



# Service Charter



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The NSW Sheriff's Office acknowledges the Traditional Owners of Country on which we live and work. We pay our respects to Elders past, present and emerging.

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## Purpose

The NSW Sheriff's Office is committed to providing quality and timely services, established in this Service Charter. We are dedicated to best addressing the needs of our community and strengthening our partnerships.



# Who we are



## Our history

The NSW Sheriff's Office is Australia's oldest law enforcement body. It was established in Australia by the Third Charter of Justice, which was passed in 1823 and came into effect the following year.

Since its founding, we have played an integral role within the NSW justice system and supporting our community.

The NSW Sheriff's Office is responsible for:

- security of Court and Tribunal premises
- the enforcement of orders made by Courts and Tribunals
- the administration and facilitation of the jury system.

## About us

The NSW Department of Communities and Justice (DCJ) is the lead agency in the NSW Government's 'Stronger Communities' Cluster. We exist within DCJ and are focused on creating safe, just, inclusive, and resilient communities by providing you with services that are effective and responsive to your needs.

DCJ and the NSW Sheriff's Office share a commitment to maintaining law and order, facilitating access to justice and promoting the safety and wellbeing of our community in NSW.

For more information relating to the NSW Sheriff's Office can be found at <https://courts.nsw.gov.au/office-of-the-sheriff-of-nsw.html>



“People are at the heart of what we do. Our commitment is to provide a quality and professional service to our community, while maintaining a high level of respect, consistency and impartiality.”

**Tracey Hall PSM,  
Sheriff of NSW**





## How we work

We conduct civil law enforcement, court security and jury service activities, to ensure the safe and successful operation of Courts in NSW. We facilitate access to justice and support the enforcement of court orders and civil law enforcement.

There are over 400 trained Sheriff's Officers, Court Officers and clerical staff based at 58 locations across NSW. We provide services to over 180 Court and Tribunal locations state-wide.

We foster engagement in our work by actively collaborating with partners, law enforcement agencies, government bodies, non-government organisations and our community to ensure a harmonious and cooperative approach towards upholding the principles of justice.

“DCJ enables services to work together to support everyone’s right to access justice and strengthen the promotion of early intervention and inclusion, with benefits for the whole community.”

**DCJ – Building Stronger Communities**



### NSW Courts and Tribunals

- Supreme Court
- District Court
- Local Court
- Children’s Court
- Drug Court
- Coroner’s Court
- NSW Civil and Administrative Tribunal
- Industrial Relations Commission of NSW
- Land and Environment Court



### The NSW Department of Communities and Justice

- Corrective Services
- Housing, Disability, District Services and Disaster Welfare
- Strategy, Policy and Commissioning
- Courts, Tribunals and Service Delivery
- Corporate Services



### NSW Sheriff's Office



### NSW citizens

- People in contact with the justice system
- Family and friends of persons in the justice system
- Jurors
- Judgement creditors/debtors
- Tenants
- Witnesses



### Other government, non-government organisations

- Law Society of NSW
- NSW Bar Association
- Legal Aid
- Commonwealth Director of Public Prosecution
- Australian Federal Police
- Office of Director of Public Prosecutions
- Aboriginal Legal Service
- NSW Government Departments
- NSW Police
- Revenue NSW
- Australian Financial Rights Legal Centre
- Other community representative groups
- Public Service Association



# What we do



## Our mission

Our mission is to:

### “Protect the NSW Justice System”

The NSW Sheriff's Office is an essential part of the NSW justice system. We are responsible for:

- upholding the integrity of the justice system through equal access to justice and safe orderly court premises
- independent and effective enforcement of court orders ensuring timeliness while protecting vulnerable community members
- administering the jury system that supports the criminal justice system and the fundamental right to trial by jury
- supporting the rule of law in NSW.

## Our vision

### All participants of the judicial system can access their rights safely

We work to provide a safe and secure environment for all individuals on court premises. This includes court staff, Judicial Officers, lawyers, and members of the public. We implement strict security measures and employ trained and experienced Sheriff's Officers who are responsible for screening individuals entering court buildings, to ensure their safety while on court premises.

### The public trust the integrity of the justice system

We maintain the integrity of the justice system by providing a safe and secure environment. We adhere to strict ethical and professional standards, such as DCJ's Code of Ethical Conduct. We engage with the public and stakeholders through community outreach programs and public forums. These initiatives help to build positive relationships with the community, fostering trust in the justice system.

### The community is confident that the orders of the court are executed professionally and in an impartial manner

We ensure that court orders are enforced fairly, impartially, and effectively. We achieve this by ensuring a standardised approach to enforcement services, including warrant execution, eviction, seizure of property, and court attendance management.

