



VICTORIA POLICE

# RESIDENTIAL AND PERSONAL SECURITY INFORMATION KIT

# PERSONAL SAFETY

**We all have the right to feel and be safe as we go about our daily lives. We all react differently to situations and safety can mean different things to different people. We don't want to live in a state of paranoia but we need to have a healthy regard for our own safety and wellbeing.**

There are a number of things you can do to maximise your feelings of safety.

## DEVELOP A SAFETY PLAN

A safety plan means you have thought about your personal safety in your own circumstances. By being aware of possible unsafe situations and how you may react if your safety is ever compromised can be empowering. What would I do in an emergency situation? Who could I call? By following these simple tips you may feel more confident when out and about.

- Be assertive, walk with confidence and be aware of your surroundings.
- Keep valuables out of sight.
- Vary your routine and stick to well-lit roads.
- Avoid short cuts and dark, isolated areas.
- Walk on the footpath facing the oncoming traffic.
- Be observant and aware of people who appear suspicious and/or try to distract you. Keep a safe distance and call for assistance if necessary.
- Carry a mobile phone. If out of range,

the emergency number from mobile phones is 112.

- When listening to music only put the ear piece in one ear. This will ensure you can hear anyone coming up behind you.
- Remain active and involved in your community. Connected people generally feel safer and more confident.
- You may consider exercise or self-defence classes.

## HANDBAG SECURITY

Your handbag or its contents can be stolen in seconds. Your cash and cards will be used shortly after and the inconvenience of replacing everything in your handbag takes time and money. There are often emotional anxieties and sometimes physical injuries as a result of a handbag theft.

By taking a few simple steps you may avoid having your handbag or wallet stolen.

Carry purses and handbags close to your body. Ensure they are zipped and secured at all times.

Never leave your handbag unattended in a shopping trolley or on top of a pram. Inattention when purchasing items can lead to handbag theft.

Be mindful of distractions. Thieves working in pairs may attempt to divert your attention in order to steal your handbag or its contents. One may ask you the time or for directions while the other is stealing your purse from your bag.

In restaurants and cafes place your bag on your lap. Leaving a bag on the floor or seat beside you makes you vulnerable to distraction techniques.

If your bag is stolen report it to the police. Notify your bank or credit card provider as soon as possible. Never keep a written record of your personal identification numbers (PIN) with your cards. Never divulge your PIN. Banks and other agencies will never request this information over the phone or internet.

## USING AN ATM

Seek out ATMs located inside buildings, supermarkets or other busy locations.

Scan the area for suspicious activity prior to using the ATM. If you feel uncomfortable or unsafe any time when using the ATM, cancel the transaction and leave.

When using an ATM, shield your PIN number and be alert to anyone watching you. Place your money in your purse/ wallet immediately after the transaction and secure your bag. Never overtly count your money in public.

Do not carry large amounts of cash with you. Only withdraw money needed at the time.

Make use of EFTPOS facilities and have your bills direct debited to avoid having to carry cash for bill paying purposes. Payment plans can be direct debited from savings or credit accounts. Contact your service providers for more information.

## IN YOUR CAR

- Know where you are going and plan your route.
- Ensure you have enough petrol to complete the journey.
- Ensure your vehicle is roadworthy and keep up to date with services.
- Be mindful of where you park your car – especially if you are returning to your car when it is dark.
- Have car keys in your hand ready for use. Avoid fumbling in your bag for keys.
- Consider driving with your doors and windows locked.
- If you are involved in a road rage situation, do not stop and get out of your car. Obtain the registration number and report the incident to police.
- If you are being followed, do not go home. Do not turn off and drive into unfamiliar areas. Drive to a police station or service station where you can get help and attract attention.
- Your car provides you with a barrier between you and potential danger. Do not get out of the vehicle if you feel unsafe and do not pick up hitch hikers.

# PERSONAL SAFETY

## PUBLIC TRANSPORT

- Plan your journey to minimise time spent waiting at train stations at night.
- Choose a well-lit and clear walking path to and from the station and stand where you can be seen.
- Take the time to locate safety features – emergency buttons, CCTV cameras, safety zones and public transport staff.
- Keep your valuables concealed and secure.
- If you feel unsafe, alert the Protective Services Officers, public transport staff, police or other passengers to help.
- If you feel uncomfortable with the person near you, consider changing carriages.
- If you leave your car at a station, park as close as possible to the building, and have your keys ready when you return. Remain alert and take note of suspicious people.

## FOR FURTHER INFORMATION & ASSISTANCE

If you are in danger or see a crime being committed, call Triple Zero (000). If you have information about a crime contact Crime Stoppers on 1800 338 000

### Victims of Crime Helpline

Everyone reacts and deals with being a victim of crime in their own way. If you feel you are not coping and need help, contact a Victim Support Officer on 1800 819 817 or [www.justice.vic.gov.au/victimsofcrime](http://www.justice.vic.gov.au/victimsofcrime)

They can provide over the phone assistance and referrals to useful contact services and agencies.

# FAMILY VIOLENCE

Family violence is unacceptable in any form and can include behaviour that is

- Physically or sexually abusive
- Emotionally or psychologically abusive
- Economically abusive
- Threatening or coercive
- Controlling or dominating and causes a person to fear for their safety or the safety of a family member
- Intentionally damaging property or threatening to do so
- Unlawfully depriving a family members of their liberty or threatening to do so
- Causing or threatening to cause the death or injury to an animal, even if the animal doesn't belong to the family member, so as to control, dominate or coerce the family members
- Causing a child to hear, witness or be exposed to the effects of violent, abusive or threatening behaviour.

## WHAT YOU CAN DO

- Call Triple Zero (000) if you need immediate police attendance
- You can go to your local police station and report the violence. You may not know whether the family violence you are concerned about is a criminal offence or not, but that is the responsibility of the police to determine. Police can take criminal action if an offence has been committed
- You should tell any police member you speak to about your fears for your own or others safety, and if there are any current circumstances that may make the perpetrator's behaviour more violent such as family separation or child access issues. Your welfare, that of any children, and the safety of the community is Victoria Police's first priority
- You can apply for an intervention order by going to a Magistrates' Court. An Intervention Order tells your partner or family member that they must not use violence against you. The order can also include your children if they need protection too. An Intervention Order can stop your partner or family

member from having contact with you, or it could state that you can still have contact with each other, but they cannot be violent towards you. You can ask the Court to include certain conditions on the order that suit your particular needs for protection (for example; stopping your partner or family member from visiting a place where you regularly go, such as your workplace or your child's school)

- Your partner or family member will not get a criminal record if they have an Intervention Order made against them. If they disobey the rules of the order (e.g. contact you or are violent towards you), they can be charged with a breach of the order, which is a crime
- You can contact one of the support services listed on the following page if you require any advice.

## WHAT TO EXPECT FROM POLICE

- Police have three main functions when responding to family violence:
- Provide safety and support to those involved
- Identify and investigate incidents of family violence and prosecute persons

accused of criminal offences arising from family violence

- Assist in the prevention and deterrence of family violence in the community by responding to family violence appropriately
- Police will respond to and take action on any family violence incident reported to them, regardless of who made the report and how it was made
- There may be sufficient grounds to make an arrest at the scene or on receiving the report, or this may occur after an investigation and interview
- Police can apply for a Family Violence Safety Notice or Family Violence Intervention Order on your behalf wherever the safety, welfare or property of a family member appears to be endangered by another family member.

Police may refer all persons involved in family violence to appropriate agencies as part of the referral process. The referral process is in addition to any other action taken and does not replace pursuing criminal charges or the seeking of civil protection under the Family Violence Protection Act.

