

WHEN YOU REPORT ANTI-SOCIAL BEHAVIOUR, TRAFFIC BREACHES AND SUSPICIOUS ACTIVITY.

Where WA Police respond to these types of reports, we will aim to keep you informed of the outcome of police action as soon as possible, unless you have advised us that you don't want to be informed.

WHAT YOU CAN DO TO HELP US

You can help us to provide the services you need by:

- Providing us with accurate information
- Contacting us if the situation of your query or incident changes
- Contacting us if you have or need any further information
- Being open and honest in your dealings with us
- Treating our staff with courtesy and respect, and
- Providing us with feedback about our service

FEEDBACK ON OUR PERFORMANCE

WA Police welcomes constructive feedback on the performance of our officers and staff so that we can improve the service we provide to you.

If you have been pleased with the level of service, let us know as it gives us the opportunity to recognise the good work that our staff perform.

If you feel we haven't measured up to our Service Standards please let us know by either:

- Contacting any police station
- Emailing us at our website www.police.wa.gov.au
- Calling the Police Assistance Centre on 131 444, or
- Contacting Police Complaints Administration Centre, 10th floor, Septimus Roe Building 256 Adelaide Terrace, Perth Western Australia 6000. Tel: (08) 9223 1000 Fax: (08) 9223 1010



MORE INFORMATION

Further information about WA Police is available on our website www.police.wa.gov.au

MONITORING OF SERVICE STANDARDS

We are always keen to improve how we deliver policing services to the community. To enable us to do this we will be monitoring performance against the Service Standards through our own internal recording systems, Customer Contact Surveys and other constructive feedback.

Our performance will be reported to government in the WA Police Annual Report and on our website.

Brochure available online at www.police.wa.gov.au

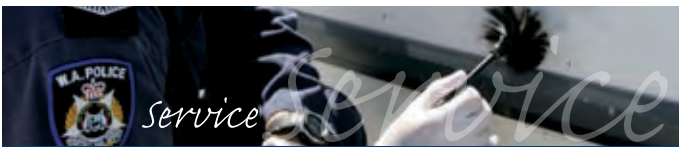
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frontlineFIRST

Western Australia Police Customer Service Charter





OUR SERVICE STANDARDS

Welcome to the Western Australia Police Customer Service Charter which explains how we will deliver our policing services to you.

Western Australia Police is responsible for policing the largest single police jurisdiction in the world, an area covering 2.5 million square kilometres with a structure comprising 3 regions, 14 districts and 162 police stations.

We are committed to enhancing the quality of life and well being of people throughout Western Australia by:

- Providing better frontline services to the community
- Being responsive and accessible, and
- Providing clear information about the policing services we provide.

Standards have been developed for how we:

- Provide quality customer service
- Respond to your telephone calls, and
- Respond and attend to incidents.

The Service Standards were developed through a consultative process involving members of the community, business owners, police officers and police staff.

CUSTOMER SERVICE

WA Police aim to provide a quality customer focused service to the WA community. We will do this by:

- Taking ownership of your matter if it is a policing issue
- Attempting to resolve your matter at the first point of contact, or
- Contacting and transferring your matter to the appropriate area of responsibility for management until resolved, and
- Providing general information about the steps police will take to address your matter or incident

CONTACTING WA POLICE

Emergency Calls to 000
The emergency 000 telephone number is for use when there is a life-threatening or time critical emergency. You will be asked which emergency service is required - Police, St John Ambulance or Fire and Emergency Services Authority.

We aim to answer 90% of emergency calls directed to WA Police within 20 seconds.

Non-emergency calls to 131 444
If you need police assistance and it is not an emergency use the 131 444 telephone number.

We aim to answer 85% of non-emergency calls to the Police Assistance Centre within 20 seconds.

How we will respond to your call
For both emergency and non-emergency calls, the operator will ask for your name and address and the reason for your call.

If it is a situation which requires police to attend, the operator will take details about the situation from you over the telephone. This may take some time but we need to do this to make sure that we respond to your needs in the right way.

If it is not a matter that WA Police are able to deal with, we will refer you to the appropriate agency.



ATTENDING INCIDENTS

If police attendance is required we will allocate a response priority to your call according to its level of seriousness. The response priorities are:

- High (Urgent attendance required. Life threatening, serious offence/incident, situation volatile)
- Immediate (Immediate attention required. Offence continuing, evidence to be preserved, situation non-volatile)
- Routine (Routine attendance required. Not urgent, situation non-volatile)
- Local (Police attendance may not be required. Local police station to contact customer for resolution).

Within the metropolitan area and major regional centres we aim to attend High priorities within an average of 9 minutes and Immediate priorities within an average of 25 minutes. We aim to attend or call back to arrange resolution of Routine priorities within an average of 60 minutes.

We aim to attend your incident at the earliest possible time according to the allocated response priority and the demands for our service within the community at any particular time.



VICTIMS OF CRIME

If you have been the victim of an incident or a crime we will:

- Explain how we will deal with your matter
- Provide you with a reference number and contact telephone number
- Keep you informed throughout the investigation
- Inform you of the outcome of the investigation
- Encourage you to contact police if you need or have any further information.