

Overall Walk-In Score: 96.8%



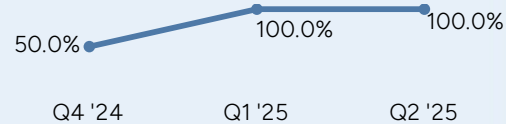
Q4 '24

Q1 '25

Q2 '25



Waiting
100.0%



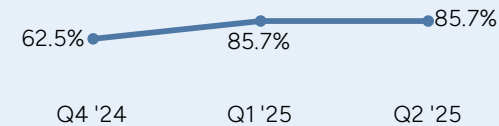
Q4 '24

Q1 '25

Q2 '25



Greeting
85.7%



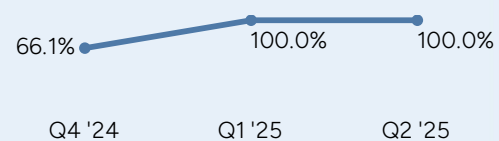
Q4 '24

Q1 '25

Q2 '25



Act with Empathy
100.0%



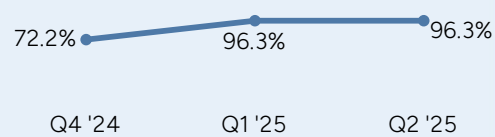
Q4 '24

Q1 '25

Q2 '25



Explain Expectations &
Resolve Situations
96.3%



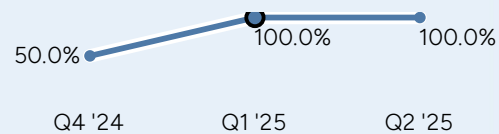
Q4 '24

Q1 '25

Q2 '25



Communication
100.0%



Q4 '24

Q1 '25

Q2 '25

Ranking*

Burwood received an overall score of 97% which ranks them at position 2 of the 9 areas within the South West Metropolitan region visited in person in Q2.

Burwood received a 'waiting' score of 100% which ranks them at position 1 of the 9 areas within the South West Metropolitan region visited in person in Q2.

Burwood received a 'greeting' score of 86% which ranks them at position 3 of the 9 areas within the South West Metropolitan region visited in person in Q2.

Burwood received an 'act with empathy' score of 100% which ranks them at position 1 of the 9 areas within the South West Metropolitan region visited in person in Q2.

Burwood received an 'explain expectations & resolve situations' score of 96% which ranks them at position 3 of the 9 areas within the South West Metropolitan region visited in person in Q2.

Burwood received a 'communication' score of 100% which ranks them at position 1 of the 9 areas within the South West Metropolitan region visited in person in Q2.

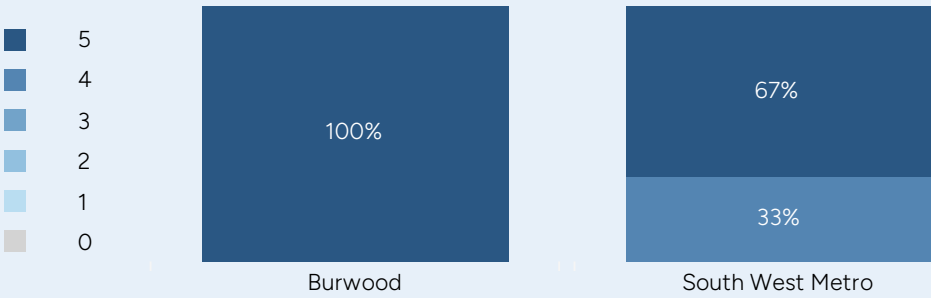
Burwood had multiple areas with lower ranks in Q2, which should be examined for potential areas of improvement.

