



**SOUTH AUSTRALIA POLICE**  
KEEPING SA SAFE

**PREVENTING  
CRIME**

**PERSONAL SAFETY**



Government  
of South Australia

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# PREVENTING CRIME



South Australia Police (SAPOL) is committed to working in partnership with the community to prevent crime and reduce the fear of crime to ensure that South Australia is a safe place to live, visit and do business.

In the interest of keeping SA safe, we encourage you to read this book and share the information with your family, friends and neighbours.

We hope that you find the enclosed information useful when you are out and about and that it will assist you in feeling and being safer.

For further assistance please contact your local police station or visit [www.police.sa.gov.au](http://www.police.sa.gov.au)

## OUT AND ABOUT

- Let someone know where you are going and the time you will return.
- Be alert, walk confidently and keep to well-lit and populated areas.
- Walk against the flow of traffic and, if possible, walk with another person.
- Do not spontaneously hitchhike or accept a ride from a random person.
- If using a mobile phone app to engage the services of a Regulated Public Passenger Vehicle (PV)/rideshare scheme, ensure the make, colour and registration of the vehicle and driver's name/appearance match that with the information you were provided when making a booking online.
- Be aware of your surroundings and know your location at all times.
- Be aware of your increased vulnerability when wearing headphones. Only use one earphone so that you can still hear your surroundings.
- Carry a personal safety alarm or mobile phone.
- Be wary if someone in a car stops and asks you for directions. Keep a safe distance from the car.
- If you feel unsafe, head for a well-populated area.
- When meeting someone new for the first time, ensure it is in a populated public place.
- Trust your instincts; if you feel unsafe move immediately and be prepared to call for help.



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## PERSONAL PROPERTY

- Don't carry large amounts of money. Never display how much money you have in your wallet or purse.
- Keep your bag, wallet and mobile phone where you can see them at all times.
- Don't leave your bag, wallet or mobile phone unattended in outdoor dining areas. Always keep your bag closed and secured.
- Carry your bag securely on the side furthest from the road. Never let the strap hang loosely. Shoulder strapped bags should be worn across your body.
- Don't leave your handbag unattended in your shopping trolley. Consider using the child safety harness to help secure your handbag to the trolley.
- If using a wheelchair or mobility scooter, consider strapping your handbags/bags securely in the basket (particularly if the basket on your chair/scooter is behind your seat).
- Secure your bag in your car before loading or unloading your shopping.
- If someone attempts to grab your bag, it is best to let go, to avoid injury.
- Do not store large amounts of money at home. Do not verbally advertise what money you do store at home either.

## ATM BANKING

- Do not use ATMs in isolated or dark locations.
- Do not let anyone see you enter your Personal Identification Number (PIN).
- Memorise your PIN. Do not write it down.
- Be aware of people standing too close to you at an ATM. If you feel unsafe and have already keyed in your details, press the CANCEL key and remove your card.
- Avoid withdrawing large amounts of money.
- Ensure you remove any receipts from the ATM.
- Place your money in your wallet or purse before walking away from the ATM.
- Don't count your money out loud.
- If you lose your card, report it immediately to your financial institution.



## CELEBRATIONS

- Organise safe transport to and from the venue before going out.
- If you are driving, do not drink. If going with friends, nominate a designated driver.
- Don't get into a vehicle if you suspect the driver has been excessively drinking or has taken drugs. Trust your gut!
- Be aware of your surroundings, particularly if in a new place.
- Stay with your friends and look after each other.
- Set a drinking limit for yourself and stick to it.
- Eat before and while you are drinking.
- Have a water or soft drink between alcoholic drinks.
- Say "NO" when you have had enough to drink and don't let others top-up your drink.
- Also say "NO" to offers of drinks from unknown people. Purchase your own drinks.
- Keep a count of how many drinks you consume – know your limits.
- Never leave your drink unattended.
- Avoid going in 'rounds' with people.
- Do not walk home alone if possible; walk with a friend.
- Don't accept a ride from a random person.
- Have taxi phone numbers pre-programmed into your mobile phone.
- If using a mobile phone app to engage the services of a Regulated Public Passenger Vehicle (PV)/rideshare scheme, ensure the make, colour and registration of the vehicle and driver's name/appearance match that with the information you were provided when making a booking online.



