



*to serve and
protect*



Northern Territory Police Customer Service
Charter and Service Delivery Standards



Northern Territory Police Customer Service Charter and Service Delivery Standards

to serve and protect

Delivering excellent policing services to the community is fundamental to the way we conduct business. We are committed to enhancing community confidence in our police force and ensuring a safe and secure NT.

This Customer Service Charter and Service Delivery Standards provides a common understanding for NT Police employees on how we are expected to carry out our day to day business when delivering our policing services to the community. It is a blueprint to ensure consistency in the way we respond to incidents and customers both face to face and over the phone.

Who do the Service Delivery Standards affect?

The Service Delivery Standards apply to all staff who are in a role where they respond to calls from the community, respond to incidents and engage with the community. This includes frontline officers, call takers, front counter staff, investigators and prosecutors.

What are the benefits of having standards?

The standards provide the blueprint for consistent quality service delivery. They will result in:

- Quality customer service to the community
- Community confidence in the NT Police
- Reassurance

What are the standards?

- Customer Service Standards
- Call Taking Standards
- Response Standards
- Victims of Crime Service Standards

Customer Service Standards

Quality Customer Service is both an organisational philosophy and an attitude to work that must be embraced by all NT Police Officers and staff. We will deliver on these standards by:

- Doing the right thing
- Doing it the right way
- Doing it right the first time
- Doing it on time

We will do this by:

- Treating every customer with courtesy and respect
- Taking ownership of the matter if it is a policing issue
- Attempting to resolve the matter at the first point of contact
- Contacting and transferring matters to the right area for responsibility and management until the matter is resolved
- Providing information about the steps police will take to investigate or address the matter

Call Taking Standards

Emergency calls to 000

The emergency 000 telephone number is for use when there is a life threatening emergency.

We aim to answer 90% of emergency calls within 10 seconds.

Non-emergency Assistance Line calls to 131 444

We aim to answer 80% of non-emergency calls to the 131 444 number within 20 seconds.

If the matter does not require police attendance, the call taker will deal with the matter over the phone or transfer your matter to the right area of responsibility. If it is not a matter NT Police are able to deal with, we will refer the customer to the appropriate agency.

This policy assists us in determining what is the most effective and efficient use of police resources for the benefit of the whole community.

Response Standards

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

- **Immediate** – urgent attendance required – an immediate threat to life or a risk of serious injury to a person

In localities with police on duty, we aim to attend these incidents within an average of 10 minutes from call taken.

- **Prompt** – offence continuing or offender detained (non violent) – serious crime requiring attendance to preserve evidence – domestic violence (not in progress) – traffic crash (injury or traffic disruption) – missing persons (high risk eg. children) – sudden death

In localities with police on duty, we aim to attend these incidents within an average of 25 minutes

- **Routine** – for example, missing persons – stealing over \$1000 – criminal damage over \$1000.

We aim to attend or call back to arrange resolution to Routine matters within an average of 60 minutes

our commitment

Service through excellent customer engagement.

Engagement is genuine and realistic.

Responsiveness through a positive and professional approach.

Victims will be treated with empathy and respect.

Initial contact must leave a good impression.

Compassion: we will strive for awareness and empathy in all contacts with our customers.

Equity by providing the highest standard of service to all people.

delivering excellent policing services to the community





Victims of Crime Service Standards

Victims of crime must be treated in an empathetic, constructive and reassuring manner at all times by police. We will:

- Provide a contact phone number and email address
- Maintain contact with the victim
- Provide timely feedback
- Obtain accurate information in a timely fashion
- Act on information received in a timely fashion
- Explain processes

We will provide information regarding:

- The progress of the investigation, including a PROMIS number
- Charges laid against the offender or reasons why charges did not proceed
- Granting of bail to the offender and what conditions have been applied to protect the victim and changes to bail
- Details of court venues, dates and times and court processes
- Access to welfare, health, counselling and legal services
- Financial assistance under the NT Crimes (Victims Assistance) Act
- The retrieval of property
- Media coverage and releases by NT Police

Monitoring the quality of our service delivery

We are committed to continually improving the quality of our service delivery and our performance. To achieve this we will monitor our performance against the service delivery standards through our organisational performance management system, the National Community Satisfaction Survey, Customer Contact Surveys and trends in complaints against police.

Our performance is reported to government and the community in the NTPFES Annual Report.