* Standard competition ranking is used (i.e. 1,1,3,4)

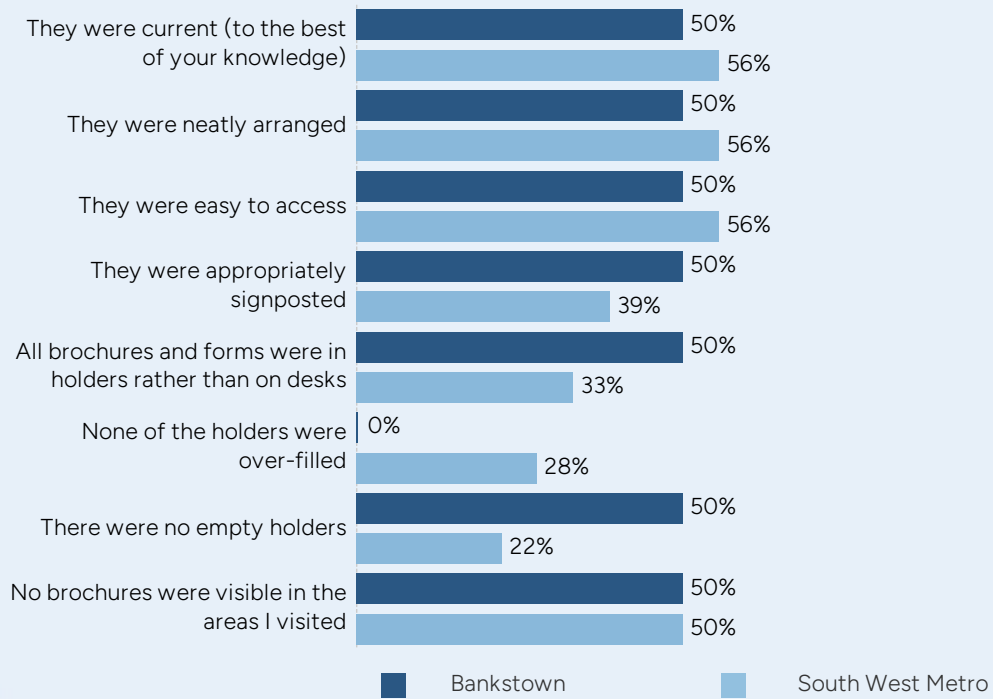


Environment

Police Station Cleanliness



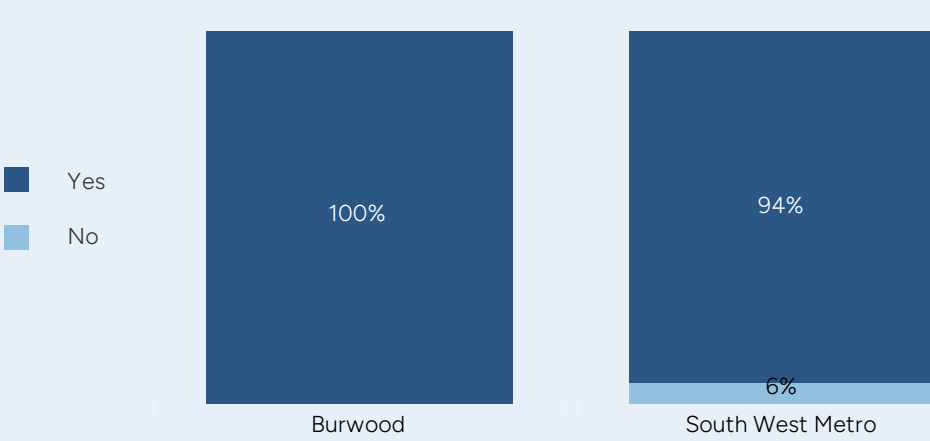
Pamphlets, Brochures, & Forms



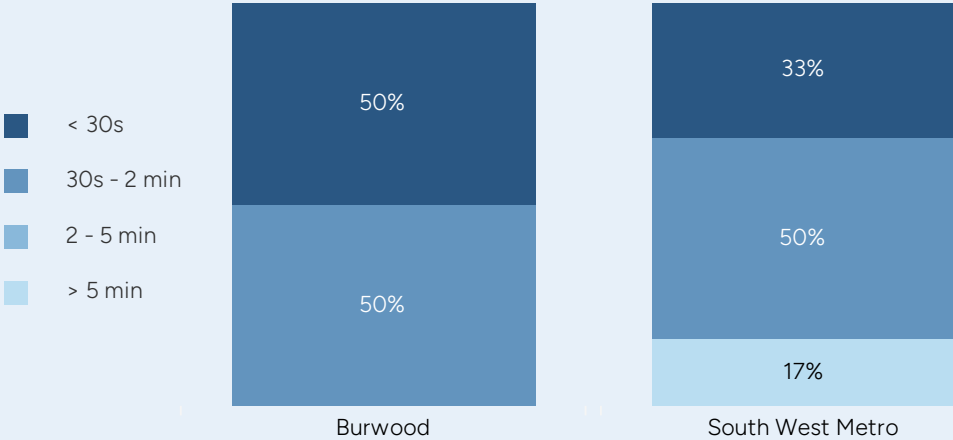
Waiting 100.0%

