



SOUTH AUSTRALIA POLICE
KEEPING SA SAFE



Service Delivery Charter

SOUTH AUSTRALIA POLICE ARE COMMITTED TO SERVICE EXCELLENCE BY CONSISTENTLY DELIVERING SERVICE OF THE HIGHEST QUALITY TO BOTH THE COMMUNITY AND OUR OWN PEOPLE.

WHERE A PERSON NEEDS OR SEEKS SERVICES, WE WILL:

Provide a polite, courteous and respectful service:

- Treat people politely and with respect
- Listen and take concerns seriously
- Show interest and reassure people
- Be courteous and considerate
- Give sound advice
- Be helpful

Deal professionally with an initial enquiry:

- Explain how the issue will be dealt with
- Provide a reference number or contact person
- Ensure issues are passed on appropriately
- Explain what processes will follow
- Provide a positive and realistic preview of what police can and can't do including realistic timeframes

Manage an investigation or process

- Provide a thorough investigation or process
- Undertake a realistic review of an investigation or process on which to base decisions about further action or termination of the matter

Keep people informed of the progress of an enquiry

- Establish how, where and when to contact people

FOR PEOPLE WHO ARE OFFENDERS, SUSPECTS OR SUBJECT TO POLICE AUTHORITY, WE WILL:

Deal with the circumstances

- Be impartial and professional
- Treat people fairly
- Allow people to retain their dignity
- Comply with lawful and ethical requirements when undertaking an investigation or process

Provide information

- Facilitate the rights of the person
- Inform the person of the steps to be undertaken in any process where appropriate
- Provide documentation required within lawful processes
- Facilitate disclosure process at a proper point in time



Government
of South Australia