## FOR FURTHER INFORMATION & ASSISTANCE

### Safe Steps

(7 days a week, 24 hours)Crisis support, information, referral to safe accommodation (refuge) for women.  
Phone: 1800 015 188 (toll free)

### Men's Referral Service

(Monday to Friday: 9am – 9pm)An anonymous and confidential telephone service provided for men by men.  
Phone: 1300 766 491  
(cost of local call)

### 1800 Respect

(7 days a week, 24 hours)Providing professional telephone and online counselling service 24 hours-a-day, 7 days a week.  
Phone: 1800 737 732 (toll free)

### Women's Information And Referral Exchange

(Monday to Friday: 9am – 5pm)  
Provides free information, support and referrals to women across Victoria, with a phone support service, a walk-in centre and searchable website  
Phone: 1300 134 130  
(cost of local call)

### Victim's Support Agency

(7 days a week: 8am – 11pm)Get advice about reporting a crime, find other services that can help you, get information about your rights, about how the courts work and get help applying for compensation and financial assistance.  
Phone: 1800 819 817 (toll free)

### Kids Help Line

(7 days a week, 24 hours)Australia's only free, private and confidential telephone and online counselling service specifically for young people aged between five and 25.  
Phone: 1800 55 1800 (toll free)

### The Lookout

[www.thelookout.org.au](http://www.thelookout.org.au)

A site where Victorian family violence workers and women experiencing violence can come to find information, resources and services aimed at preventing and responding to family violence. It is also for families, friends and neighbours of women experiencing violence, as well as other professionals who support them in the course of their work.

### Our Watch

Our Watch has been established to drive nation-wide change in the culture, behaviours and attitudes that underpin and create violence against women and children. Our Watch is not a direct service organisation. If you or someone you know is experiencing violence, call 1800 RESPECT for advice and support. In an emergency, call police on triple zero (000).  
[www.ourwatch.org.au](http://www.ourwatch.org.au)

### White Ribbon Foundation

White Ribbon is Australia's only national, male led Campaign to end men's violence against women.  
[www.whiteribbon.org.au](http://www.whiteribbon.org.au)

## YOU CAN ALSO CONTACT LEGAL CENTRES FOR ADVICE

### Legal Aid

1300 792 387 (cost of local call)

### Women's Legal Service

Phone: 8622 0600 or 1800 133 302  
(toll free)

# FRAUD

**Fraudulent behaviour or fraud is an act that is dishonest or deceitful in order to obtain some unjust advantage over someone else. Fraudulent acts can involve theft, making false statements, evasion, manufacturing information or acts of omission.**

## IDENTITY THEFT

Identity Theft is the theft and use of identifying personal information of a person, whether the person is dead or alive, and whether it is with or without the permission of that person.

### How can it happen?

The most common form of identity theft in Australia is by theft of mail; however, there are a number of other ways it can occur. For example: You might have your credit card details skimmed when you make a purchase, lose your wallet or other personal belongings, or have them stolen. You could inadvertently provide your details by phone or email to what you think are legitimate businesses or have your personal information stolen from an unsecured website. Perhaps most unexpected of all, you could have your identity stolen and used by someone you know and trust – a friend, relative or work colleague.

### Preventing Identity Theft

- Secure all your personal information at home in a lockable filing cabinet or safe.
- Remove all personal documents such as registration papers, driver's licences or utility bills from your car including your glove box.
- Avoid providing personal information over the phone, by mail or on the internet. Make sure you know who you're

dealing with before you give out personal information.

- Only provide the minimum information necessary to those with whom you have initiated contact or whom you have checked independently. Don't be afraid to say "NO" or seek further advice before disclosing anything.
- Carry minimal personal information on you. Never take documents like your passport or birth certificate outside your home unless necessary.
- Ensure you destroy all personal information before placing old bills, bank records or expired cards in the rubbish / tear / cut / shred or burn them.

Use passwords and security software on all your important accounts. Passwords and security software help provide extra protection to important information such as credit card and bank accounts, smart phones and other utility accounts.

Use a password that is not personal. (refer to Electronic Crime information).

Secure your mail. Ensure you have a lockable letterbox and only post mail at secure, official post boxes. Make sure your mail box is large enough to accept and hold mail in the quantity and size you normally get. Remove mail daily and if you are going away, have it collected by a neighbour or held at the post office.

Check billing and account records. By carefully checking all transactions on your banking and credit card accounts, you may be able to detect potential identity fraud early. Follow up bills or accounts that don't arrive on time. Missing records or accounts could indicate that your accounts have been taken by a thief who has changed your billing address.

Keep a list of all your account and credit card details in a safe place. Also make a list of contact numbers in case those account details are stolen, or if you lose your wallet or purse. It is important to act quickly if personal information is compromised.

Remove your name from mailing lists. If you receive mail addressed to you from companies you have not had any dealings with, or receive pre-approved credit cards that you did not apply for, do not just throw these in the rubbish and forget about them. Contact the company or credit provider making the offer and ask that your name be removed from any further mailing lists. Ensure these documents are then destroyed.

## IMPORTANT

**If you receive a bad credit rating after someone has taken over your identity, it can take up to 6 months and \$4,000 to clear your name.**

## REPORTING IDENTITY THEFT

Identity theft should be reported to your local police. You will need to provide all documentation necessary to assist the police in investigating the crime. Depending on how your identity has been used, you may also need to contact a range of other organisations. For example, driver licence stolen – contact Vicroads; credit card stolen or new account opened – finance provider (bank, etc); utility providers and retail stores. Contact the organisations concerned, as you may be required to provide written documentation to each of them to support your case and to establish that you are not liable for any debts accumulated in your name.

The Australian Government ID THEFT KIT provides a detailed package about identity theft. Contact the Attorney General's office, or go to [www.ag.gov.au](http://www.ag.gov.au).

## IDENTITY FRAUD

Identity fraud describes the gaining of money, goods, services or other benefits, or the avoidance of obligations through the use of a false identity. It includes counterfeiting and skimming credit cards, using stolen credit cards / card numbers, opening bank accounts in someone else's name (fictitious or stolen identity), fraudulently obtaining money, loans, financing, fraudulently obtaining benefits and evading payment of taxes and levies.

## CREDIT CARD FRAUD

Credit card fraud includes credit card skimming, using false and stolen identities to obtain credit cards, as well as taking advantage of ineffective security systems to obtain internet banking passwords and account particulars.

### Preventing credit card fraud

- Personally collect new or replacement cards.
- Contact your bank approximately two months prior to your current card expiring and request to collect the new card and / or PIN in person from the bank.
- Keep credit and debit cards secure.
- Only carry the minimal amount of credit or debit cards in your wallet or purse. Don't leave your other cards sitting in an unsecured location such as (top drawer or bench) lock them away in a safe or cabinet.

# FRAUD

- Keep your PIN separate to your credit card. Never carry your PIN in your wallet with the ATM card. Besides breaching your contract with the credit card provider, it makes it easier for a criminal to access your money.
- At ATM or EFTPOS machines, Conceal the keypad when entering PIN numbers into ATM or EFTPOS machines and be aware of shoulder surfing (people looking over your shoulder and watching you enter your PIN, obtaining credit card details, etc).
- Use the same brand ATM machine. To avoid becoming a victim of ATM credit card fraud, use the same brand ATM machine, so you will notice anything different about the machine. Always check the card slot (by grabbing hold of it and pulling) to ensure there is nothing removable from it such as a skimmer. Be wary of people acting suspiciously at ATMs and avoid using ATM or EFTPOS facilities that look as if they have been tampered with.
- Always take your receipts with you. If you don't need your receipt, either request 'No Receipt' during the transaction or otherwise take it home and destroy it. Most ATM and EFTPOS receipts are truncated (some numbers missing in the middle of a 16 digit number), but a criminal may still be able to use the number if they can establish the remainder of the numbers.
- Never allow your credit or debit card to be out of your sight. Never give your credit or debit card to a person to

take it away to process a transaction. Always attend with your card to the point of sale to make the payment, and watch the transaction being conducted.

- Order a copy of your credit card statement. Check your own credit card statement regularly, you can often catch any unauthorised activity. Report any irregularities immediately to your financial institution.

## Reporting credit card fraud

Contact your financial institution immediately. You might also be asked to report it to your local police station.

## CHEQUE FRAUD

Cheque fraud has for many years been a popular crime for criminals to access bank account funds. With the continuing strong growth in the use of electronic payment methods, the use of cheques is declining, with the number of cheques written per person now half of those a decade ago. However, when cheque fraud occurs, it tends to be high value as cheques are used for large transactions such as property settlements and business transactions.