South West Metro: 94.4%

Easy to Access & Respected my Time



Time Taken to be Acknowledged by NSWPF Employee



NSW Police Service Assessment - Walk-In

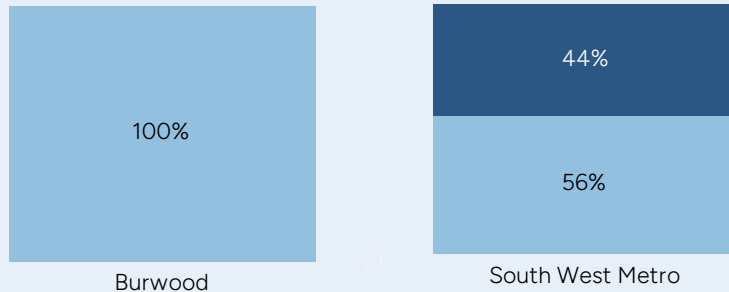


Greeting 85.7%

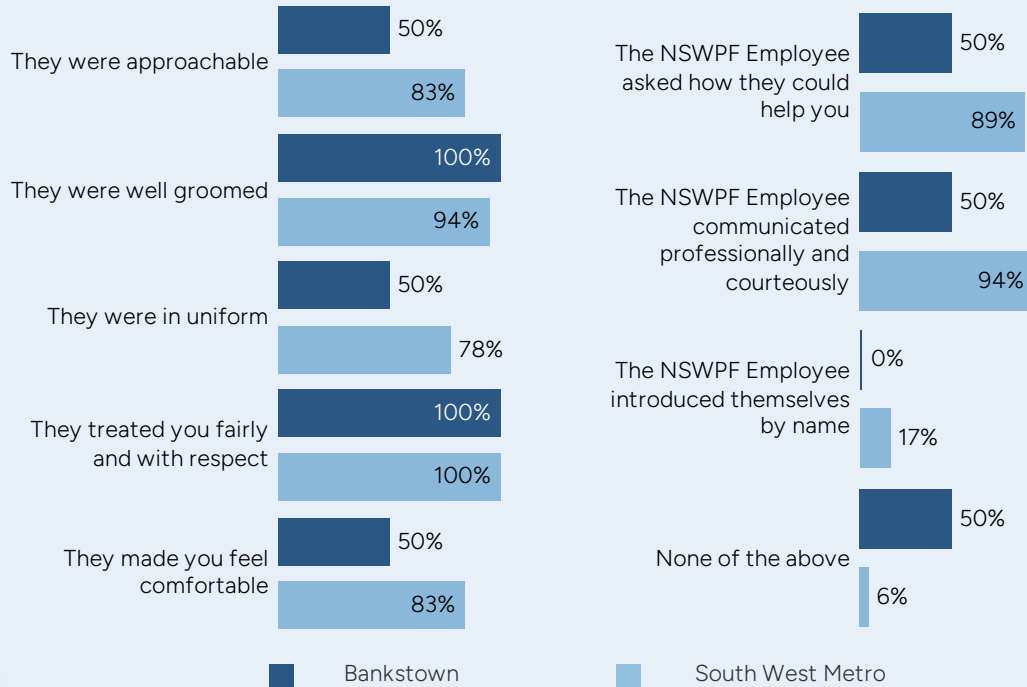
South West Metro: 80.2%