# PREVENTING CRIME



## ALCOHOL AND DRUGS

Alcohol and other drug problems affect many South Australians and have both personal and social impacts across the community. They affect relationships, families, work life and can have health, economic and criminal justice consequences.

There is a wide range of services available in South Australia for people who experience problems with alcohol and other drugs, which means there are many options for people with differing needs and treatment preferences. Many of these services are free and can be easily accessed online or by phone.

This is just a short list of (many) services options available to the community.



### KNOW YOUR OPTIONS

Is an excellent online site for people who experience problems with alcohol and other drugs. The site aids to direct you, your friend, family member, patient or client to a service that is appropriate/recommended for your/their problem.  
Web: [www.knowyouroptions.sa.gov.au](http://www.knowyouroptions.sa.gov.au)

### ALCOHOL AND DRUG INFORMATION SERVICE (ADIS)

ADIS is a confidential telephone counselling information and referral service for the general public, concerned family and friends, students and health professionals.

Web: [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

SA callers phone: 1300 131 340

(8.30am – 10.00pm, seven days a week)

Interstate callers phone: (08) 7087 1743

(8.30am – 10.00pm, seven days a week)

### MENTAL HEALTH TRIAGE SERVICE

The Mental Health Triage Service is the main point of access into mental health services. Mental health clinicians can provide advice and information in a mental health emergency or crisis situation and will assess and refer a person in need to acute response teams where appropriate.

Web: [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

Phone: 13 14 65

(24 hours, seven days a week)

## COMMUNITY ASSISTANCE

### KIDS HELPLINE

Kids Helpline is Australia's only free, private and confidential 24/7 telephone and online counselling service for young people aged five to 25.

Web: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

Phone: 1800 551 800

### BEYOND BLUE

Beyond Blue provides 24/7 telephone support and information on anxiety, depression and suicide.

Their aim is to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Web: [www.beyondblue.org.au](http://www.beyondblue.org.au)

Phone: 1300 224 636

### SUICIDE CALL BACK SERVICE

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

Web: [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

Phone: 1300 659 467

### LIFELINE

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24/7 crisis support and suicide prevention services.

Web: [www.lifeline.org.au](http://www.lifeline.org.au)

Phone: 13 11 44

### HEALTH DIRECT AUSTRALIA

Health Direct is a government funded 24/7 service, providing quality, approved health information and advice.

Web: [www.healthdirect.gov.au](http://www.healthdirect.gov.au)

Phone: 1800 022 222



Help for you, or  
someone you know,  
is just a phone call  
away.

## PUBLIC TRANSPORT

- Become familiar with your regular transport timetable and consider downloading a timetable app onto your smart phone for your transport provider to get live updates.
- Check timetables to limit waiting periods at transport stops.
- Stand in well-lit areas near other people.
- Where possible sit with other passengers or close to the driver.
- Always keep a firm hold on your personal belongings and remember to take them with you when you exit the bus/train/taxi, etc.
- If you are travelling alone at night, arrange to be met or collected at your stop.
- If the behaviour of someone is offensive or illegal, tell the driver or security guard on board your bus, train/tram, etc. and ask them to contact the police.
- When travelling in a taxi, take note of the driver's ID number that should be displayed on the front dash of the vehicle.
- Where possible, book a taxi over the phone as the driver's details will be recorded with the taxi company.
- If using a mobile phone app to engage the services of a Regulated Public Passenger Vehicle (PV)/rideshare scheme, ensure the make, colour and registration of the vehicle and driver's name/appearance match that with the information you were provided when making a booking online.
- Consider sitting in the rear seat of the taxi/PV.
- Be conscious of your surroundings. If you are concerned with the route being taken to your destination or if something doesn't feel right, ring a friend and tell them where you are and the taxi/PV number.
- If you feel uncomfortable or in fear for your safety, direct the driver to stop, leave the vehicle and seek assistance.
- Decline offers to share a fare with a stranger.