## Preventing cheque fraud

- Write out your own cheques.
- Make cheques payable to a particular business or individual.
- Record transaction details on the relevant cheque stub. If one of your issued cheques is ever altered by a fraudster, you have record of the initial payee and value.

- Secure your cheque book. Protect your cheque book as if it was cash. Keep your cheque book under lock and key. If a criminal locates a cheque book during a burglary, they have been known to (randomly remove blank cheques from cheque books hoping to avoid detection).
- Do not sign blank cheques.
- Do not make cheques out to 'cash'. If the cheque is ever lost, stolen or given to a conman, it makes it easy for a criminal to collect the money and run. The cheque does not have to wait three to five working days for clearance.

## Reporting cheque fraud

Contact your financial institution immediately. You might also be asked to report it to your local police station.

## FINANCIAL ABUSE

Financial abuse is a crime. It is the illegal or improper use of another person's money or finances. It can involve stealing money and/or assets, and/or not allowing a person to have control over their own money, not allowing a person to take part in financial decisions, or preventing a person from having a job.

Research shows that financial abuse usually occurs with other types of abuse, including physical abuse, emotional abuse or neglect. It usually occurs in domestic relationships such as between husband and wife or elderly parent and adult child.

## Reporting financial abuse

Contact your local police station or Seniors Rights Victoria immediately.

## POWER OF ATTORNEY

Is where a person nominates someone to make decisions for them in the event they lose the capacity to make decisions for themselves. The person chosen to be an Enduring Power of Attorney must have the ability and capacity to look after your financial affairs and make decisions on your behalf. If you can't find the appropriate person to take on this responsibility, consider speaking to a reputable solicitor or the State Trustees.

## ENDURING POWER OF ATTORNEY

Is where a person nominates someone to make decisions for them in the event they lose the capacity to make decisions for themselves. The person chosen to be an Enduring Power of Attorney must have the ability and capacity to look after your financial affairs and make decisions on your behalf. If you can't find the appropriate person to take on this responsibility, consider speaking to a reputable solicitor or the State Trustees.

## FOR FURTHER INFORMATION & ASSISTANCE

### ID Theft Kit – Attorney Generals Office

phone 02 6250 6666 or [www.ag.gov.au](http://www.ag.gov.au)

### Senior Rights Victoria

phone 1300 368 821 or [www.cotavic.org.au/seniors\\_rights\\_victoria](http://www.cotavic.org.au/seniors_rights_victoria)

### Office of Public Advocate

phone 1300 309 337 or [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

# ELECTRONIC CRIME

## WHAT IS E-CRIME?

Electronic Crime or E-Crime involves the use of electronic devices, such as computers or storage devices etc., to commit an offence.

Breaches in security and lack of awareness are the fundamental causes of E-Crime. Many people unwittingly create opportunities for offenders by failing to update or install anti-virus software and not keeping up to date with the ever-changing technology in the marketplace. Sharing personal information, passwords and other data may also lead to serious lapses in security in fraudulent activity.

[If you believe you are a victim of E-Crime it is important to report the matter to police via the Australian Cybercrime Online Reporting Network (ACORN).]

The ACORN is a national website ([www.acorn.gov.au](http://www.acorn.gov.au)) that allows victims of cybercrime to report these matters and to access advice on cybercrime.

The ACORN assesses and refers cybercrime reports to the appropriate police and government agencies.

## The ACORN:

- Makes it easier for the public to report cybercrime
- Provides the information the public need to protect themselves
- Ensures that government agencies can respond quickly to reported crimes
- Improves our understanding of the cybercrime facing Australians and Australian businesses.

## Things that cannot be reported on ACORN include:

- Emergencies (including incidents where safety or welfare is a concern)
- Incidents relating to online child sex abuse (including child exploitation material)
- Breach of intervention order, family violence and civil matters must not be referred to ACORN
- Where the circumstances of an incident make it non-reportable on ACORN, (for example, non-criminal, undesirable online content or an emergency)

ACORN will provide online advice and direct the reporting person to appropriate resources and organisations, including triple zero (000), local police or civil legal advice as relevant.

## TYPES OF E-CRIME

Electronic crime includes electronic money laundering, the dissemination of offensive content including pornography and defamatory racial hate material, electronic vandalism, sales and investment fraud, lottery scams, illegal interception and transfer of digital information, harassing emails, cyber stalking and identity related crime.

## Internet Banking Fraud

Internet banking fraud is committed by illegally removing money from a bank account and / or transferring money to an account in a different bank. Internet banking fraud is a form of identity theft and can be made possible through a number of techniques, including:

- Phishing – emails claiming to be from banks

- Trojans – a program that appears legitimate, but performs some illicit activity
- Key logging programs (Worms)
- Theft of data bases
- Man in the middle attacks (when the connection between a client and a host server is compromised)

## Preventing E-Crime

Phishing refers to the use of spam emails claiming to be from a bank. In this way, criminals 'fish' for legitimate bank customer's logon information, including name, account details and passwords.

Banks will never send emails to their customers requesting the details asked for in phishing emails

Treat phishing emails as spam and delete them without opening. Spam emails are a proven method for distributing viruses and other unwanted programs.

It is important to make others aware about these emails and encourage them to never respond to requests for personal details.

Change your internet banking passwords regularly.

Check your bank and credit card records on a regular basis.

Notify your bank immediately of any unauthorised transaction.

## Secure your computer by:

Installing firewall software  
Installing virus protection software  
Installing spyware detection software  
Frequently update all software patches  
Consider having password access only

## ONLINE SHOPPING

Online shopping is a convenient way to shop however to reduce the risk of online fraud, deceptions or misunderstandings there are several things you can do to protect yourself.

## Before clicking "I agree" or handing over your credit card details you should consider the following issues:

- Research companies before sending payments.
- Ask yourself, do I really know what I am buying?
- Identify delivery and return policies, including warranty details.
- Keep a written record of your purchases and check them against your bank statement.

## Then ask yourself:

- Are there any extra fees or charges – postage for example?
- Is my transaction secure?
- When will my goods arrive?
- What happens if I am not satisfied with my purchase?
- How will my personal information be treated?
- Have you taken steps to protect yourself from online scams?

# ELECTRONIC CRIME

## The main risks involved with shopping online are:

- Personal credit card information may be intercepted and used fraudulently.
- Cyberspace companies on the internet may appear to be bigger or more credible than they really are. This means you risk:  
dealing with bogus companies; buying products that are misrepresented or of inferior quality and paying hidden fees and charges.

## ONLINE AUCTION FRAUD

There are two main styles of internet auction:

### Market Place Internet Auctions

- The business that runs the website is not directly involved in the auction process. It simply provides a forum and rules for buyers and sellers to deal with each other through the bidding process, for example: Ebay, Greys Online or Gumtree.

### Traditional Auctions

- Instead of conducting an auction in person, an auction house uses a website to sell goods on behalf of a vendor.
- Buying from another person from an auction website is not the same as buying from a business online or a shop. You should be aware of how your rights may differ and what protections are available to you.

## What can I do to protect myself?

- Read and understand the safe trading guidelines offered to you by the auction website you are using. Follow their

rules and tips for a safer shopping experience.

- Choose a secure password to protect your personal details.
- Make payment via a third party payment facility such as eBay use PayPal.
- By not using a payment facility and making other arrangements to pay into a nominated bank account.
- Do not agree to do business privately outside the auction site. This is a tactic often used by scammers and you may not be covered by any fraud protection offered by the website.
- Do not send goods before receiving payment.
- If you believe you are a victim of online auction fraud, you must first attempt to resolve your dispute with the online auction website through a formal dispute resolution process.
- To assist police at a later stage, it is important you keep the original email in your inbox.
- Police only investigate criminal matters, not civil matters.

## Data Security

More and more businesses and individuals are taking advantage of computer technology as it becomes more widely available and affordable. This has led to an increase of unauthorised use of data, such as confidential, personal or sensitive information. It is important to safeguard your data at all times. This can be done by transferring your data to a CD or zip drive, also known as data backup.

## Passwords

Poor password security is a major cause of computer fraud.

