

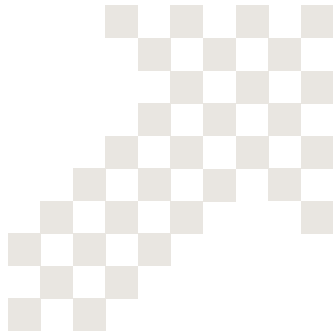


Customer Service

Guidelines



A PRACTICAL GUIDE
TO CUSTOMER SERVICE



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Commissioner's message

A PRACTICAL GUIDE TO CUSTOMER SERVICE

The NSW Police Force is committed to providing the community and people of our own organisation with responsive and meaningful customer service. Ensuring that we maintain quality customer service is one of the highest priorities of every officer. It is what the community desires and is a key government objective.

*Andrew Scipione, APM
Commissioner of Police*



Scope

THESE GUIDELINES APPLY TO EACH AND EVERY STAFF MEMBER EMPLOYED BY THE NSW POLICE FORCE.

EVERY PERSON EMPLOYED BY THE NSW POLICE FORCE SHOULD UNDERSTAND THESE GUIDELINES.

THEY ARE TO BE IMPLEMENTED AND APPLIED AT ALL TIMES BY ALL STAFF.

Introduction to these guidelines

Treat customers as you would like to be treated

All government services are required to be of the highest quality, within available resources, and those services are designed around the needs of customers. Feedback is taken seriously and used to improve service quality.

These guidelines are designed to support all NSW Police Force employees to achieve government customer service objectives.

They've been developed in consultation with police officers, administrative employees and members of the broader community across metropolitan and country New South Wales. The Commissioner and his executive team are the key drivers for improved customer service in the NSW Police Force.

In conjunction with the Customer Service Charter and the customer service training modules (levels 1 to 4), these guidelines provide practical and easy-to-follow advice and guidance to help all employees deliver our customer service objectives. These guidelines include a new recognition of who our customers are and make the distinction between customers and those people arrested or suspected of committing a crime subject to LEPR (Law Enforcement Powers and Responsibilities Act 2002).



THE BENEFITS OF IMPROVED CUSTOMER SERVICE INCLUDE:

- increased public confidence in the NSW Police Force
- lower complaint rates and lower costs associated with complaint management
- greater recognition of staff
- more efficient court proceedings and a positive impact on crime rates through more effective victim and witness management during the investigation and prosecution of crime
- Increase the willingness of victims of crime to seek assistance from police

“If you follow what's in this pamphlet (Charter) you can't go wrong.”

*Recent victim of crime
June 2011*

Message

from the Corporate Spokesperson for Customer Service

“The NSW Police Force is a large and dynamic organisation that deals with thousands of customers, both internally and externally, every day. From extensive research across the State we have identified better ways to engage with and respond to community concerns. We look to all commanders, managers and supervisors to ensure our service is delivered promptly and professionally, inside and outside our business units. I encourage every member of the NSW Police Force to actively embrace these guidelines to ensure we deliver quality services consistently and without exception. By following the commitments in our Charter and these Guidelines, you will make a difference.”

*Deputy Commissioner Catherine Burn, APM
Corporate Services*

Victim/Witness follow-up

Key actions

- ✓ Ensure victims receive an event number and a victim's card
- ✓ Ensure victim follow-up within seven days
- ✓ Ensure that when matters become cases, you continue to keep the victims and witnesses informed of developments during the investigation and in the lead-up to the court date (at least every 28 days).
- ✓ Comply with the Charter of Victim's rights