### Our people are well trained and highly motivated to achieve our Mission

We ensure our staff are well trained and highly motivated by investing in their professional development and providing a supportive work environment. We achieve this by offering a range of training and development programs, including leadership development, technical training, and on-the-job mentoring. By investing in our people, we aim to equip staff with the knowledge, skills, and motivation needed to protect the NSW justice system.



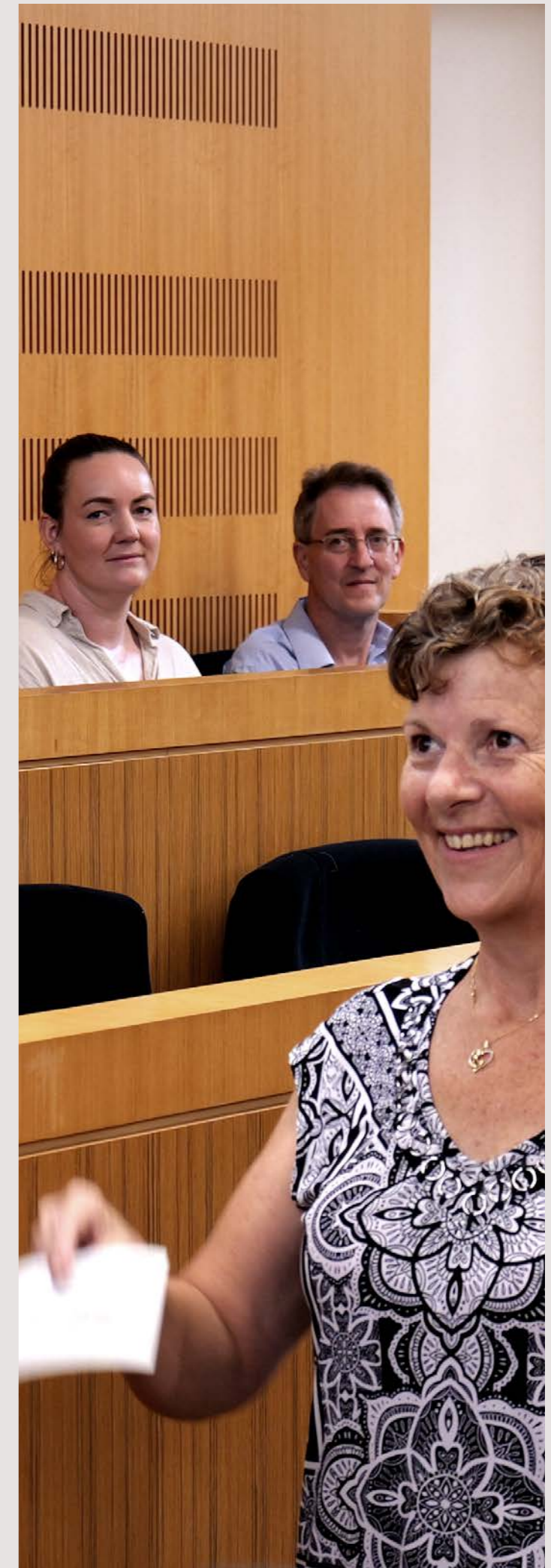


# Our values



“As an organisation, it is important that we reflect the communities that we serve. We live in a 24 hour economy, so it is important that we look at how we can deliver our service to the people who need it. Whether you are a Sheriff’s Office employee or client, we are on this journey together.”

**Daniel Gordon, Deputy Sheriff, Director Operational Capability and Performance**





## How we serve you

Below are the most common interactions with you.

### Civil Law Enforcement Services

We execute Orders and Warrants issued by Courts and Tribunals, serve documents and a number of other processes.

### Court Security Services

We ensure the safety of the public, victims of crime, Judicial Officers, Court staff, and the legal profession by providing security at Court and Tribunal locations.

### Jury & Courtroom Services

- **Administration of the Jury System:** we perform the tasks required to ensure the operation of the NSW Jury System. This involves the management of the jury roll, summoning of jurors, processing exemptions, and ensuring serving jurors are paid for their service.
- **Courtroom Support:** we assist the Court through supporting the management of District and Supreme courtroom operations, aiding Judicial Officers, the parties, witnesses, and the jury.

### Administrative and Enquiry Services

We assist the community by responding to enquiries and providing information about our services, or if required referring people to other services. We openly listen and respond to feedback and aim to provide a fair and satisfactory resolution in a timely manner.



“It’s more than just a job. This is a career where you’ll be part of a team who work together every day to protect the NSW justice system. No two days are the same, but teamwork and comradery come with the uniform”.