1. Store your passwords and other personal information on a separate storage device rather than on the computer's hard-drive.
2. Don't share identification numbers and passwords.
3. Change passwords on a regular basis.
4. Don't use the same password on different accounts.
5. When choosing a password, don't make it personal

(For example child or dog's name, date of birth, telephone numbers, etc.), a good criminal could work it out very quickly. Select a combination of capital letters, lower case, numbers and symbols such as i Bjr7!hT

If you must write it down, don't leave your password on a sticky note attached to the computer.

Don't store it in your mobile phone.

## Internet transactions

Always check your bank account transactions and balances and report any discrepancies immediately to your financial institution

Don't automatically 'click' boxes before reading the contents of any statement or agreement.

Consider the use of a third party to hold payment in trust until you receive an item purchased via an online auction site such as PayPal

## At home

Beware of children who may turn off firewalls and virus protection when playing games online or downloading music, as this makes it quicker and easier to access your computer. Beware of children accessing adult sites, chat rooms or email from dubious sources. Ensure your computer is set up to prevent access to these types of websites. Keep your computer in the family room so that you can monitor its use.

Avoid opening unsolicited emails (they may contain viruses). Delete them immediately and do not respond.

Do not automatically divulge personal information to anyone who has solicited contact with you, without checking their credentials.

## IMPORTANT

Keeping original, offensive, menacing or harassing e-mails can help the police track down the offender.

## FOR FURTHER INFORMATION & ASSISTANCE

### Australian Competition & Consumer Commission (ACCC)

Phone 1300 302 502 or [www.accc.gov.au](http://www.accc.gov.au)

### SCAMwatch

Phone 1300 795 995 or [www.scamwatch.gov.au](http://www.scamwatch.gov.au)

### Victoria Police

Phone 9865 2470 or [www.police.vic.gov.au](http://www.police.vic.gov.au)

# SCAMS & DOOR-TO-DOOR SALES

## WHAT ARE SCAMS?

Scams are designed to trick you into giving away your money or your personal details. Scams come to you in many forms;

- by mail, email, telephone, over the internet and door-to-door. There are several methods scammers use to steal your money or personal details.

## SCAMS TARGET YOU – PROTECT YOURSELF

REMEMBER: if it sounds too good to be true, it is probably a scam. Most scams need you to do something before they can work, like providing your personal information or sending money... DON'T RESPOND.

### Great promises

Scammers try to suck you in by promising things like great prizes, true love or easy money. Before scammers deliver anything, they will ask you to send money or give them your bank account, credit card numbers or other personal details. They never deliver what you expect and always rip you off.

### Requests for your personal details

Scammers pretend to be legitimate banks or businesses. They approach you out of the blue with leaflets, letters, emails, websites or phone calls with requests that seem like the real thing. They will give a reason as to why you need to provide them with your personal details, like your credit card/bank account number and/or passwords etc. Genuine organisations don't usually make such unsolicited requests. If you provide your personal details they could steal your money and your identity could be stolen.

## WHY DO SCAMS WORK?

A scam succeeds because it looks like the real thing. Scammers are manipulative – they exploit your desires and vulnerabilities to produce the response they want. Don't let scammers steal your money and personal details- protect yourself.

## SCAMS TARGET EVERYONE

### Protect Yourself

There are no guaranteed get-rich-quick schemes – the only people who get rich are the scammers.

- DON'T respond to offers, deals or requests for your details. Stop and take time to independently check the offer.
- DON'T rely on glowing testimonials: find solid evidence from independent sources (not those provided with the offer).
- ALWAYS type in the address of a website of a bank, business or authority on the internet rather than opening a link as it's safer.
- ALWAYS look up phone numbers in an independent directory, when you wish to check if a request or offer is genuine.
- NEVER click on a link provided in an unsolicited email as it will probably lead to a fake website designed to trap you.
- NEVER use phone numbers provided with unsolicited requests or offers as they probably connect you to fakes who will try to trap you with lies.
- NEVER respond to out of the blue requests for your personal details.

- NEVER send money or give credit card, account or other personal details to anyone who makes unsolicited offers or requests for information.

### Facts about scams

Scammers are criminals. They act illegally and can contact you from anywhere in the world.

Fake websites can easily be set up to look like the real thing, including bank and/or government logos.

They wouldn't be telling their secrets to you.

Some scammers target large numbers of people for small amounts of money. It all adds up to a lot if they succeed.

Some scams try to steal your personal information to sell or get more than just your money.

### Dangerous myths about scams

The government vets all companies and businesses; therefore any offers you receive are from legitimate organisations.

All internet sites are real and legitimate.

There are short cuts to wealth that only a few people know.

Scams only involve large amounts of money.

Scams are always about money.

**Fight the scammers and don't respond**

## DOOR TO DOOR SALES

People are often ripped off by fly-by-night tradespeople offering cheap 'today only' deals for work on their homes including painting and roof repairs.

Many of these traders are dodgy – they travel from place to place, using undue pressure to force people to agree to have work done and to hand over cash up front. They often take the money and run, leaving unfinished or shoddy work.

### Can you pick the dodgy door-to-door tradesperson?

NO. You can't just tell by looking at their faces, but there are a few simple signs to look out for. These traders:

- Knock on your door
- Offer very cheap home repair services (such as driveway resurfacing, roof repairs or painting)
- Ask for cash up front
- Put pressure on you to do the work that day
- Have no proof of identity or don't allow customers time to check their credentials
- May offer to drive you to the bank to get the money
- Usually disappear leaving a shoddy, unfinished job

Don't be tempted by unexpected cheap offers. Only use established tradespeople that give written quotes.

# SCAMS & DOOR-TO-DOOR SALES

## Protect yourself

If you are looking to get work done on your home, you should:

1. Shop around and know what you want
2. Ensure that you obtain written quotes, even for minor jobs
3. Don't sign any agreement until you're ready
4. Ask for addresses or contact details of other clients

## Screened tradespeople

There are online directories that provide a list of independently pre-screened tradespeople who you can feel safe letting into your home. All listed tradespeople are required to undergo police checks and finance checks in order to be a member. Alternatively, use a franchise service. Franchisees must undergo police/credit checks with the head office before using their brand name.

## Remember, all door-to-door sales people must:

- Show identification that includes their full name, the name of the business they are representing (if any) and their business or home address.
- Provide written quotes, lists of work to be completed and a 10 day cooling-off period.
- Not demand payment before the end of the cooling-off period.

## Take Action

When a dodgy door-to-door tradesperson calls on you:

- Say no!
- Take down as much information as you can, such as their name and vehicle registration.
- Warn your friends, family and neighbours.
- Report them to **Consumer Affairs Victoria** on **1300 55 81 81**

## DO NOT CALL REGISTER

### Why has the Do Not Call Register been set up?

The **Do Not Call Register** has been set up in response to increasing community concern about the growth in unsolicited telemarketing calls.

### Which numbers can I list on the Do Not Call Register?

You can list your Australian fixed line and mobile numbers on the Do Not Call Register, provided the numbers are used primarily for private or domestic purposes.

### How does the register work?

Under the **Do Not Call Register Act 2006**, telemarketers can check their calling lists against the Do Not Call Register. If a telemarketer calls a number on the Do Not Call Register, they may be in breach of the Act, and may face penalties.

### Will it stop all telemarketing calls?

Registering your telephone number on the Do Not Call Register will not stop all telemarketing calls to your number.

Some organisations operating in the public interest are exempt from prohibition on making telemarketing calls. You can also still receive calls from market researchers.

### When will calls start to reduce?

From the time you register your number it may take up to 30 days for individual telemarketing agencies to recognise your registration and stop calling your number.

## REGISTERING ON THE DO NOT CALL REGISTER IT'S FREE, QUICK AND EASY

### Online

[www.donotcall.com.au](http://www.donotcall.com.au)

### Phone

Register easily by phone on 1300 792 958

### Post

Download a postal application and send it to:

### Do Not Call Register

PO Box 42 North Melbourne VIC 3051

Registration form also available in Italian, Greek, Chinese, Arabic, Vietnamese

## FOR FURTHER INFORMATION & ASSISTANCE

### SCAMwatch

Phone 1300 795 995 or  
[www.scamwatch.gov.au](http://www.scamwatch.gov.au)

### For TTY Service call

1300 303 609

# BURGLARY & THEFT

**Having your home broken into can be a distressing experience. Many people feel violated with the thought of a stranger going through their personal belongings.**

There are however, simple and effective measures you can implement to significantly reduce the incidence of burglary at your home.