Steps to follow

- Always remain calm, polite and professional
- Explain to the victim and their supporters the process of an investigation, what's required of them and what you will do to support them
- Keep victims and witnesses informed during the process. Record telephone numbers and secure email addresses to ensure you can easily keep in touch. Older people may prefer face-to-face contact and you should try to be flexible to their needs
- Provide victims and witnesses with realistic expectations. Police know offenders can get bail and that matters can be dismissed at court. While this is acknowledged by you, for your customers it is often their first experience with the criminal justice system. By explaining to them how the system works and why things happen, we can foster realistic expectations
- Consider appropriate referrals. Speak with your supervisors and duty officers about how to best manage victim issues
- Victims should be advised of relevant facets of the investigation such as bail determinations, forensic outcomes, case status, court dates and outcomes

Monitoring victims

- As the investigating officer, you should contact victims within seven days and canvass any concerns they may have and ensure ongoing follow-up complies with the Charter of Victim's Rights
- Be alert to any threats or dangers they may face and use your skills and resources to manage those risks
- Your managers will audit victims of crime at random to measure the command's effectiveness in its support. Tell your victims this may occur and respond swiftly when they call or ask for support
- While you may know the justice system, most victims probably don't. Find out what support they might need in dealing with the system and facilitate all reasonable requests
- Prevent recurrences – think about measures that will help your victim from becoming a repeat victim
- If your victim is vulnerable (through language, culture or environment), speak with your Crime Management Unit about repeat victim strategies
- Always protect your victim from further exposure or risk
- Most importantly: Never identify a victim or reveal personal details to any party without authorisation
- Supervision of all officers and staff involved with victim follow-up is vital. NSWPF needs to be confident that victims and witnesses are receiving the required standards of service. Supervisors should ensure that they are proactive in monitoring the cops events/cases of staff under their control including victim follow-up. Supervision in this area drives improvements in the quality of service provided by your Command

“Most victims want more than just an event number... Ideally, they want to hear back from the police that someone was arrested or the property found.” However, they also want “closure” and want to know if police consider a case suspended or closed”

Susan Bell Research, July 2011

Meet victim expectations

- Always promote the positive aspects of the NSW Police Force and show victims real support
- After the initial response is complete, consider any secondary issues facing the victim. Are they vulnerable to further harm and what actions can you take to reduce the risk
- Other agencies, both government and non-government, can support victims through a range of issues such as compensation, counselling, expenses or advocacy
- Demonstrate the NSW Police Force's commitment to the victim by your actions; develop their trust
- Policing is about helping the community. Support and assurance is part of that job

Take pride

- Deliver on your commitments, encourage customer confidence and develop rapport with victims and witnesses
- Consider what your commander/manager or colleagues would expect you to do and offer it at the first occasion
- Your victim follow-up actions with victims will be remembered for a long time. Make them count



Victim follow-up

Providing an Event number, in addition to:

- | | |
|-----------------------------------------------------------|----------------------------------|
| ■ Soliciting more information about the reported incident | ■ Provide closure |
| ■ Advising them you have created a case file | ■ POI bail determination/review |
| ■ Ongoing status of the case | ■ POI charge notification |
| ■ Reasons for suspending or finalising a case | ■ Court date notification |
| ■ Forensic results | ■ Court adjournment notification |
| ■ Referral to a welfare or support agency | ■ Hearing outcome notification |
| ■ Providing details of a welfare or support agency | ■ Sentencing outcome |

Victim/Witness follow-up

Internal Customers

You should treat your internal customers and colleagues in the same manner as external customers, the guidelines are applicable to all.

Police as victims/witnesses

Police are often victims of crime whilst on duty. For example, an officer may become a victim of assault. These guidelines apply to all police staff who may become victims of crime as a result of their duty.

When police are victims or witnesses when off duty, they should be engaged in the process and followed up; they are to be treated with the same level of respect as members of the community.

They should be kept informed of the progress of the investigation, advised of relevant facets of the investigation such as bail determinations, forensic outcomes, case status, court dates and outcomes.