**Dennis, Sheriff’s Officer**

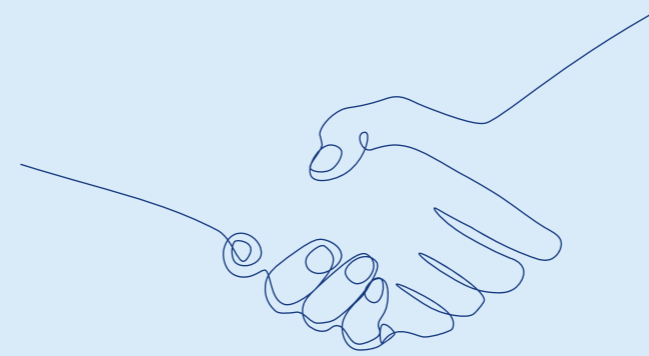


# Commitments

We put people at the centre. Our core principles framework guides interactions with the public and our stakeholders to build trust, ease and satisfaction with both the NSW Sheriff's Office and DCJ.



# 3



“We’ve got a very good rapport with people in the community. This isn’t always our clients best day when they come to court. If you can talk to people nicely, and let them leave happy, that’s great! You’ve done your job.”

**Mel, Sheriff's Officer**





## Outcomes reached

Reaching a resolution is critical to building trust with you, our community.

Given the competing interests sometimes involved in our work, it is not always possible to provide the outcome desired by everyone. This is at times compounded by resource and time limitations.

However, how we approach reaching an outcome is strategic and focused on people. We take you on the journey with us to resolution in a way that ensures you understand what is happening and why.

## What it looks like in action

- Take accountability for actions.
- Provide clarity on decisions.
- Keep people informed throughout the process.
- Follow through on promises.
- Reach an outcome.
- Resolve the situation.
- Allow people to move forward.



“Customer service to me is all about being open minded. By implementing our values into our daily job, we are able to build our clients trust in us.”

**Gagan, Sheriff's Officer.**



## Engagement is valued

It is essential that you are involved in the ongoing evolution of our work. Actively listening and responding appropriately to what is heard, enables us to understand how to deliver high quality services that meet your needs.

We aim to have genuine engagement with our community to ensure you are included in the process.

## What it looks like in action

- Listen actively.
- Engage early and act on findings.
- Review previous engagement findings before a new engagement activity starts.
- Share relevant engagement findings to reduce duplication.
- Ensure engagement activities capture the diverse groups of people we interact with.
- Think broadly and creatively about how to capture the views of parties to an interaction.
- Provide opportunities to influence service improvement.
- View engagement as more than a tick box activity.







## Time is respected

Respecting other's time allows people to feel valued, have trust in outcomes and is key to positive engagements. This is especially important where the impacts of engagement can be highly personal, emotional, and non-voluntary.

Respecting your time means we look for opportunities to reduce the time you spend interacting with us, allowing you to get back to your daily activities.

## What it looks like in action

- Look for opportunities to streamline processes.
- Reduce the need for people to repeat their stories.
- Make sure all requirements are made clear from the start.
- Reduce the effort that people need to invest in engagements with us.
- Ensure wait times are appropriate.
- Prioritise activities according to their highest impact.



