



**SOUTH AUSTRALIA POLICE**  
KEEPING SA SAFE

**Doc 2**



# 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