“ We have bothered to take the time to report it. You can take the time to let us know that it hasn't just gone into a computer and sat there

*Recent victim of crime
June 2011*

”





Provide closure/no further action

Keep your victim informed of the status of their investigation right to the very end. In cases where an offender is prosecuted this task seems naturally straight-forward. But some crimes can't be investigated, and at other times an investigation may get to the point where it can't progress any further. If this occurs contact your victim straight away and explain to them that without further information or evidence:

- all avenues of investigation have been exhausted
- no further action will be taken
- you won't be in contact again unless you receive new information
- if later they receive new information they should contact the police straight away

For all victims, closure is preferable to not knowing

“ It was personal, the deceased and his wife had a son who was four days older than my own son. So I just put myself in her position and just made sure she knew exactly what we were doing and made sure that with everything that was happening, that her and her children were really looked after by their extended family and by their friends. ...just to make sure that all of the information that I was giving to her wasn't lost and she totally understood what we were doing and why we were doing the things we were doing.

*Detective Senior Constable Michelle Mathieson, Gladesville LAC
Outstanding Victim Support of the Year 2010*

“ As a police officer customer service is integral to what we do, it's actually everything. We need to have good internal customer service; we need to treat each other with dignity and respect. We need to work together as a team to achieve the goals of delivering appropriate policing services the best way we can to our community.

Chief Superintendent Donna Adney, Commander Communications Group, Customer Service Leader of the Year 2010

“ Customer service is about being respectful and candid with people. Victims of crime deserve to know the status of their matter, and they need to know at the earliest opportunity that in some cases, despite the best of our unified efforts, their matter is one that cannot progress any further. They will respect and accept this answer. It is incumbent upon us all to determine which investigations have a future and constantly inform victims along this journey.

Detective Superintendent Peter Cotter APM, Commander Homicide Squad, Corporate Spokesperson for Victims of Crime

Dealing with a difficult customer

Key actions

- ✓ Always remain calm, polite and professional
- ✓ Listen to and acknowledge customer enquiries
- ✓ Tell the customer when no further action can be taken and why

Identifying a difficult customer

- No matter what you do, there will always be some customers you will not be able to satisfy and there are many reasons for this. In dealing with these people, always remain objective, professional and calm
- To test if a customer is being reasonable, look at their issue and not the person. What may seem small to you can be significant to them
- Record in a narrative or in your notebook/duty book when a customer is difficult and, if necessary, advise a supervisor or manager
- If you can't satisfy a difficult customer, seek advice from a senior officer and record your actions appropriately

Recognise problems and address them

- On certain occasions difficult customers will try to provoke you. Don't allow them to unsettle or coerce you
- Be alert to any threats or dangers to you or the organisation through your responses (such as litigation)
- Managers will audit some difficult customers so ensure information is properly recorded and noted by other police
- Your best defence against a difficult customer is to remain professional

Meet organisational expectations

- A calm, reassuring approach will generally disarm even the most difficult of customers and realign the situation
- Always focus on and promote the positive aspects of the NSW Police Force

- Use your skills and knowledge to diffuse difficult situations
- Turn a concern into a compliment by taking the extra time to explain an issue and provide clarity
- Difficult customers remain customers, until they cross the line

Take pride

- Deliver on your commitments, encourage customer confidence and develop rapport with victims and witnesses
- Consider what your commander/manager or colleagues would expect you to do and offer it at the first occasion
- Your victim follow-up actions with victims will be remembered for a long time. Make them count
- Turn a concern into a compliment by taking those extra steps to follow
- You are trained to deal with difficult situations, so you are more than capable of dealing with a difficult customer
- Your actions, even with difficult customers, will be remembered for a long time

Always be accountable

- The only person who can diminish your integrity is you

Dealing with customer queries

Dealing with queries

If a customer's query is not a complaint, take the time to listen. This simple courtesy will often be enough to resolve their problem. By listening carefully you may be able to clarify an issue, policy or legislative question or simply pass on relevant information.

If the customer needs to speak to a particular officer who is not available, find out when they are next rostered. If possible, try to solve the issue yourself.