To determine how secure your home is, think like a burglar. From the outside of your home, consider how difficult it would be to break in. Carefully observe any items or objects in your yard that could offer assistance to a would-be thief. Are there any tools lying around your yard that could assist in prying open a window, are there any ladders lying beside the shed, or are trees and shrubs concealing windows providing cover for a burglar while they break in?

By implementing the following strategies you may reduce the chances of becoming a victim of crime.

## MAIL BOX

An overflowing mailbox can be a sign that you are away from your house. If you are away, make sure your mailbox is cleared regularly and that you cancel the delivery of your newspaper. The post office can assist by holding or redirecting your mail.

A lock on your letterbox can prevent the theft of your mail. This can reduce the incidence of identity theft and having your personal identity assumed and used by someone else for financial gain.

## RUBBISH

Don't place bills or any documents with personal information on it, in your rubbish bin.

Don't leave boxes from newly purchased goods on the nature strip. Break up large boxes and place them in the recycling bin. Ensure you shred or destroy all personal information on bills and banking statements before placing in the recycle bin.

A rubbish bin left out well after rubbish collection can indicate that you are not home. Ask a trusted neighbour to bring your bin in if you are going away.

## RECYCLING BIN

Identity thieves are known to go through recycling bins to obtain your personal information. Ensure you shred or destroy all personal information documentation before placing them in the recycle bin. Avoid leaving your recycle bin on your front veranda.

## FENCES

Your fence should not provide an opportunity for offenders to hide behind. The fence should allow passers-by and neighbours to see what is happening in your front yard.

Use strong locks on your gates and keep them in good repair. Gate hinges should have capping hinges so they cannot easily be removed.

Ensure your side gates are locked with a quality padlock.

Wheelie bins located near gates can make a good ladder for a thief.

## GARDEN

Trees and shrubs should be trimmed around windows and doors as this provides concealment for burglars when breaking into your home. This also allows passers-by to notice any suspicious behaviour at your home.

Ensure your garden is well maintained to ensure your property looks lived in. Have a trusted friend or neighbour mow your lawn if you are going away on holidays.

## HOUSE NUMBER

Your house number should be clearly visible from the street or road to allow quick identification for emergency services and postal services. You may consider painting your number on the street kerb.

## METER BOX

Ensure your meter box is secured but allows for the meter to be clearly read by the relevant authority. You can lock your meter box as long as you provide a key to the service provider.

## NEIGHBOURS

Get to know your neighbours. Knowing your neighbours is a key element to home safety and security. Report any suspicious behaviour in your neighbourhood to police at the time on Triple Zero (000).

## Neighbourhood Watch

Join your local Neighbourhood Watch by visiting [www.nhw.com.au](http://www.nhw.com.au)

## LIGHTING

Ensure your home is adequately lit. Consider the installation of external sensor lights. Correctly positioned lighting can be a deterrent to potential thieves as it increases the likelihood of being detected. Do not light areas that are concealed as this can assist an offender breaking into your home without the need for a torch!

## ALARMS

A properly maintained and monitored alarm system can be an effective deterrent to offenders. Your alarm should have both visual and audible warning devices and be linked to a reputable monitoring agency. There should also be a battery back-up system to your alarm. Remember to change your battery regularly. If your house is broken into an alarm restricts the amount of time an offender is willing to spend inside your property, which reduces the amount of property they can steal.

## DOORS AND WINDOWS

A security screen door can provide an additional level of security and should comply with Australian Standards.

All external doors should be of solid construction and preferably have a solid core. The door frame should be sturdy and free from rot.

All external locks should be fitted with deadlocks conforming to Australian Standards. Doors and windows should not be deadlocked when you are inside the premises to allow for ease of escape in the event of an emergency however it is a good idea to lock your house when you are outside (for example gardening).

# BURGLARY & THEFT

Locks can be keyed alike to allow you to have a single key for all locks. Do not leave keys hanging visibly on key hooks.

Ensure all doors and windows are locked prior to leaving your house unoccupied. A large percentage of burglaries reported to police indicate that burglars entered through an unlocked door or window.

Sliding patio doors are vulnerable to forced entry and can be lifted from their tracks. Fitting patio bolts to your door will help prevent this method of entry. Windows should be secured with key locks or security grilles. Window frames should be sturdy and wooden frames free from rot.

Your front door should have a door viewer (or peep hole) so that you can identify visitors before opening the door.

## GENERAL SECURITY

Vary your routine – don't have set days when you leave your property, such as a regular day to town or set times when you walk the dog etc.

Strangers and/or strange vehicles should be noted when observed in an area. Write down a description of the person or vehicle including registration number, make, model and colour and keep the note where you can find it again if necessary. If there is an immediate threat call the police on Triple Zero (000).

On farms locate stockyards or loading ramps away from public roads or main entrances to your property. Keep them locked when not in use. Ensure loading ramps are stored out of sight when not in use.

Avoid leaving stock in holding paddocks adjacent to stockyards if the yards are not in sight of the homestead.

Consider using CCTV so you can watch farm animals in sheds or yards from your home. This can be especially useful during lambing or shearing seasons.

When leaving your home leave a battery operated radio on that is tuned in to a talk back station – ensure it is tuned in correctly and don't have it too loud as this makes it obvious you are not at home.

## INTERNAL SECURITY

### Safes

A safe that is well concealed, affixed to the floor or embedded in foundations can save your personal possessions in the event of a burglary. A safe should be used for personal documents, as well as jewellery and other items of value. A safe that is fire resistant gives added protection.

### Marking Property

Property marked with your personal identification is a deterrent for thieves as it is harder for them to sell. It also assists police in recovering your property.

You can mark property such as TVs, DVD players, iPods, mobile phones, CD players and cameras with an engraver or an ultra violet pen. Your local police or Neighbourhood Watch group can assist, or you can purchase inexpensive engravers or U.V. pens, from most hardware stores.

Your property should be marked with your licence number prefixed with a "V" for Victoria.

Farm tools, machinery and equipment should be engraved or stamped in two locations: one clearly visible and the other in a hidden location.

### Bikes

Engraving pushbikes is also very important. Ideally engraving should be done on the bottom of the bike where the pedal joins the frame. Photograph the bike and record the serial number, brand, make, colour wheel size and value on the property inventory form in this kit.

### Photographing property

Property that cannot be marked should be photographed such as jewellery and antiques. Place a ruler beside the item when photographing to give an idea of size.

### Serial numbers

Record the serial, make and model numbers of all items of value. Use the property inventory form in this kit and then secure the form with your valuable documents.

### Keys

Store your keys out of sight and in a safe place. If keys are left on display on a key holder a burglar may take them to provide access to your house at a later time, and may provide the burglar with your car as the getaway vehicle.

### Personal information

Secure all your personal information in a lockable filing cabinet or safe. Your bills contain your account numbers and can be used as proof of identity in certain situations. File your bills securely rather than leaving them displayed on the fridge or noticeboard.

### Dogs

A dog may be a deterrent for burglars. Your dog should be kept secured behind adequate fencing or other restraint and not allowed to roam outside your premises.

### Mobile Phones

Stolen mobile phones may be blocked by your service provider to render the phone useless to others on all Australian networks, even if a new SIM card is used. All mobile phones have an International Mobile Equipment Identity number. The number is located on the phone and also on the box that it came in. You will need to record this number and in the event of your phone being lost or stolen, contact your service provider and quote the International Mobile Equipment Identity number to have the phone blocked.

If your mobile phone is out of service range and you need assistance from **Emergency Services (Police, Fire, Ambulance), dial 112 (from mobile phones only).**

### Going on Holidays

If you are going away for an extended period of time, police strongly advise that you get a friend or relative to house sit. Alternatively there are professional services available and can be located in the phone book or on the internet.

Absence from Residence forms provide police with useful information while you are away and your area can be included in routine police patrols. An Absence from Residence form has been included in this kit. Please take the time to fill in the details and return it to your local police station before you go away on holidays.