## Empathy leads action

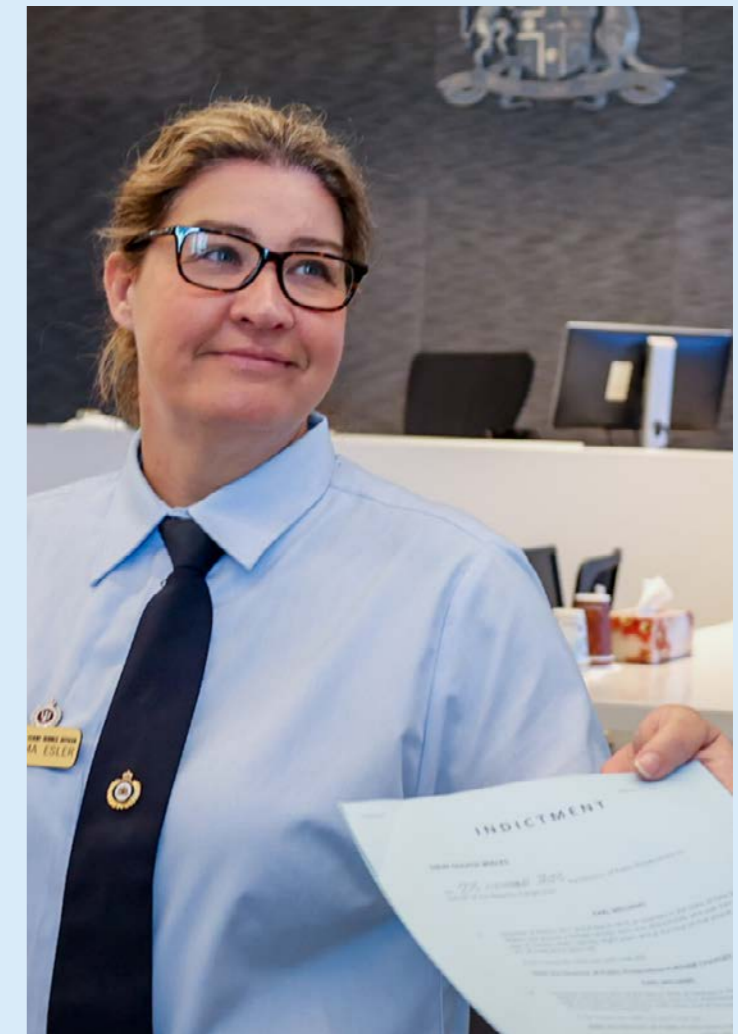
We believe in an empathetic approach to our work. Empathy is not the same as sympathy, approaching situations with dignity and respect ensures that you feel heard and allows you to participate in interactions, knowing that we are acting in your best interests.

## What it looks like in action

- Treat people fairly, with dignity and respect.
- Approach situations with care.
- Commit to understand the situation from the viewpoint of the other person(s).
- Design interactions based on an understanding of needs.
- Listen actively and deeply to fully understand.
- Be aware of body language and nonverbal cues during interactions.

“Being a Court Officer is all about customer service. You are speaking to jurors who are dealing with sometimes upsetting cases during their time at court. Our job is to approach them from a place of understanding and problem-solve by communicating in a clear, non-confrontational and friendly manner.”

**Emma, Court Officer**







## Access is easy

We recognise the circumstances around interactions with the NSW Sheriff's Office can be challenging. It is critical that interactions are as simple as possible, enabling you to have a positive experience, in a way that makes sense for you.

This means that we need to think hard about how we can provide fair and inclusive access to justice for a broad spectrum of people, taking into account all levels of diversity and abilities.

## What it looks like in action

- People can interact in a way that makes sense for them.
- Provide opportunities to influence service improvement.
- Look for opportunities to streamline processes.
- Reduce the effort that people need to invest in engagements with us.
- Recognise that not everyone who interacts with us is comfortable or able to participate in digital engagements.
- Reduce barriers to access.
- Understand how other interactions a person might be having with DCJ could impact outcome or process.



## Communication is clear

It is important that people understand why interactions are occurring and the processes involved. This is especially important where outcomes can be confusing, complex, and life changing for you.

We aim to be clear and transparent in our communication, to provide assurance and build trust in our community.

## What it looks like in action

- Use language that is easy to understand.
- Make information easy to find, using different channels.
- Where possible, use transcription or translation services to provide information in multiple languages.
- Make people aware of all possible outcomes.
- Proactively keep people informed.



# What you can expect from us

## Service standards

The NSW Sheriff's Office is committed to providing a high standard of service.

## Interactions

- We will be professional and respectful to our colleagues and the community.
- Act honestly and be open and transparent with you.
- Keep you informed throughout the process of your enquiry.
- Provide access to our information and services.
- Treat your information and enquiries in confidence and with sensitivity.
- Be responsive by providing a timely and reliable service to our clients and the community.
- Provide accurate and consistent information.



## Access

Information about our services is available at your local Sheriff's Office, over the telephone, by email, by post or online at NSW Sheriff's Office: <https://courts.nsw.gov.au/office-of-the-sheriff-of-nsw/about-the-office-of-the-sheriff-of-nsw.html>.

## Confidentiality and privacy

The NSW Sheriff's Office is committed to protecting the privacy and confidentiality of our clients' personal information. We comply with all relevant laws and regulations regarding the collection, use, and disclosure of personal information.



The NSW Sheriff's Office adheres to the Privacy Principles contained in the *Privacy and Personal Information Protection Act 1998 (NSW)* except where it has a lawful exemption. For this reason, only personal information and data necessary for the provision of services will be used for the purpose for which it was collected.

We will take all reasonable steps to ensure that personal information is accurate, up-to-date, and secure. The disclosure of personal information to third parties will be done in accordance with relevant laws and regulations and/or with the consent of the client.



## Request for information

In order to manage the complexities relating to information security, all requests are referred through the appropriate channels.

