



What is a customer service charter?

A **customer service charter** says



- what the police need to do when we help people

and



- how police should treat you and your **community**. Your community is the people and places around you.



We asked a lot of questions when we made our customer service charter. We needed to know what was important for people.



Who is the customer service charter for?

The customer service charter is for people who need our help. For example



- **victims of crime.** This is if someone
 - hurt you
 - or
 - took or broke something that is yours.



- **witnesses.** This is when you have information about a crime because you
 - saw a crime happen to someone
 - or
 - know about a crime that happened.



- people in the community.



- all people who work for the police.



The customer service charter is **not** for everyone.



For example, it is **not** for people that we

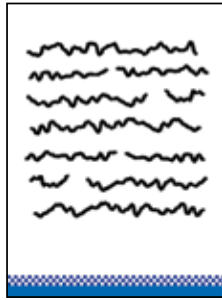
- **question**. This is when we ask a person if they did a crime.

or



- **arrest**. This is when we think we can prove that a person did a crime.





What does the charter say we will do?

You told us that you want 4 things from the police.



1. Be there when you need us.



2. Show respect and be helpful.



3. Do the right things.

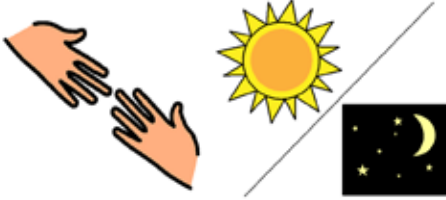


4. Let you know what is going on.



1. Be there when you need us.

To be there when you need us, we will



- help any time of day or night



- tell you where the closest police station is



- be there for all people



- send help quickly in an **emergency** - this is when you need help right now.



2. Show respect and be helpful.



To show respect and be helpful, we will

- listen to you

- be fair



- make sure we understand your information



- let you know if we are the right people to help



- keep your information **private** - this means we will not tell other people without asking you.





3. Do the right things.

To do the right things, we will



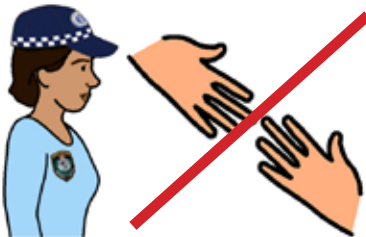
- tell you how we can help



- find out more information



- help you as soon as we can



- tell you if we can **not** help you and why.



4. Let you know what is going on.

To let you know what is going on, we will



- give you a **reference number**. This is a special number that helps us remember your information.



- give you a person to help you.

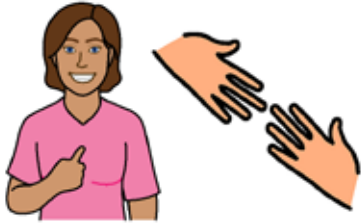


- give you more information about what happened if you are a witness.

- let you know your **rights** if you are a victim.
Your rights are what you can do and how we need to help.



- talk to people in the community.



How can you help us?

You can help us if you



- give us correct information



- are **not** afraid to tell us everything

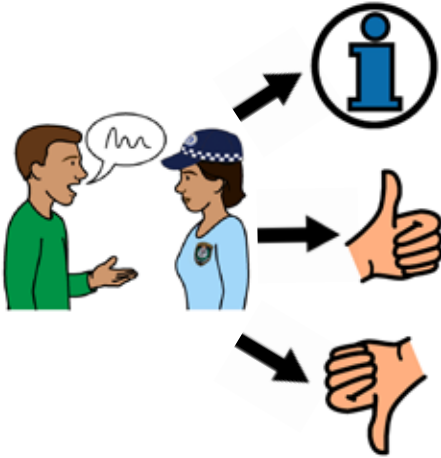
- tell us if anything changes



- understand that we need to help people in danger first.

How else can you help us?

You can also help us if you



- tell us if you need more information
- let us know if we are doing a good job
- let us know if we are not doing a good job



- show us respect.



How can you tell us how we are doing?

We want to know if you are happy with our help. When you tell us what you think, we can



- find out if the customer service charter is working



- tell people on our website how the customer service charter is going



- make our customer service charter even better.



You can tell us by



Internet

www.police.nsw.gov.au



Phone

131 444



TTY

02 9211 3776



Mail

Locked Bag 5102

Parramatta NSW 2124



You can also go to a police station to tell us what you think.

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Scope's Communication and Inclusion Resource Centre

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