If necessary, record their concern appropriately with a notebook entry. It is in everyone's interest for you to address the query to prevent it becoming a complaint. If unsure, consult your supervisor immediately.

Receiving a compliment

When a customer wishes to provide a compliment or letter of appreciation regarding a NSW Police Force employee or section, record all the details and thank them for their call. Complete a report with the relevant compliment information and forward it through the officer's immediate supervisor to the commander. Ensure all compliments are forwarded for the attention of the subject officer.

Utilise the complimentary remarks guidelines at link: http://intranet.police.nsw.gov.au/organisational_units/corporate_services/customer_service/customer_service_resource_documents_and_tools.

The importance of recording queries

When a customer wishes to leave a message for an officer who is unavailable, ensure it is appropriately recorded so the call can be returned.

Consider using the station pad to create a note that requires the officer's signature.

If this is not available and the call is linked to a case, event or intelligence report, consider notifying the officer by creating a linked or unlinked job in COPS.

In all other situations send an email; include a copy to the officer's immediate supervisor.

Receiving a complaint

Ensure you comply with the *Police Act 1990* and report the matter immediately to your supervisor. Refer to the Complaint Handling Guidelines, available on the Professional Standards Command intranet site.



FREQUENTLY ASKED Question

WHERE DO I DRAW THE LINE WITH DIFFICULT CUSTOMERS?

“While you must be professional on every occasion, you're not expected to be ridiculed, belittled or abused by anyone. Once you believe a customer has overstepped the mark, advise them immediately. If that doesn't have the desired effect, after making sure the person is not in any danger, professionally remove yourself from the situation and make a record of the events. While you won't win everyone over, you must always demonstrate that you have done or attempted to do, to the best of your ability, the right thing.”

*Chief Superintendent Steve Cullen APM,
Public Order and Riot Squad*

Telephone and message enquiries

Key actions

- ✓ Ensure victims receive an event number, where appropriate
- ✓ Ensure messages are followed up
- ✓ Use interpreter services and the TTY (text telephone) number, where appropriate
- ✓ Try to resolve the customer's matter at the first point of contact

Answer the phone in a professional and courteous manner

- Clearly identify your name, business unit and offer a greeting:
"Good afternoon, Constable Jones/GSO Smith, Castle Hill Police/Central Prosecutors/Sutherland Highway Patrol How can I help you?"
- Use a personal approach and treat the customer as you would expect to be treated yourself
- Policing is about helping the community. Providing support and assurance is part of your job

Listen and respond to the customer's needs

- You may be the first police officer the customer has ever spoken to, so leave them with a high regard for the NSW Police Force
- Really listen to their words. That will require you to stop what you are doing and pay attention
- Whether you are a veteran or a probationer, apply your skills and knowledge to provide a solution. Many issues can be solved relatively simply over the phone
- If you're unable to assist a customer, refer them to the appropriate person, section or agency. Where appropriate, give the customer the relevant phone numbers before you transfer their call
- Callers with hearing or speech impairments or language issues should be referred to the TTY interpreter services
- As a part of the NSW Police Force, you are a leader in the community and the customer will look to you for advice, support and guidance. Provide them with that service

