



New South Wales Government

The Hon Tony Kelly MLC
Minister for Police
Minister for Lands
Minister for Rural Affairs
Deputy Leader of the Government in the Legislative Council
Leader of the House in the Legislative Council

Saturday, 14 February 2009

POLICE FOCUS ON CUSTOMER SERVICE

Minister for Police Tony Kelly today said that the launch of the NSW Police's Customer Service Program would bring a renewed focus on how they deal with members of the public and victims of crime.

Mr Kelly said that it is vital that when members of the community come in contact with our police they are able to walk away with every confidence that we have an accessible, helpful and professional force.

"This program is about ensuring all members of the police force have a strong sense of customer service when they interact with members of the public on a daily basis", Mr Kelly said.

"The priority for our police is to protect the community from crime, bring about results for victims of crime and our police to focus on doing a fine job.

"However, it is just as important that during this process police are taking appropriate action and are keeping people informed and updated."

"Building strong links between the Police and the community will also help solve more crimes as it will give people more security to come forward with information."

Police all across the state will be following guidelines set out in a new Customer Service Charter document. This provides specific guidance for all police force employees under the areas of:

- Telephone and message enquiries;
- Front counter enquiries;
- Attending and incident enquiry;
- Victim follow up;
- Dealing with a difficult customer; and
- Dealing with customer concerns

"A high sense of customer service is particularly important when police are dealing with witnesses to or victims of crime.

"More often than not dealing members of the community come into contact with police during some of the most traumatic periods of their lives and police can ease the stress and burden on them by acting in an appropriate manner."

"I think the Commissioner is to be congratulated for his pro-active work in involving the police more closely with the community."



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Mr Kelly said a victim of crime needs to be looked after by police and this can be achieved by:

- telling them what to expect;
- how police can help; and
- what is going to happen next

Howard Brown, Victims of Crime Assistance League (VOCAL) welcomed the new customer service program as a great step forward for the way police dealt with victims of crime.

“When someone is a victim of crime, something as simple as a follow up phone call can mean the world”, Mr Brown said.

“Any attempt by our police to make life easier for victims of crime should be applauded.”

Mr Kelly said that the new Customer Service Charter was developed with extensive consultation both within the force and with people from both metropolitan and country areas who have had recent contact with police.

“Police have also worked with the Customer Service Institute of Australia to develop a multi level training program to ensure that all police are familiar with their customer service responsibilities”, Mr Kelly said.

“All police should be committed to installing a renewed culture in the force with an emphasis on customer service.

“Police can be contacted by a direct e-mail, sent by way of secure form, which can be found on the Police Website, in particular relating to rewards.

“I know that Commissioner Scipione will be ensuring that this culture filters from the top of the force down throughout the ranks.”