- Requests for information may be made under the *Government Information (Public Access) Act 2009 (NSW) [GIPA]*. These requests are received by the Open Government, Information and Privacy Unit consistent with the DCJ 'Right to Information Policy'. These requests are submitted either via the online portal or posted to the Open Government, Information and Privacy Unit. There are two types of GIPA requests:

1. Formal requests for information – Formal requests, otherwise known as 'access applications', are applications to obtain information, such as obtaining access to Closed Circuit Television (CCTV) footage from a courthouse. These constitute a 'legally enforceable right', provided they are made consistently with GIPA, and there is not an 'overriding public interest' against disclosure<sup>1</sup>.
2. Informal requests for information – Informal requests are made under section 8 of GIPA and the circumstances in which they can be used are detailed in the *Right to Information Policy*.

- A Subpoena for production is a written order requiring the person named to produce a document or thing<sup>2</sup>. If you have a Subpoena for production to serve on the NSW Sheriff's Office, the Subpoena may be served on a Sheriff's Officer in any NSW Courthouse, or preferably sent by email to: [infoandprivacy@dcj.nsw.gov.au](mailto:infoandprivacy@dcj.nsw.gov.au).

<sup>1</sup> Government Information (Public Access) Act 2009 (NSW), s 9

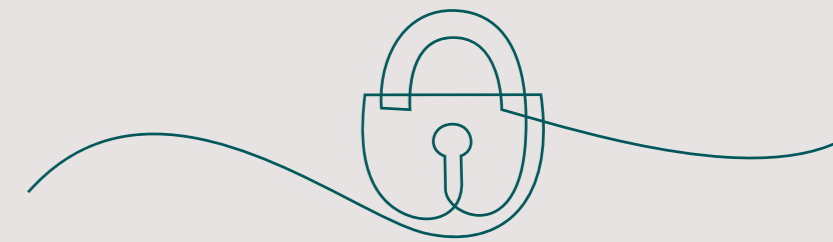
<sup>2</sup>This is in contrast to a subpoena to give evidence, in which a person is served with a document summoning them to give evidence in a particular matter on a given day.



# Court security



An important role Sheriff's Officers are responsible for is the security of Court and Tribunal locations within New South Wales. We aim to ensure your day at court is a safe experience. To prevent unauthorised items being taken into the court premises, many courts have airport-style security at the entrance.



When you enter a court building that has security checking, you will be required to place all of your belongings on the baggage scanner. You will need to go through a walk-through metal detector and may also be scanned with a hand-held metal detector.

Temporary and random scanning operations are also held from time to time in courts without permanent screening points.

Further security requirements may also include undergoing a personal search or removing face coverings for identification purposes.

## Unauthorised items

There are certain unauthorised items that cannot be brought into court premises. This include weapons, things that could be used as weapons or that could conceal weapons. It is an offence to bring firearms, knives and prohibited weapons into court premises. Knives and other weapons will be confiscated and handed to police.

For other unauthorised items brought onto court premises such as alcohol, tools, scissors, sharp objects, helmets, or syringes which you do not have medical authority to use, these will be temporarily held by Sheriff's Officers until you leave the court premises.

## Conditions of entry

All Court and Tribunal locations have conditions of entry to ensure the safety and security of all visitors. Unorderly conduct, threats including comments made about carrying weapons, explosives, or intentions to cause damage or harm, and unauthorised use of mobile phones, cameras or other recording devices will be taken seriously. This type of conduct may result in entry being refused or could result in an offence committed under the *Court Security Act 2005*, where you may be arrested by a Security Officer, or NSW Police may be called.

The *Court Security Act 2005* provides for security of courts and powers of Security Officers, which includes Sheriff's Officers. Not complying with lawful directions given by a Security Officer under this Act may be an offence.

For more information on court security, conduct and conditions of entry, please visit NSW Courts website – Security in Court: <https://courts.nsw.gov.au/going-to-court/security-in-court>



# Civil law enforcement



There is a variety of different services provided by the Civil Enforcement Command within the NSW Sheriff's Office.

The types of tasks performed fall into two categories:

1. Serving documents.
2. Executing orders, such as Writs for Possession, Writs for Levy of Property or Property Seizure Orders.

Serving documents refers to formally handing over court documents to an individual or bringing these documents to their attention. These documents are referred to as 'service documents'. A service document is distinct from an execution order in that execution orders (such as writs) contain specific orders for Sheriff's Officers to carry out.