Meet customer expectations

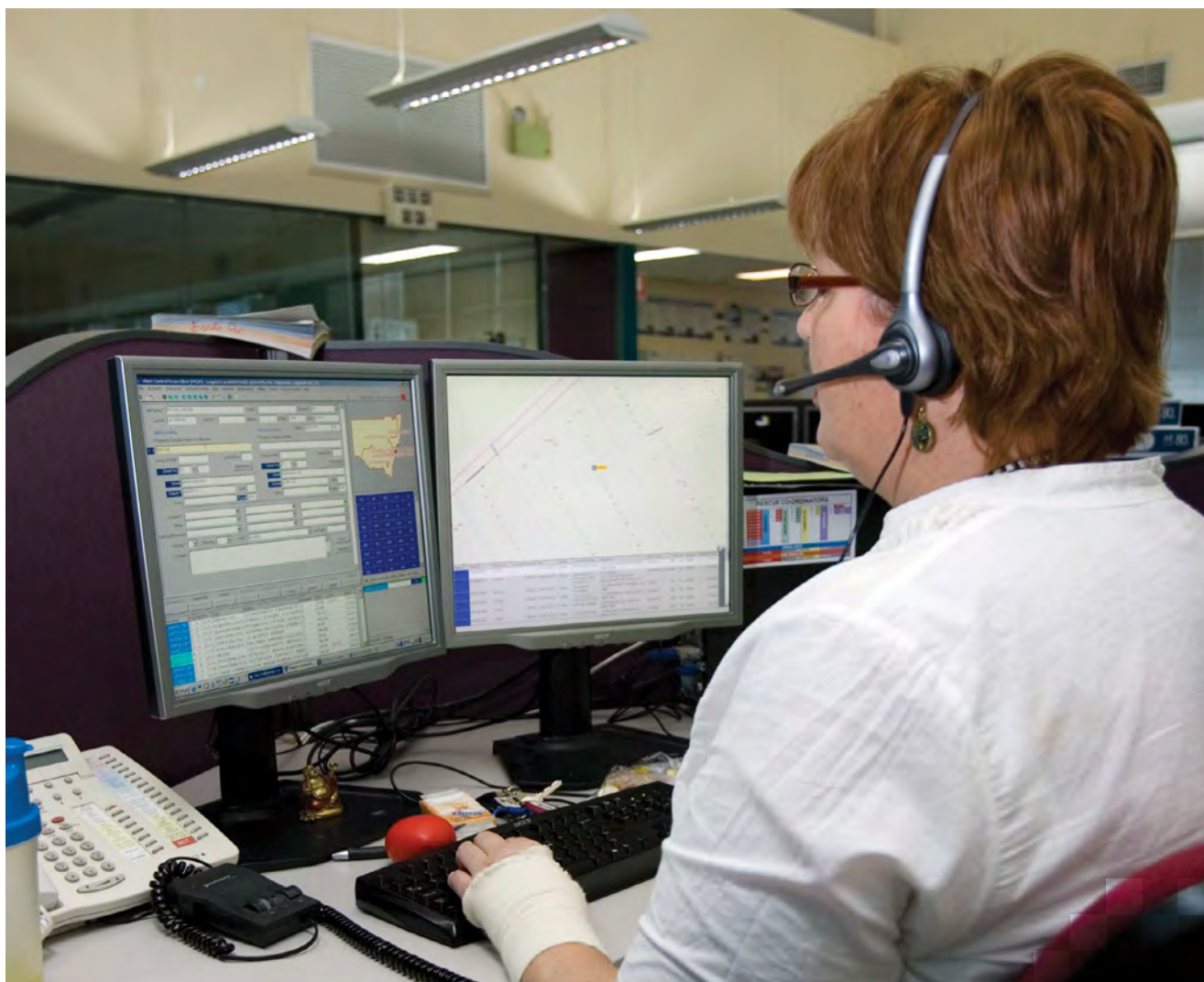
- Promote a positive culture in the NSW Police Force and show the customer real service
- Demonstrate a commitment to the caller. They trust you.
- Try to understand their concerns. If they're unreasonable, clarify the issues and make clear to the customer what can actually be done
- Encourage customer confidence and actively address their concerns, even if you're not the officer in charge of the enquiry
- If you're not the best person to address the customer's call, ascertain who is and facilitate the contact
- Policing is about helping the community. Providing good advice and support is simply part of your job



- Be calm and courteous, even when victims are stressed
- Let victims know how long they need to wait for police to attend, and give them an alternative to waiting on their own
- Be thorough and concerned even when the matter seems like a routine unsolvable crime



*Susan Bell Research
July 2011*



FREQUENTLY ASKED *Question*

SOME PEOPLE ARE RUDE AND DEMANDING. WHAT IS A FAIR RESPONSE TO THOSE PEOPLE?