# BURGLARY & THEFT

## I HAVE BEEN BROKEN INTO – WHAT NOW?

If you believe someone is still in the house, do not enter and call police on Triple Zero (000). Do not try and apprehend an offender as they may be carrying weapons and they may also be unpredictable. From a safe distance, write down any description of a person or vehicle and notify the police.

If you come home to find that your house has been broken into, Call Triple Zero (000) or ring your local police station to report the matter. DO NOT TOUCH ANYTHING the offender may have touched. Forensic evidence can be easily destroyed, so it is important to keep children and pets out of the way.

The process for police attendance can vary according to the area in which you live. In some areas a crime desk member will attend to take reports, fingerprints, photographs, and collect other forensic evidence. In some cases police in a divisional van will attend to take a report and detectives may attend to look for forensic evidence.

Write a list of items stolen. Police will need the model, serial numbers and the colour of the items. If you notice additional property that was stolen after the police have left, fill in the property form (link is in this kit) and take it to your local police station.

Speak to your neighbours and ask if they saw or heard anything.

You will need to contact your insurance company and request a claim form. Property reported stolen to your insurance company should be the same as the information you provide to police.

## LOCATING STOLEN PROPERTY

Stolen property can sometimes be located through second hand dealers. It is recommended that you check with second hand dealers both in and out of your area, also e-Bay, Gumtree, the Trading Post and the classifieds. If you locate your property please advise the police officer investigating your burglary or the local Criminal Investigation Unit.

Police will notify you if your property has been located, and if an offender has been charged with the offence.

## FOR FURTHER INFORMATION & ASSISTANCE

### Victims of Crime Helpline:

Everyone reacts and deals with being a victim of crime in their own way. If you feel you are not coping and need help, contact a Victim Support Officer on 1800 819 817 or [www.justice.vic.gov.au/victimsofcrime](http://www.justice.vic.gov.au/victimsofcrime)

They can provide over the phone assistance and referrals to useful contact services and agencies.

### Neighbourhood Watch

Neighbourhood watch encourages people to participate in the prevention of crime and to better secure their neighbourhoods. Go to the website and take a virtual tour; on how to conduct a security audit. [www.neighbourhoodwatch.com.au](http://www.neighbourhoodwatch.com.au) and go to the Virtual Tour link.

### Property Inventory Form

A blank audit form is supplied as part of this kit. Photocopy before using the template form

Mark and record as many items as you can regardless of their value

## ABSENCE FROM RESIDENCE

Please copy the below link into your search engine to locate the correct form.

[http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media\\_ID=63451](http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=63451)

### Points to consider:

Are you using a car during your absence?

If Yes to the above, please supply the details of your vehicle: Make: Type Registration Number

Are automatic timers installed in your premises? Are you leaving the lights on in your premises during your absence? Will there be any vehicles at your premises whilst you are away?

If Yes to the above, please supply details of those vehicles:

Make: Type Registration Number

Person to contact in case of an emergency:

First Name Family Name

Name: Address: Telephone Number:

Relationship:

Are you leaving a key to your premises with anyone?

If Yes to the above, please supply the details of that person: Name:

First Name Family Name

Address: Telephone Number:

Have you arranged for someone to feed your pet or attend to household necessities during your absence? (For example; clearing letter box, maintaining lawns, parking their vehicle in your driveway etc.)

If yes to the above, please supply the details of that person:

Name: First Name Family Name Address: Telephone Number:

Is there any further information that may assist police in protecting your property?

# VERTICAL LIVING

Vertical/high density living in Melbourne is increasing at one of the fastest rates of any other city in the world. This style of living brings its own set of security measures. The majority of measures described in "Burglary \$ Theft" apply however the following extra measures should be taken into account. Prior to changing or implementing any changes you must speak to a member of the Owners Corporation for your building as your adding or changing of things may be under the control of the Owners Corporation and other laws, rules and/or regulations, for example a front door peep hole (door viewer) may breach the door's fire rating.

## INTERCOM

Never allow entry to someone you don't know. If they are trying to enter the building under the premise of visiting another resident don't simply take their word for it. Suggest to the person on the intercom to ring the other resident's mobile as you can't let them in. This also applies to fast food and other delivery persons. If you think they are suspicious then inform the building manager or police by ringing Triple Zero (000).

## SECURITY/STORAGE CAGE

Storage cages should be of a sturdy construction with walls which cannot be easily cut through or unfastened. Make sure you use a good quality padlock. Try to put a cover around the cage so that the

contents can't be viewed from outside. A list of property in the cage should be kept and if rare and/or unique consider taking a photograph of the items.

## MOTOR VEHICLES

Motor vehicles which include motorcycles parked within vertical living buildings, even if behind security gate(s) are still susceptible to theft and also thefts of personal property from within the vehicles. Remove personal property from the vehicle and ensure it is locked and motor cycles should be secured to anchor points with good quality locks. Consider installing an audible alarm to your vehicle to draw attention to the offending.

## BICYCLES

Bicycles, like motor vehicles in vertical living buildings are susceptible to theft. Lock your bicycle with a good quality lock to properly installed bicycle parking infrastructure. Bicycles should have the owner's drivers licence number engraved on the frame preceded by the initials of the licence state. Either record or take photographs of the bicycle and its serial number (located on the bottom of the frame underneath the pedal crank), so that you can use the information to report the loss of your bicycle to police. Your bicycle should be insured against theft and damage either as part of your home contents policy or through a specific bicycle insurance policy.

## CLOSED CIRCUIT TELEVISION (CCTV)

A correctly installed and maintained CCTV system will increase the likelihood of police identifying offenders and aid in the successful prosecution of offenders in court. The system should be strategically located to assist police with the identification of a person's face and/or clothing at key points such as entries/exits and to also monitor the person inside the premise to see where they may have left fingerprints. A document with recommendations for CCTV systems is located at:

<http://www.anzpaa.org.au/corporate-news-and-publications/anzpaa-publications>.

## ABSENCE FROM RESIDENCE

Leave a copy with your local police and the building manager so that you and/or your authorised representative can be contacted in case of an incident or suspicious behaviour at your residence.

## ENTERING AND LEAVING THE BUILDING AND GARAGE

Be aware of your surroundings and check if there is anyone "tailgating" as you enter the building or the car park. If there is an automatic gate closure then watch the gate until it closes to make sure no unauthorised person is entering after you. These precautions also apply when you are entering or leaving the building via the foyer. If you do not know the person and you are confident to speak them simply ask, "Are you new here?" You will generally know by the response or lack of response whether they should be in the premises. If you have any doubts it should be reported to the building manager or police via Triple Zero (000).

## MAIL BOX

The mail box area should be located in an internal secure area with either key, swipe or fob access. The mail boxes should be designed so people are not able to remove mail from within by reaching in through the mail slot on the front. Always make sure you have a good quality padlock on your mailbox if it is not fitted with a lock. If possible don't have any banking documents or utility bills sent to you by mail, as they will have your full name and address on them and allow a thief to gain this information. Have the documents sent to you electronically.

# FARM, GARAGE & SHED SECURITY

## FARM SECURITY

You can help to prevent rural crime and your chances of becoming a victim by following some simple steps to protect your property, machinery and livestock:

- Improve farm and household security
- Report suspicious activity
- Clearly mark all equipment and machinery.

### Home and property

- Consider security when erecting new buildings, sheds and stockyards
- Wherever possible, construct storage facilities within sight of the house
- Install vandal resistant lighting around buildings where possible
- Inform trusted neighbours when you are away from your property for any length of time.

### Farm machinery & equipment

- Ensure all firearms are securely stored in approved receptacles with ammunition, bolts and magazines kept separately
- Make a detailed inventory of your machinery and equipment – include make, serial numbers and identifying features with photographs
- Engrave or mark your equipment
- Never leave keys to vehicles or machinery in the ignition or close by

- Make sure it is left in view of the house (avoid leaving it where it can be seen from an access road)
- Ensure chemicals and fertilisers are stored in their original container and safely secured
- Keep invoices and receipts.

### FARM SHED INFORMATION

Store farm chemicals and fertilisers in a separate locked storage area.

Maintain an inventory of chemicals that includes the full product name, description of container, formulation type, batch number, manufacturer's name, expiry dates and keep invoices and receipts.