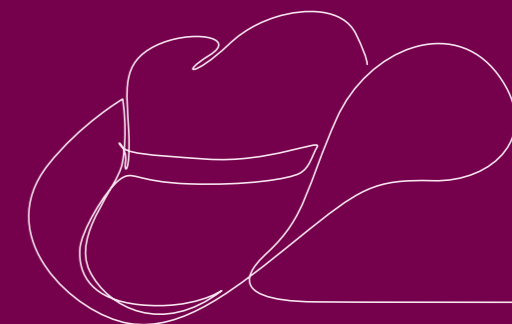
Service and Execution processes are subject to fees, with some requiring an accompanying form that needs to be completed and submitted. Information on required forms and fees can be found on the Sheriff's forms and fees webpage. For more specific enquiries, please contact the Enforcement Operations Centre (refer to Contact Information on page 39).

## Time frames

The following table outlines the commitments, legislative requirements and timeframes of service the NSW Sheriff's Office strives to achieve when carrying out our Civil Enforcement duties and responsibilities.

To read the full list of work performed by the Civil Enforcement Command, scan the QR code or go to <https://courts.nsw.gov.au/going-to-court/security-in-court.html>

<sup>3</sup> See the Civil Procedure Regulation 2017 (NSW), Sch 2





## Enforcement processes

## Time frame

### Service process

<b>Originating Process (Statement of Claim)</b> – Filed in the Supreme Court, the Land and Environment Court, the Dust Diseases Tribunal or the Local Court. Valid for service for 6 months from the date on which it is filed.	28 days
<b>Originating Process (Statement of Claim)</b> – Filed in the District Court. Valid for service one month after the date on which it is filed, unless it is a statement of claim seeking relief in relation only to a debt or other liquidated claim. Note: if the defendant (or at least one of the defendants) is to be served outside NSW, in which case, it is valid for 6 months after the date on which it is filed.	10 business days
<b>Notice of Motion</b> – Time for service unless the court orders otherwise.	Not less than 3 days before the date fixed for the motion
<b>Garnishee Order</b>	10 business days
<b>Compulsory Schooling Order</b> – Education Proceedings for a compulsory education order are commenced in the Children’s Court by way of an application accompanied by a written report, which is personally served on the respondent.	10 business days or as per the service required on the Court document.
<b>Mandatory Disease Testing Order</b> – Time for service is as soon as reasonably practicable. Note: no later than five business days after a mandatory testing order is made.	Within 5 business days
<b>Court Attendance Notice</b> – Filed in the Local Court.	The notice must be served not less than 21 days before the date of the first listing of the offence.
<b>Orders for Examination</b> – Any Court other than Supreme Court. An order for examination must be served on the person bound by the judgment or order at least 14 days before the day on which he or she is required to attend for examination.  <i>For Supreme Court Matters, Officers are to consult the order itself for the time to serve.</i>	Not less than 14 days before the day on which the person bound by the judgment/ order is required to attend for examination.
<b>Subpoena for Attendance or Production</b> – Must be served personally on the addressee with last date for service falling five days before the earliest date on which an addressee is required to comply with the Subpoena, or an earlier or later date fixed by the court.	Not less than 5 days before the earliest date specified in the Subpoena unless the Court orders otherwise
<b>Subpoena for Attendance (medical expert only)</b> – For the purpose of attending court under Subpoena to give evidence on medical matters.	Not less than 21 days before the earliest date specified in the Subpoena unless the Court orders otherwise.
<b>Family Law Application for Divorce</b> – Must be served personally on the respondent.	Respondent resides in Australia, not less than 28 days before the court hearing.  Respondent is overseas, not less than 42 days before the court hearing.

## Enforcement processes

## Time frame

<b>Family Law – Ordinary Service</b> – Time for service of all other documents including, an application in a proceeding (other than an application that must be served by personal service).	Within 30 days unless the court orders otherwise
<b>Family Law – Subpoena</b> – Time for service.	No more than 3 months after the Subpoena is issued.
<b>Family Law – Personal Service Applications</b> – Time for service of documents such as:	Unless the court orders otherwise:  Not less than 3 days before the day fixed for the hearing of an interlocutory application.  Not less than 7 days before the day fixed for the hearing of any other application.
<ul style="list-style-type: none"> <li>• Initiating Application (Family Law)</li> <li>• Application – Enforcement</li> <li>• Application – Contravention</li> <li>• Application – Contempt</li> <li>• an order made on application without notice.</li> </ul>	

### Execution process

<b>Warrant for Apprehension or Arrest</b>	Within 30 business days, or prior to the expiration date (whichever comes first); or within the timeframe as outlined in the Order made by the Court.
<b>Writ For Levy of Property</b> – Powers of Sheriff when executing writs and warrants for possession of land.	Not less than 30 business days.
<b>Property Seizure Order</b>	Not less than 30 business days.
<b>Warrant - New South Wales Civil and Administrative Tribunal (NCAT)</b> - These will need to be booked with the Enforcement Operation Centre as soon as possible upon receiving the Warrant.	Within 28 days of the date of issue.
<b>Warrants for possession</b>	Within 35 days <sup>4</sup> .
<b>Other Evictions</b>	Within 60 days <sup>5</sup> .