Name Badge

Yes
No



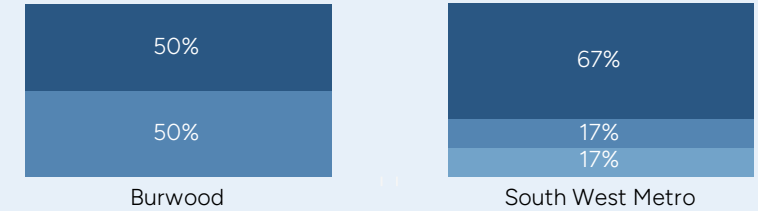
The NSWPF Employee...



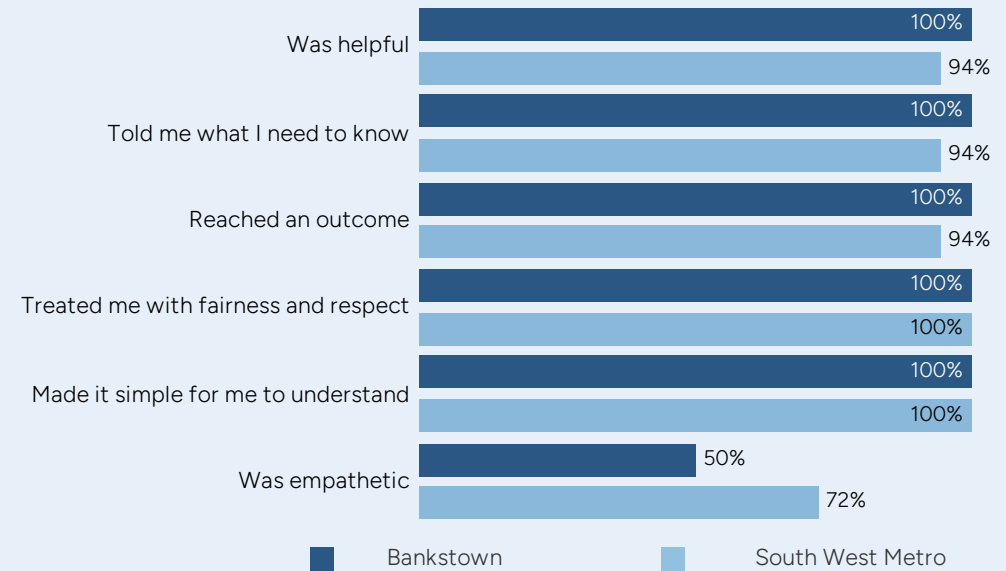
Act with Empath.. 100.0%

South West Metro: 94.0%

5
4
3
2
1
0

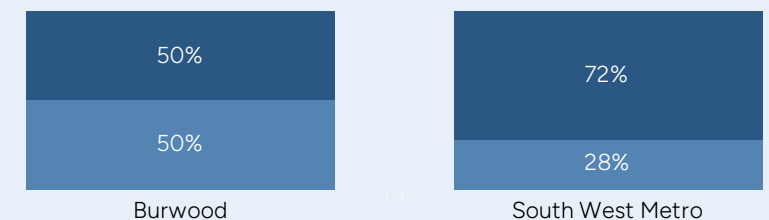


The NSWPF Employee...