To reduce potential loss, stored chemicals and fuel should be kept to a minimum.

Post warning signs on or near storage facilities containing farm chemicals.

### TIPS TO KEEP YOUR LIVESTOCK AND STOCKYARD SAFE

#### Livestock

- Ensure all stock are identified at an early age (NLIS, ear tags, microchips)
- Consider photographing and videoing your livestock regularly to assist with identification. Records should include all births, deaths and identification numbers of livestock
- Keep receipts / records of any purchase as proof of ownership

- Keep track of any agisted stock and their markings
- Check stock numbers regularly, especially those out of view from the homestead
- Ensure your fencing is secure and external gates have locks

### Stockyards

- Secure loading ramps and stockyards at remote locations, to prevent unauthorised use
- Where possible, build permanent and portable stockyards in view of homesteads.

### GARAGE & SHED SECURITY

- Keep sheds and garages locked at all times.
- Keep all tools locked in sheds and garages so that they can't be used to break into your house, vehicle or shed.
- Mark all your tools with V and then your driver licence number.
- Write down the serial and model numbers of all your tools and equipment on the Property Identification Form in this kit.
- Keep photographs of your tools and any identifying features in case you need to prove ownership at a later date.

- Do not advertise the fact that you have a new purchase by leaving the box out on the nature strip for collection. Break the box up and place it in the recycling bin.
- Use quality locks, padlocks and /or chains.

### WHAT TO DO IF YOUR SHED OR GARAGE HAS BEEN BROKEN INTO

Contact your local police station and they will take reports and where possible send a police officer to look for forensic evidence. It is important not to disturb the scene unless a police officer has given you the all clear.

#### Police will want to know;

- When or between when did the offence happen?
- How did they get in?
- What did they take including model and serial numbers, colours and approximate value of items?

Construct sheds from strong materials with heavy duty rollers or metal gates at entrances. Use quality locks and padlocks.

Consider security when designing and erecting new sheds on a property. Consider placing sheds in sight of the farm house.

#### ITEMS TO CONSIDER RECORDING:

Lawn mower - Brush cutter – Drill - Chain Saw – Specialised tools – Vehicle trailers.

**Generally there are two types of car thieves, the opportunist and the professional. Professional car thieves steal cars for money, are usually organised and work in teams. A car stolen by a professional will generally be given a new identity and re sold. A car stolen by an opportunist will usually be taken as a means of transport or to be used to break another law. These cars are usually recovered, but in a damaged state.**

## HOW TO PREVENT YOUR VEHICLE FROM BEING STOLEN

Install an anti-theft device such as an immobiliser, visible locking device, ignition shield or battery isolator.

Immobilisers protect your car by temporarily interrupting the power supply to two of the three systems – the fuel pump, starter motor or ignition – required to start the vehicle. The engine will not start unless the immobiliser receives the correct electronic code from its deactivating device.

There are many different types:

1. an electric coded jack plug
2. coded touch key
3. coded transponder tag
4. remote transmitter device

All provide the same level of protection so you need to find the one that best suits you. Consult an installer for advice.

## FURTHER TIPS

### LOCK IT BEFORE YOU LEAVE IT!

- Park your vehicle off the street, preferably in your driveway, garage or a staffed car park
- If parking your vehicle in the street find a well-lit area and do not leave any valuables in the car that can be seen. What you think is worthless maybe worth enough for a thief to break into your vehicle
- Do not leave your keys in the ignition
- Lock your car when paying for fuel
- Close all windows and lock vehicle before leaving it
- Don't leave valuables inside the vehicle. If there is no other option, lock them in the boot preferably before you get to your destination or take them with you
- Wipe away suction marks left by your GPS
- Don't leave paperwork in the vehicle that can identify where you live as the thief could work out you are not at home. Personal information could also be used to steal your identity
- Write your licence number on your

key tag, not your personal address or registration number

- Don't hide spare car keys anywhere in the vehicle.

## WHAT TO DO IF YOUR VEHICLE IS STOLEN

Contact the police straight away

We will ask numerous questions including "What is the registration number" and "Where was it stolen from?"

The following are some of the details we will require:

Registration number	State registered
Vehicle make	Vehicle type
Model	Body type
Year of make	Colour
Engine number	Vin/Chassis number
Radio fitted	Anti-theft device
LPG fitted	Upholstery colour
Auto/manual	Insurance company

If your stolen vehicle is located in an unsafe or dangerous location or the vehicle requires further forensic analysis, the police may require your vehicle to be towed to another location. When you report the theft of your vehicle, the police will seek your permission to have the vehicle towed. You can decline, however most insurance companies will cover this cost.

Make sure you also contact your insurance company as soon as you can after you have reported it stolen.

When you report your car stolen to police, they will immediately put a notation on the computer. When your vehicle is checked for any reason, the police officer will know it is a stolen vehicle.

Once your vehicle has been located and you have collected it, you must immediately attend at the nearest police station and notify the police that you have collected your vehicle. Your vehicle will then be taken off the computer as a stolen vehicle. You can then also report any items that have been stolen from inside the vehicle. You should bring some form of identification with you to verify that you are the owner of the vehicle.

## Number plate security

Stolen number plates are used by criminals to put on other cars to commit further offences such as the theft of petrol and burglaries.

To help stop your number plate being stolen, you can replace screws on each plate with a one way screw.

Screws can be screwed in normally but requires a special tool to be removed. These screws are available from hardware and automotive stores.

Local Neighbourhood Watch and community groups regularly organise Safe Plate Days at community locations where

# VEHICLE SAFETY

police and volunteers attend and put a safe screw on each number plate replacing the original screw.

## FUEL TANK SECURITY

The theft of fuel is one of the most common types of theft on farms. To help prevent fuel theft from your property;

- Close and lock the valves on all on-ground and overhead tanks when not in use.
- Turn off power to pumps.
- Keep track of fuel purchases. Dip your tanks daily and monitor your fuel usage so that you know if there is an unexplained loss of fuel.
- Install a flow metre to supervise fuel use.
- Keep a book at the tank for each user to record fuel usage for various vehicles and machinery.
- If possible fence the area around the fuel tanks. Consider locating the tanks close to an outbuilding in which tools and other valuable equipment are stored, and then erecting a security fence around the entire area.
- Gates should also be locked with good quality padlocks and chains.
- Security lights if properly installed can provide excellent low cost security for fuel tanks located within the farm house and yard area. Lights should illuminate the wider area between the house and tanks. Avoid placing lights directly shining on the tank or the house as this provides a blinding effect and makes observation of the tanks difficult. Sensor lights are recommended as they only illuminate with the presence of physical movement.
- Keep the area around the pumps and tanks clear of equipment and other obstructions – don't give thieves cover.
- The best location for tanks is underground, where they are less visible and more difficult to steal from.

## FOR FURTHER INFORMATION & ASSISTANCE

### The Institute for Rural Futures

Phone 02 6773 2220 or  
[www.ruralfutures.une.edu.au](http://www.ruralfutures.une.edu.au)

### Car Safe

Phone 1300 668 410 or  
[www.carsafe.com.au](http://www.carsafe.com.au)

### Hoon Hotline

To play an active role in road safety,  
report hoon activity on 1800 333 000  
or  
[www.police.vic.gov.au](http://www.police.vic.gov.au)

# NEIGHBOURHOOD DISPUTES

## UNREASONABLE NOISE

**The following are guidelines to noises that can be made at specific times. However police will look at the circumstances surrounding the noise and use discretion when enforcing laws in regard to noise.**

Even after looking at the chart below **if the noise is unreasonable this could be an offence at any time of the day or night depending on the circumstances.**

In order for communities to get on well together there needs to be a bit of consideration from all parties.

If police believe that an offence of unreasonable noise is coming from residential premises, they may direct the suspected person or the person in charge of the premises to take any action necessary to abate the noise. This direction is in force for 12 hours.

## DISPUTE SETTLEMENT CENTRE OF VICTORIA (DSCV)

The Dispute Settlement Centre of Victoria is a free, informal, impartial and confidential mediation service to assist people in resolving disputes as an alternative to legal action. They have offices throughout Victoria.