If you are travelling alone at night, arrange to be met or collected at your stop.

## DRIVING

- At night, park your car in a well-lit area.
- Have your keys or remote entry ready before approaching your car.
- If you are concerned about your safety when returning to your car, ask a friend, staff member or security to walk with you.
- When getting into your vehicle, lock your doors immediately.
- Keep your car windows up and doors locked.
- Avoid placing bags and wallets on the passenger seat where they could be easily grabbed.
- Do not respond to aggressive behaviour from other drivers. Avoid eye contact and concentrate on the road.
- Never pick up hitchhikers.
- Be aware of your surroundings.
- If you think you are being followed, drive to a populated area, e.g. service/petrol station or fast food outlet as they will have CCTV. Don't drive to your home address.
- Make sure you have enough fuel to reach your destination and your car is serviced regularly to avoid breakdowns.
- Know the colour, make, model of your vehicle and its registration number.
- If your car should break down in an isolated area:
  - activate the hazard lights
  - sit inside the car with the windows rolled up, the doors locked and call for assistance
  - call someone you trust to advise them of your situation/whereabouts
  - never go with strangers
  - stay with your car until the assistance you organised arrives.



## ONLINE SAFETY

- Avoid using maiden names and pets' names as passwords.
- Always know who you are communicating with and where your information is going when online.
- Avoid or limit giving personal details or business information over the internet, unless it is a secure site.
- Don't give your credit card details online unless you are sure it is a secured site.
- Do not click on unsolicited links.
- Supervise and monitor internet use and regularly check your internet history if you have children. An informative website for parents/guardians/caretakers to keep up to date with the latest/popular sites youth may use is: [www.thinkuknow.org.au](http://www.thinkuknow.org.au)
- Don't click the links from emails to financial institutions. These links may be to an insecure site. Type the web address directly into the search engine and enter through the secured site.
- Check the call/email is legitimate by contacting the company via a known true source (white pages etc.).
- Passwords. The longer it is, the stronger it is. Use a combination of letters, numbers and characters, and change it on a regular basis.
- Use Two Factor Authentication (2FA) where possible.
- Install security / anti-virus software and update regularly.
- If you think you may have been a victim of an incident, report it immediately by visiting [www.cyber.gov.au/report](http://www.cyber.gov.au/report) You should also consider contacting your bank if you shared information or someone has accessed your account without permission. Find out how to recover when things go wrong on the Stay Smart Online website [www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)

For more information on how to protect yourself online from hacking scams, online shopping scams, identity theft, attacks on computer systems and illegal or prohibited online content, etc. visit the South Australia Police website [www.police.sa.gov.au/scams](http://www.police.sa.gov.au/scams)

Two other useful sites are the Australian Cyber Security Centre's [www.cyber.gov.au](http://www.cyber.gov.au) who provide advice to individuals, small to medium business, big business and critical infrastructure operators on how to stay safe online and links to relevant reporting portals; and [www.scamwatch.gov.au](http://www.scamwatch.gov.au) which offers information about current trends and advice about scams affecting everyday Australians.

Do not click on links  
in unsolicited, or  
suspicious emails.





Home Assist aims to improve home safety enabling eligible elderly and disabled people to remain safely in their homes.

## SAPOL HOME ASSIST PROGRAM

The SAPOL Home Assist Program is a Commonwealth Home Support Program (CHSP) funded by the Australian Government. The aim of the program is to improve home security and personal safety of eligible service users to allow them to remain safely in their homes. SAPOL works together with local councils, health services and other agencies to support CHSP service users.

The South Australian Government supports SAPOL to deliver services to people living with a disability and their carer.

This program is only available for people who are CHSP eligible. To meet the criteria you must be:

- 65 years and over; or
- Aboriginal and Torres Strait Islander (50 years and over); or
- under 65 years living with a disability; or
- a carer of people who meet the criteria.

### WHAT SAPOL PROVIDES

- **Free security audits**

A police officer will come and visit you and conduct a free security audit of your home.

You will be provided with a written document highlighting safety and security issues that could be improved. The police officer will also discuss the possibility of having an assessment for a Home Care Package provided by My Aged Care.

