



Police response to a crime

Police will come to a **crime**. Crime means a person broke the law.

Police

- will make sure everyone is safe
- may call an ambulance.



Police will speak to the **victim**.

A victim

- was hurt by another person
- had something stolen or damaged
- had a family member who was killed.



Police will ask the victim

- their name
- their address
- what happened
- what the person who hurt them looked like
- other information to help find the person who hurt them.



Police will also talk to people who saw the crime.

**After you report the crime face to face
with police**

You will get a **Victims Card**.

NSW GOVERNMENT | NSW Police Force | **NSW POLICE FORCE**

Command/Police Station & Address

Phone TTY 02 9211 3776 (hearing/speech impaired only)

Phone | Fax

Time & Date of report | Event Number

Police Officer in charge of your matter

Message/Details

NSWPF/2020/14374

The **front** of the Victims Card has contact details for the police officer in charge. For example, name, email address, police station and phone number.

ARE YOU A VICTIM OF CRIME?

The NSW Police Force plays a vital role in responding to and providing support for victims of crime.

For information on reporting crime, the initial police response, the investigation, attending court, victim registers, the return of property and more please visit: www.police.nsw.gov.au/safety_and_prevention/victims_of_crime
 Or scan this QR Code on your device

Information for Domestic & Family Violence victims (this page contains a quick exit button)

SUPPORT OPTIONS FOR VICTIMS

VICTIMS SERVICES – Victims Access Line: 1800 633 063
Aboriginal Contact Line: 1800 019 123

Victims of violent crime can access:

- Counselling
- Financial assistance
- Recognition payment

Support for family members of homicide victims is also available victimsservices.justice.nsw.gov.au

Support services for families and friends of missing persons: missingpersons.justice.nsw.gov.au

SAFER PATHWAY
 Support for victims of domestic and family violence.
 After an incident:

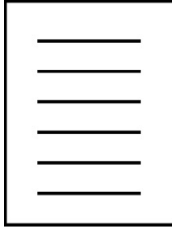
1. Police will refer you to a specialist support service in your area
2. The service will contact you to discuss support options

www.dcj.nsw.gov.au/families-and-communities/safer-pathway

STATE INSURANCE REGULATORY AUTHORITY (SIRA)
 Have you been injured in a motor vehicle accident?
 You may be able to claim for treatment expenses and income support under the NSW CTP Green Slip scheme. For more information:

- Contact CTP Assist **1300 656 919** or ctpassist@sira.nsw.gov.au
- Visit www.sira.nsw.gov.au

The **back** of the Victims Card has contact details for the Victims Access Line. The Victims Access Line can help you with more information about support services for victims.



COPS event number

You will get a number called a COPS event number. The COPS event number proves that you reported the crime to police.

You **must** keep your COPS event number.

You might need to give your COPS event number to your insurance company.

Your COPS event number is **not** a phone number.

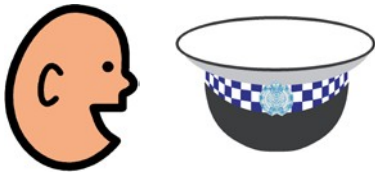


Police will contact you

Police will contact you in 1 - 7 days. This will be by phone, text message or email.

Police will

- tell you what police will do
- tell you what might happen next
- give you a COPS event number
- ask you to call the police officer in charge if
 - your contact details change
 - or
 - you remember more about when you were hurt.

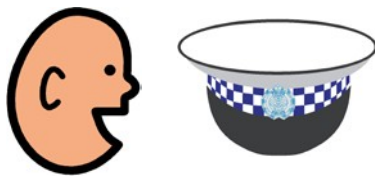


The police will contact you **every** 28 days until the case is closed. Police will tell you what happens at the end of the **investigation**.



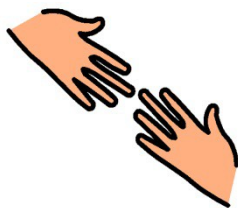
Investigation is working out what happened. The police will collect evidence. Evidence can help work out what happened.

Contact Police



Contact police to

- change your details
- or
- give more information about the crime.



Victims Access Line

For information about this service read the factsheet **Victims Support**.

Go to www.police.nsw.gov.au

Phone 1800 633 063

The Easy English is from information in **Initial Police Response**.

Scope's Communication Resource Centre wrote the Easy English.

July 2013.

www.scopevic.org.au.

To see the original book, contact the NSW Police Force.

Mayer-Johnson LLC says we can use the Picture Communication

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