Clear & Concise Communication

5
4
3



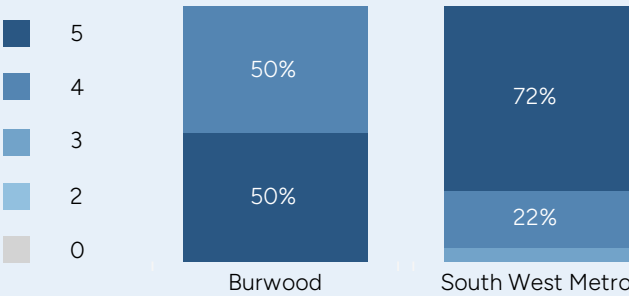


Explain Expectations & Resolve Situations 96.3%

South West Metro: 91.0%

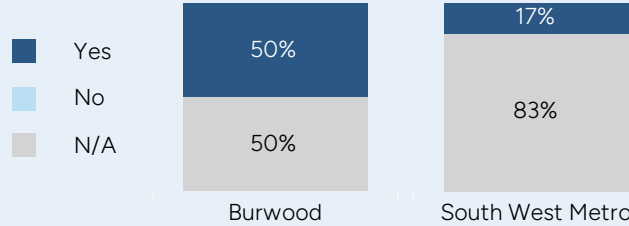
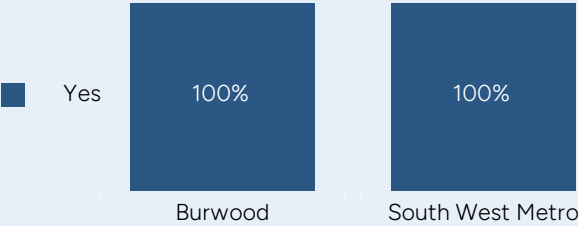
Helpful

Clearly Explained Steps & Outcomes



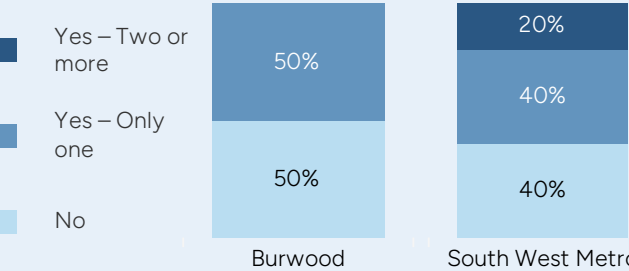
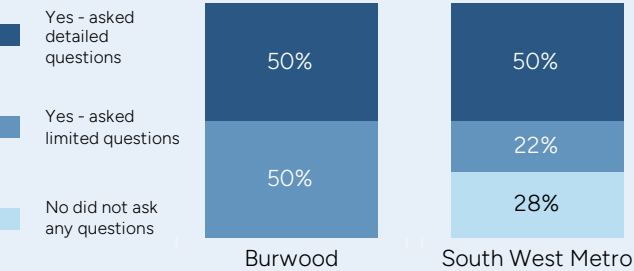
Listen to Enquiry

Took Steps to Provide an Outcome
(if NSWPF Employee did not know the answer)



Probing

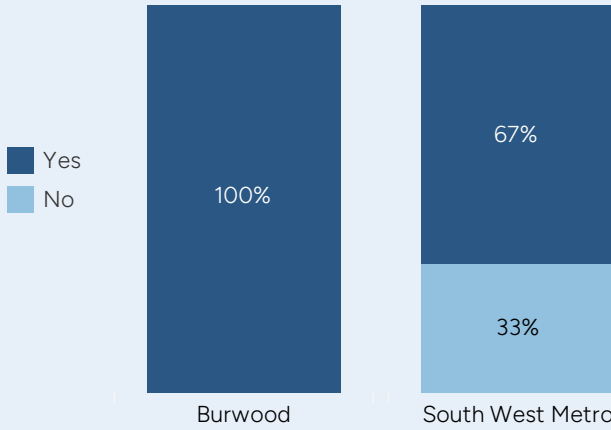
Additional Materials



Communicatio.. 100.0%

South West Metro: 66.7%

"Anything else I can help you with today.."



Appropriate Farewell