“There are many reasons why people may appear rude or demanding over the phone. On most occasions we are not aware of the circumstances that have led to this behaviour, but it is our job to remain professional and deal with the person’s issue. You should approach the call rationally. Work to calm the person and show empathy towards them as best you can, trying to understand their situation. If they are offensive, explain that you will terminate the conversation if they continue. If you are considering terminating the call, before doing so be sure the person is not in danger. If the person calls back, explain that you will assist them, providing they act appropriately. Remember, we are representing the NSW Police Force. Our role is to assist people and provide good customer service. At times this may prove difficult; but our professional manner provides a positive view of the NSW Police Force.”

Mr Chris Beatson, Director Policelink Command

Front counter enquiries/ First point of contact



Key actions

- ✓ Ensure victims receive an event number and a victim's card
- ✓ Use interpreter or disability services, where appropriate
- ✓ Ensure initial victim follow-up occurs within seven days and that all ongoing follow-up complies with the Charter of Victim's Rights
- ✓ Try to resolve the customer's matter at the first point of contact. Greet the customer at the counter in a professional and courteous manner
- ✓ Make them feel welcome at your workplace. Introduce yourself and put them at ease
- ✓ Use a personal approach and treat the customer as you would expect to be treated yourself
- ✓ Your responsibility is to serve and protect. That should be reflected in your tone and manner
- ✓ People with a disability may have difficulty with access or communication, so be flexible to their needs

Front counter enquiries

- Listen and respond to the customer's needs
- Try to understand their concerns and, where appropriate, use your skills and knowledge to provide a solution
- Promote their confidence in the NSW Police Force as a professional and flexible service provider
- People from culturally and linguistically diverse (CALD) communities may face additional challenges in communicating their issues to police. Actively seek assistance and support via interpreter services, multicultural community liaison officers or the CLAS recipient list
- For hearing or speech impaired customers, consider Community Relation Commission/Auslan sign interpreters
- Work with the customer to produce an outcome
- You are a leader in the community and customers look to you for advice, support and guidance

Meet customer expectations

- Demonstrate a commitment to members of your community and show support and professionalism towards their issues
- Remember, policing is about upholding the customer's rights. You are the customer's advocate
- Deliver on the promise of good service and strive to develop the customer's confidence

Take pride

- Your front counter enquiry/first point of contact actions with each customer will be remembered for a long time. Make those actions count
- Foster a sense of pride between your colleagues and the community
- You joined the Police Force to help the community, reflect that in your actions, internally and externally

To go to a police station for me is an extremely rare event and that's how all people feel as it's a big deal

*Recent victim of crime
June 2011*



FREQUENTLY ASKED

Question

WHAT HAPPENS WHEN I CAN'T GIVE THE CUSTOMER WHAT THEY WANT?

"I try to do my job with patience, without judgement, and to the best of my ability each day. You have to have a great sense of humour working here, a lot of patience, things can go terribly wrong in a short space of time."

*Barbara Wagstaff GASO Penrith LAC,
Mystery Shopper of the year 2010*

Attending an incident enquiry

Key actions

- ✓ Ensure victims receive an event number and a victim's card
- ✓ Ensure victim follow-up within seven days

Information about timeliness and provision of updates

- Customers call when they need police intervention, and to them every call is urgent. Get as much information as possible to prioritise your response
- Consider the expectations of the customer in relation to timely attendance
- Utilise police resources (station officer/VKG/phone) to advise the customer if police will be extensively delayed
- Continue to provide the customer with updates. Do not leave your customer in the dark
- The most important thing is to do the job effectively. When you arrive, make your response the issue

Respond effectively

- On arrival listen, look and act. What needs to be done to address the customer's issues?
- Take the time to explain the steps involved and, if possible, gain their compliance
- Deliver what you would expect a police officer to do if you or one of your family members needed help
- Assess what your commander/manager or colleagues would expect you to do and do it correctly the first time
- If faced with a difficult situation, try to think outside the square or seek advice from a supervisor. Don't under deliver to customers