For some processes, Sheriff fees are applicable for each address at which, and each occasion on which, execution is effected or attempted. It is recommended that Sheriff fees are paid as soon as possible, or as otherwise requested by the Enforcement Operations Centre.

This is to ensure enforcement can be carried out in a timely manner. Any delays in receipt of the requisite documentation and/or Sheriff fees will subsequently delay action/execution of civil enforcement processes.

For more information on Sheriff’s forms and fees go to <https://courts.nsw.gov.au/office-of-the-sheriff-of-nsw/sheriff-s-forms-and-fees.html>

<sup>4</sup> This is to provide a minimum of 7 days’ notice to the respondent. See *Federal Circuit and Family Court of Australia (Family Law) Rules 2021 (Cth)*, r 11.56

<sup>5</sup> For writs of possession or writs for levy of property concerning land, the *Sheriff Act 2005 (NSW)*, s7A (3) requires that the Sheriff’s Office provide 30 days’ notice to the occupant before executing the writ.



# Jury administration



# 6

## Jury administration

## Time frame

### Juror Management

<b>Jury Summons</b> – Notification of the date you are required to attend court.	Posted 20-25 days prior to the date of attendance.  Note: In emergency situations, a summons may be issued a minimum of seven days prior to the date of attendance.
<b>Juror Payments</b> – Processing payments for empanelled jurors and potential jurors (where applicable).	Disbursed weekly <sup>6</sup> .
<b>Jury Requests/Excusals/Exemptions</b>	
<b>Excusal/Exemption Application</b> – Upon receipt of the application.	10 business days
<b>Application to withdraw fine</b> – Upon receipt of the request.	10 business days

<sup>6</sup> This is provided the bank details provided are accurate. Processing time for the individual's financial institution may vary.

Every effort will be made to accommodate all requests, excusals and exemptions within a timely manner as outlined in the table above or prior to the date you are summoned to attend court, or date you requested to be excused.

It is recommended that you engage with the NSW Sheriff's Office Jury Administration Branch as soon as possible and submit your application for excusal together with all necessary supporting documentation within five business days of receiving notification, or as otherwise requested by the NSW Sheriff's Office Jury Administration Branch.

If you are making an application for excusal and are unsure of the supporting documentation that needs to accompany your application, please contact the Jury Services branch for information and guidance (refer to contact information on page 39). Any delays in providing the necessary supporting documentation may further delay the review of your application.

It is recommended that potential jurors update their contact details on the juror portal and opt for contact via email and or SMS. This may assist in providing a timelier response.



# Feedback



Feedback is an integral part of our continuous improvement process. To meet our commitments to you, we need to understand how effective our services are at meeting your needs.

We encourage you to share your experience and improvement ideas with us. The NSW Sheriff's Office aligns to the *DCJ Complaints and Feedback Management Policy*. This policy aims to:

- set out the principles and objectives in complaints handling which reflect our commitment to managing complaints promptly, fairly, and effectively
- ensure that complaints and feedback are being managed in line with these complaints handling principles and objectives and guide the standard of behaviour for DCJ employees who are managing complaints.

## When should you provide feedback?

The NSW Sheriff's Office welcomes your feedback at any stage in our engagement with you, particularly when:

- we have exceeded your expectations and you have received excellent service. We encourage you to share your positive feedback directly with the Officer or staff member assisting you. This will help us to recognise the efforts of our people and ensure that we use best practices across the organisation
- the level of service you have received does not meet the standards set out in this Service Charter.

All feedback is taken seriously and will be handled in an efficient, fair, and confidential manner.

If your feedback is to let us know that we have not met the standards set out in this Service Charter, we will respond and attempt to resolve your concerns in line with the timeframes outlined below. If you wish to make a formal complaint, our complaints handling process is also outlined below at Complaints.

We promise that we will:

- make every effort to resolve the issue as soon as possible, although response times may vary, depending upon the nature of the complaint; and
- provide regular updates to you on the status of our course of action and next steps until the issue is resolved.

## Feedback stage

## Time frame

Acknowledge receipt of your feedback

3 business days

Respond to your feedback with next steps (if required)

10 business days

Provide a final response and resolution to your feedback

21 business days



# Complaints



We take complaints seriously and are committed to resolving them in a timely and efficient manner.