Mediation can help people reach their own agreements in a co-operative way. Parties have control over their dispute and take responsibility for the outcome.

Mediators are trained and can help you to:

- present your views
- understand the views of others
- clarify issues of concern
- consider solutions
- reach a mutually acceptable and workable agreement.

They can help if your problem involves:

- people who are living next door to each other
- people who are living in the same neighbourhood
- people who are working together
- people who are sharing the same house
- people who belong to the same club or organisation
- people who are having a relevant civil dispute.

Mediation is voluntary and can happen if everyone agrees to attend and it is confidential. Mediators listen to all sides of the problem but they cannot make a decision as to who is right or wrong.

- They assist you to identify all the issues.
- Each issue is discussed.
- You are asked to talk face to face with the other person/s.
- The mediators will assist you to communicate positively.
- You will discuss the effects the dispute has had on each of you.
- Mediators see each of you privately.

- You discuss possible options for the future.
- You will be assisted to negotiate a solution.
- What you agree on is written down but is not legally binding.

## ILLEGAL TRESPASSERS AND SHOOTERS ON FARMS

Shooters who are known to a property owner, and show respect for the infrastructure, crops and livestock may be welcomed by the property owner, particularly where vermin need to be controlled. However, many farmers have experienced difficulty with a number of shooters trespassing illegally on their property looking to shoot vermin.

### PREVENTION

- Place "No Trespassing" and "Private Property" signs at entry points from roads and highways, including the main entrance to your home, access roads to paddocks and areas along boundary fences.
- Put up warning signs letting potential thieves and trespassers know there are watch dogs, alarms and all property has identification marks.
- Digging drainage ditches that make it difficult for vehicles to enter your land.
- On long weekends, or times you might expect illegal trespassers, choose that time to bait foxes etc.
- Put bait warning signs along your boundary fences. This will deter illegal

shooters who travel with dogs.

- Keep all access gates chained and locked using good quality padlocks.
- Ask shooters who request access to your property for a reference from a farmer in the district. Insist that they do not bring dogs onto your property.
- Use shooters from reputable Shooters Associations.
- If you observe trespassers on your property, record as much information as possible and report it to police. Information should include vehicle make, model and registration number.
- If you meet trespassers face to face, advise them they are on private property and ask them to leave. It is unwise to get into an altercation as they are often carrying knives and guns and have vicious dogs. Gather as much information as possible about them and contact the police.

## FOR FURTHER INFORMATION & ASSISTANCE

### Dispute Settlement Centre of Victoria

Phone 1300 372 888  
[www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

### The Institute for Rural Futures

Phone 02 6773 2220  
[www.ruralfutures.une.edu.au](http://www.ruralfutures.une.edu.au)

**Victoria Police Party Safe provides information to help minimise the risk of having intoxicated guests or gate crashers ruining your party. Registering your party with the police will provide them with the information they need to know if they are called to your party to deal with a disturbance.**

A Victoria Police Party Safe kit provides information on how to host a party that is safe and enjoyable for your guests.

Registering your party at your local police station will assist police in their patrols of the area. You can go to the Victoria Police website [www.police.vic.gov.au](http://www.police.vic.gov.au) and find out more about Victoria Police Party Safe online.

## MEDICAL EMERGENCY

It is recommended that you have a medical

emergency plan in case someone becomes injured or ill at your party. Make sure they receive first aid and if required call **Triple Zero (000)** to get immediate attention.

Depending on the situation you may need to assist with first aid so listen to the instructions from the **Triple Zero (000)** operator. If possible find out before the party if anyone is first aid qualified or do one of the many first aid courses available prior to the party.

## STANDARD DRINKS

Alcoholic drink containers state the number of standard drinks in the container. Be aware that everyone reacts differently to alcohol and the same person can even have different reactions to the same amount of alcohol they have consumed depending on the circumstances.

- **Healthy adults** should have no more than 2 standard drinks a day on

average and no more than 4 drinks on **any one occasion**. Include one or two alcohol-free days per week.

- **Children and young people under 18 years of age;**

Not drinking alcohol is the safest option.

## STANDARD DRINK GUIDE 1

### Full strength beer 4.8% alc. vol

285 ml glass - 1.1 standard drinks

375 ml bottle or can - 1.4 standard drinks

425 ml glass - 1.6 standard drinks

24 x 375 ml case - 34 standard drinks

### Low strength beer 2.7% alc. vol

285 ml glass - 0.6 standard drinks

375 ml bottle or can - 0.8 standard drinks

425 ml glass - 0.9 standard drinks

24 x 375 ml case - 19 standard drinks

### Red wine 13% alc. vol

100 ml standard serve - 1 standard drink

150 ml average restaurant serving - 1.5 standard drinks

750 ml bottle - 7.7 standard drinks

2 litre cask - 21 standard drinks

4 litre cask - 41 standard drinks

### White wine 11.5% alc. vol

100 ml standard serve - 0.9 standard drink

150 ml average restaurant serving - 1.4 standard drinks

750 ml bottle - 6.8 standard drinks

2 litre cask - 18 standard drinks

4 litre cask - 36 standard drinks

## FOR FURTHER INFORMATION & ASSISTANCE

### Police/Fire/Ambulance

Triple Zero (000)

### Poisons Information Centre

Phone 13 11 26 or [www.austin.org.au/poisons](http://www.austin.org.au/poisons)

### Nurse On Call

Phone 1300 60 60 24 or  
[www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

### Alcohol and Drug Counselling

Phone 1800 888 236 or  
[www.counsellingonline.org.au](http://www.counsellingonline.org.au)

### Kids Helpline

Phone 1800 55 1800 or [www.kidshelp.com.au](http://www.kidshelp.com.au)

### Taxi 13CABS (2227)

### Australian Alcohol Guidelines

[www.alcohol.gov.au](http://www.alcohol.gov.au)

### Suicide Helpline

Phone 1300 651 251 or  
[www.suicideline.org.au](http://www.suicideline.org.au)

### Alcoholics Anonymous

Phone 9429 1833 or [www.aa.org.au](http://www.aa.org.au)

### Centre Against Sexual Assault (CASA)

Phone 1800 806 292 [www.casa.org.au](http://www.casa.org.au)

### Victoria Police Partysafe

[www.police.vic.gov.au](http://www.police.vic.gov.au)

### Quit Smoking

Phone 131 848 or [www.quit.org.au](http://www.quit.org.au)

### Youth Support and Advocacy

Phone 1800 014 446 or [www.ysas.org.au](http://www.ysas.org.au)

### Lifeline

Phone 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

## GRAFFITI MANAGEMENT AND REMOVAL

### Graffiti and the Law

Graffiti without permission is illegal and classified as a criminal offence, (Graffiti Prevention Act 2007). If you see someone doing graffiti, you should call the police on Triple Zero (000).

### Types of graffiti

There are a number of different types of graffiti; tagging, stencilling, political or social comment and graffiti art. In the eyes of the law, all forms of graffiti are illegal unless consent is given by the property owner and the graffiti is not offensive.

### Preventing graffiti

The following advice has been proven to assist in the deterrence and prevention of graffiti.

- Plant vegetation along a wall, to break up a potential canvas and make it less accessible.
- Use textured or rough surfaces that make it difficult to apply graffiti.
- Keep your property well maintained.

### Removing graffiti

Surfaces, such as wood, metal or concrete that have a protective topcoat are easier to clean because graffiti doesn't seep below the surface.

- Use a common solvent or citrus oil based product

Some councils provide clean up kits for residents. Contact your local council to see what is provided for removal of graffiti.

### Painting over graffiti

- Aim for the closest match possible to the original paint or surface finish.
- Paint over graffiti as soon as possible as this minimises the exposure time for the offender.

Painting out tags immediately is a very effective deterrent and sends out a clear message that graffiti will not be tolerated.

**The quick removal of graffiti has proven to be effective in discouraging further attacks. Graffiti offenders want their graffiti seen, so quick removal lessens the impact. If graffiti is not removed from a location more graffiti tends to occur.**

Call Triple Zero (000) for immediate police attendance. If you see someone in the act of vandalising property or marking graffiti, do not approach the person. Be aware of your own safety.

If your property is damaged by a criminal act you can report it to your local police by phone or in person.