Meet customer expectations

- Promote a positive culture in the NSW Police Force and show the customer real service
- After the initial response is complete, consider secondary issues. Are other actions needed? Should you refer the customer to another area of the NSW Police Force or even to another agency? Assess the customer's issues and facilitate their requirements
- Demonstrate a commitment to the customer. By your actions, you can either develop their trust or destroy it
- Policing is about helping the community. Providing support and assurance is part of your job
- Deliver on our commitment to customer satisfaction. Encourage customer confidence and develop relationships with your community

Take pride

- Your actions with each customer will be remembered for a long time. Make them count
- Turn a concern into a compliment by taking those extra steps
- You joined the NSW Police Force to help the community; reflect this in your actions, internally and externally, every day

“ I was the one being robbed, you're in my home, you can be polite, a rude remark is 10 times worse when you're traumatised ”

*Recent victim of crime
June 2011*



“The community wants to see active police, investigating crime”

*Susan Bell Research
July 2011*

OUR Stories

“While response times are critical, especially in urgent cases, doing the job properly once you’re there is the key. Our core responsibility is to reassure the customer and provide appropriate actions and outcomes. Victims of crime are also our responsibility and we must remain accessible to them and keep them informed throughout investigations. However, if you become concerned about a victim or their reliance on you, seek advice from a supervisor. Agencies that can assist with services such as counselling include the Victims of Crime Tribunal and Attorney General’s Department. Remember to maintain a professional distance at all times.”

Assistant Commissioner Paul Carey APM, Commander Professional Standards Command

Command Responsibilities

Fast facts

1. CUSTOMER SATISFACTION WITH THE NSW POLICE FORCE IS CURRENTLY AT 70%, COMPARED TO THE NATIONAL AVERAGE OF 72%. THIS IS AN INCREASE FROM THE 2007 DATA BY 7%

SOURCE: NATIONAL POLICING SATISFACTION SURVEY DATA 2011

2. THERE WAS A 16.2% DECREASE IN EXTERNAL CUSTOMER SERVICE COMPLAINTS FROM 2009 (1666) TO 2010 (1395). FROM 1 JANUARY 2011 TO 30 JUNE 2011 THIS DOWNWARD TREND HAS CONTINUED (577)

SOURCE: PROFESSIONAL STANDARDS COMMAND DATA 2010/2011





Commanders and managers should ensure:

- All staff in customer service areas are appropriately trained, skilled and resourced to deliver, review and evaluate customer service, including access to and use of survey tools and ability to monitor satisfaction ratings in the business plan
- appropriate systems including Command Management Framework and satisfaction surveys are established in accordance with local issues
- uniform service is provided to all customers regardless of culture, language, disability, socioeconomic background, disadvantage or minority
- that appropriate funding is provided to resource local community engagement and communication strategies including Community Safety Precinct Committees and customer service satisfaction surveys
- that appropriate messaging systems are established to capture customer requests, concerns and feedback and that these systems are monitored for compliance
- all Customer Service Charter measures are assessed by senior management teams to ensure effective design and customer service delivery
- senior management teams regularly monitor trends in customer service complaints and concerns to identify individuals or teams requiring additional training or remedial guidance
- establishment of a compliments register and protocols for recognising and awarding local excellence in customer service
- That a customer service portfolio holder is appointed and is aware of the CSPH and CSDO roles and responsibilities. A large number of resources are available at link: http://intranet.police.nsw.gov.au/organisational_units/corporate_services/customer_service/customer_service_resource_documents_and_tools

How commands will be measured



Our measures are specific and designed to drive continuous improvements in customer satisfaction.