If you have a complaint about our services, please follow our complaints handling process:

1. Contact the staff member you dealt with and explain your concerns, so they may attempt to resolve the issue with you. If the staff member is unable to resolve your concerns, you can contact the staff member's supervisor.
2. If you are not comfortable in interacting with the staff member you dealt with, or if your concerns are still not resolved, you can make a formal complaint to the NSW Sheriff's Office (for contact information, refer to page 39).

## Formal complaint stage

## Time frame

Acknowledge receipt of your complaint

3 business days

Provide a final response and resolution to your feedback

21 business days

If we are unable to resolve your complaint within 21 business days, we will inform you of the reasons for the delay and provide an estimated timeframe for resolution.



# What you should not expect from us

The NSW Sheriff's Office cannot and will not provide legal advice.

The NSW Sheriff's Office will not comment on the reputations of businesses, other colleagues, stakeholders or members of the community.

# 9



# How you can help us

The NSW Sheriff's Office recognises that the provision of services is a two-way relationship.

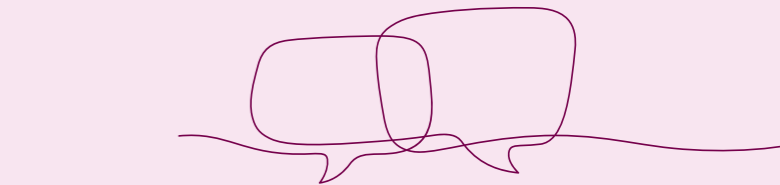
To help us provide you with a high standard of service, we ask you to:

1. Engage with us as early as possible so that we can best understand your needs. This will help us inform the solutions we provide.
2. Provide us with accurate and complete information in a timely manner.
3. Take the time to understand your obligations and aim to fulfill them.
4. Work with us to address risks or issues that arise during the process.
5. Provide us with honest and constructive feedback to help us refine and improve our services.
6. Tell us when you have received excellent service, to help us recognise the efforts of our people and ensure continuous improvement.

## Rights and responsibilities

As a client of the NSW Sheriff's Office, you have the right to expect courteous, respectful, and professional treatment from our staff. You also have the right to privacy and confidentiality in accordance with the relevant laws and regulations. To ensure the smooth running of our services, we ask that you:

1. Provide accurate and up-to-date information to assist us in carrying out our duties.
2. Treat our staff with respect and dignity.
3. Cooperate with our staff in carrying out their duties.
4. Comply with any legal requirements associated with our services.
5. Notify us of any changes in your circumstances that may affect our services.
6. Provide feedback on our services to assist us in improving them.



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# Contact information



## Civil Enforcement Enquiries

The NSW Sheriff's Office, Enforcement Operations Centre is the central contact point for civil enforcement management across NSW. The Enforcement Operations Centre can be contacted on:

- **Phone:** 02 8688 4080; or
- **Email:** eoc@justice.nsw.gov.au

## Jury service enquiries/complaints and feedback

For enquiries, complaints and/or feedback about jury service, the Jury Service Branch can be contacted on:

- **Phone:** 1300 679 272; or
- **Email:** sheriff.jury@justice.nsw.gov.au; or
- Login to the Juror Portal at <https://www.juror.nsw.gov.au/home>

## General enquiries

For enquiries that do not relate to Civil Enforcement or Jury Service, please contact the NSW Sheriff's Office by:

- **Email:** sheriffsoffice@justice.nsw.gov.au; or
- **Post:** PO Box A4, Sydney South NSW 1235.

## General feedback and complaints

We welcome your feedback about our staff and services. To provide your feedback, or if you wish to make a complaint, please contact the NSW Sheriff's Office by:

- **In person:** At the local Sheriff's Office you engaged with;
- **Phone:** 1300 679 272; or
- **Email:** sheriffsoffice@justice.nsw.gov.au; or
- **Post:** PO Box A4, Sydney South NSW 1235.

## Information requests

Information requests are welcomed and are handled by the Open Government, Information and Privacy Unit which can be contacted by means of the following methods:

- **Phone:** 02 9719 2622
- **Email:** infoandprivacy@dcj.nsw.gov.au
- Apply for a 'Formal Request Application Request' at <https://forms1.facs.nsw.gov.au/register/RTI/>





## General enquiries

For enquiries that do not relate to Civil Enforcement or Jury Service, please contact the NSW Sheriff's Office:

- **Email:** [sheriffsoffice@justice.nsw.gov.au](mailto:sheriffsoffice@justice.nsw.gov.au)
- **Post:** PO Box A4, Sydney South NSW 1235



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