

# How do I report crime?



**In NSW, there are four (4) ways for a person to report a crime:**

1. In a life threatening or time critical emergency, call Triple Zero (000).
2. For non-urgent crime, phone the Police Assistance Line on 131 444 who will take a police report and if necessary, arrange for police to attend.
3. Should you wish to remain anonymous when reporting a crime, call Crime Stoppers on 1800 333 000. It's a free call and rewards of up to \$1,000 are offered for information that leads to an arrest.
4. You can visit your local Police Station to report a crime.

**When do I call Triple Zero (000)?**

Call Triple Zero (000) to report emergencies. If you need police, fire or ambulance in an emergency call Triple Zero (000). Always call Triple Zero (000) in situations where a life is in danger, a crime is taking place, or in time critical situations.

**What happens when you call Triple Zero (000)?**

- When you dial 000, your call is connected to the Telstra Emergency Call service centre
- You will be prompted by the Telstra operator "Police, Fire or Ambulance?"
- Advise the operator of the service you require. If you are calling from a mobile or satellite phone the operator will ask for other location information
- Your call will immediately be transferred through to the emergency service you request, who will take details of the situation
- Stay on the line, speak clearly and answer the operator's questions
- You will be asked to provide details of where you are, including street number, name and nearest cross street, and locality. In rural areas it is important to give the full address and distances from landmarks and roads, not just the name of

the property. If travelling on the motorways or along rural roads include details or towns or nearest exits passed through.

- Don't hang up until the operator has all the information they need, if possible you will be asked to wait for a police officer at an arranged location.

**Make sure you are prepared for a Triple Zero (000) emergency:**

- Make sure you, your family, and overseas guests know the Triple Zero (000) number
- Sit down with your family and teach children how and when to use the Triple Zero (000) number
- Record the Triple Zero (000) number beside the telephone at home and work
- Lock the keypad of mobile phones to ensure accidental calls to Triple Zero (000) don't occur
- Callers with hearing impairments can call the one zero six (106) text-based emergency call service using a text phone.

**When do I call Police Assistance Line (PAL)? 131 444**

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the NSW Police Force Assistance Line (PAL).

PAL allows you to report crime over the phone. Once your report is completed by a customer service representative, your information is immediately available to your local police.

If you do not speak English, say "Interpreter" and the name of the language you speak. The PAL operator will connect to a telephone interpreter. Wait on the line until the interpreter comes on.

If the crime you wish to report cannot be taken over the phone, due to its serious nature, the operator will assist you by advising where you can go to make the report, or by arranging for police to come and see you.

Types of crime you can report to PAL include:

- Break and Enter

- Motor Vehicle Theft
- Stealing
- Malicious Damage, including Graffiti
- Minor Motor Vehicle Accidents\*
- Lost Property
- Taxi Fare Evasion
- Fail to Pay for Petrol

When a police response is required, PAL will arrange for police officers to attend.

PAL can also assist you with general police inquiries.

By phoning PAL, rather than your local police station, you are freeing up Police Officers who could otherwise be on the street actively preventing and investigating crime in your community.

- No vehicles required towing, no one was injured, all parties exchanged details, no one was under the influence of alcohol or drugs

**When do I call Crime Stoppers? 1800 333 000**

Crime Stoppers operates 24hrs a day, 7 days a week and allows members of the community to anonymously report criminal or suspicious behaviour or activity. Crime Stoppers uses information that members of the public provide to solve crimes and catch offenders.

All information is confidential and your anonymity is guaranteed. We do not need your name, but your information. You may think the information you have is unimportant, but it may be the vital missing piece the police need to make an arrest.

You can contact Crime Stoppers using one of the following methods:

- Telephone: 1800 333 000
- Internet Inquiries: [www.police.nsw.gov.au](http://www.police.nsw.gov.au)
- Internet Reporting: [www.police.nsw.gov.au/crime\\_report](http://www.police.nsw.gov.au/crime_report)
- Email: [csu@police.nsw.gov.au](mailto:csu@police.nsw.gov.au)
- Facsimile: 02 4353 4948
- Letter: Crime Stoppers, PO Box 3427, Tuggerah NSW 2259