Our measures not only apply to our external customers but also to internal customers. Therefore all staff in specialist and corporate service commands will be held accountable for their customer service performance levels

These performance measures are incorporated into existing corporate systems, including:

- individual performance reviews, including the Commissioner's and those undertaken as part of the Career Management System
- the NSW Police Force Corporate Plan (already in place)
- all command business plans and reviews
- Command Management Framework
- customer service surveys
- internal and external audits and other quality reviews (i.e. COMPASS)
- customer service data available from our IT systems
- ongoing analysis of our performance in the National Survey of Community Satisfaction with Policing
- COPS VFU data
- mystery shopper results

Some examples OF SPECIFIC CUSTOMER SERVICE MEASURES INCLUDE:

1. NUMBER OF CUSTOMER SERVICE COMPLAINTS RELATING TO TELEPHONE OR MESSAGE RESPONSES, FRONT COUNTER AND CUSTOMER ENQUIRIES, FAILURE TO FOLLOW UP VICTIMS, INCLUDING CASES AND EVENTS
2. NUMBER OF INAPPROPRIATE PAL REFERRALS
3. USE OF INTERPRETER SERVICES AND MULTICULTURAL COMMUNITY LIAISON OFFICERS
4. RESULTS OF THE CUSTOMER SERVICE SATISFACTION SURVEY
5. COMMUNITY ENGAGEMENT STRATEGIES WITHIN COMPASS
6. MYSTERY SHOPPING SCORES FOR LOCAL AREA, SPECIALIST AND CORPORATE SERVICES COMMANDS – RESULTS ARE VIEWED BY COMMANDERS AND MONITORED BY THE COMMISSIONER'S EXECUTIVE TEAM.

Public image/Professionalism

Key action

- ✓ Ensure police under your command present an acceptable standard of appearance (neat, clean and tidy). You may exempt police in plain-clothes from these guidelines where the nature of their duty warrants it



Wear your uniform with pride

Also, be conscious of your body language. HOW you say something and the WAY you say it is just as important as WHAT you say.

Leadership and respect

As members of the NSW Police Force we should always lead by example. From constable to the commissioned ranks, this approach will help to provide effective customer service and maintain our image as a professional organisation.

Every member should strive to:

- be a role model
- provide a model of best practice in regard to dress, grooming, professionalism and attitude
- be a mentor to junior staff

You should also:

- address colleagues from sergeant and above by rank when junior staff are present
- always address by rank when in public
- when addressing senior officers, do not use first names. Use correct terms of address such as sir, ma'am, their title or position, e.g. Sergeant
- when addressing members of the public you don't know, use forms of address such as Sir, Mr or Ma'am
- Do not use terms such as mate, buddy, pal or bro

Show respect and you will receive it

“Depictions of active police on patrol convey a positive impression to people who have been victims of crime”

*Susan Bell Research
July 2011*

Need to know more?

The following documents and products are published on the NSW Police Force intranet and are available to all staff 24 hours a day.

- *The NSW Police Force Customer Service Charter*
- *The NSW Police Force Customer Service Policy*
- *The NSW Police Force Command Management Framework User Guide*
- *The New South Wales Police Force Community Engagement Guidelines*
- *The Government Information (Public Access) (GIPA) Act 2009*
- *NSW Police Force Email and Internet Policy*
- *NSW Police Force Disability Action Plan*
- *NSW Police Force Complaints Handling Guidelines*
- *Ethnic Affairs Priority Statement 2006-2009*
- *The Charter of Victim's Rights*
- *NSW Police Force Handbook – Victims*
- *Community Safety Precinct Committee Crime Prevention Framework Policy 2008*
- *Roles and Responsibilities Documents – CSPH and CSDO*
- *NSW Police Force Protocol Manual*
- *NSW Police Force Dress Manual*
- *NSW Police Force Handbook – Appearance*
- *The NSW Police Force Complimentary Remarks Guidelines*
- *Police Act 1990*
- *Law Enforcement Powers and Responsibilities Act (LEPRA) 2002*







NSW Police Force

www.police.nsw.gov.au