Web: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

Phone: 1800 200 422.

- **Free group presentations**

Police will deliver free educative presentations to groups of 15 people or more.

The presentation topics include:

- **Home security and personal safety**

This presentation provides home security and safety tips.

- **Safety for residents in an aged care facility**

This presentation provides security and safety advice for residents in aged care facilities.

- **Safety in the client's home**

This presentation is aimed at carers and volunteers providing Home Assist services to clients in their home.

For further information and to make a booking for a free security audit or a group presentation, please contact the SAPOL Home Assist Coordinator on (08) 7322 3211.

# VICTIM SUPPORT

## VICTIM CONTACT OFFICERS

Victim Contact Officers are police officers who provide support, advice and information to victims of crime. If you require assistance, please telephone your nearest police station.

## VICTIM SUPPORT SERVICE

Victim Support Service is a statewide, independent not-for-profit organisation in South Australia that provides support to people affected by crime and family/domestic abuse and to help people to cope and recover from the effects of crime.

The service provided by Victim Support Service is free and available to any adult in South Australia, whether or not the crime has been reported and regardless of when it happened. They support victims and witnesses by campaigning for their rights and helping to improve their experiences of the criminal justice system.

Their purpose is to provide integrated safety, counselling and justice support services to people impacted by crime and abuse in South Australia.

Phone: 1800 VICTIM (1800 842 846)  
Email: [helpdesk@victimsa.org](mailto:helpdesk@victimsa.org)  
Web: [www.victimsa.org](http://www.victimsa.org)  
33 Franklin Street, ADELAIDE SA 5001

## COMMISSIONER FOR VICTIMS' RIGHTS

The Commissioner is an independent statutory officer who helps victims of crime.

The Commissioner can help victims in their dealings with the criminal justice system, public agencies and public officials. The Commissioner can provide information, advice and support to South Australians who are affected with the physical, emotional and financial impact of crime.

The Commissioner can consult public officials on their treatment of victims of crime and recommend an apology if they have not treated victims properly.

Phone: 8204 9635  
Email: [victimsofcrime.sa.gov.au](mailto:victimsofcrime.sa.gov.au)  
Web: [www.voc.sa.gov.au](http://www.voc.sa.gov.au)



**Government  
of South Australia**

Commissioner for  
Victims' Rights



## 1800RESPECT

1800RESPECT is a national service which support and counsel people impacted by sexual assault, domestic and family violence. They also offer information and provide a referral service to workers or professionals that are dealing with someone who is at risk of experiencing sexual assault, domestic or family violence.

Contact can be made online or by phone 24 hours, seven days a week.

Web: [www.1800respect.org.au](http://www.1800respect.org.au)

Phone: 1800 737 732

Phone: National Relay Service. 1800 555 677

Interpreter: 131 450 (who will assist you in speaking with someone at 1800RESPECT)



## DOMESTIC VIOLENCE DISCLOSURE SCHEME (DVDS)

The DVDS is an early intervention and prevention initiative of SAPOL, the Office of Women and Women's Safety Services SA for members of the community who are feeling unsafe in their relationship (present or past) and who are concerned their current or former partner may have a history of violence. Upon a successful application the 'person at risk' (and support person) will be provided with relevant information about the concerning person's 'police history', allowing the person at risk to make informed decisions about their safety and the future of the relationship.

For more information about the DVDS, or to make an online application visit:

[www.police.sa.gov.au/your-safety/dvds](http://www.police.sa.gov.au/your-safety/dvds)

## SOUTH AUSTRALIAN ELDER ABUSE PREVENTION

The SA Elder Abuse Prevention Phone Line is a confidential, statewide service that can assist the community if they or someone elderly they know is being abused, mistreated or neglected.

Phone: 1800 372 310

(Monday – Friday, 9am – 5pm)

Web: [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) (Health topics/ Health conditions, prevention and treatment / Stop elder abuse / Elder abuse information and services)

# REPORTING A CRIME

## EMERGENCIES

**Call Triple Zero (000) when there is an emergency.**

For example, any situation where life or injury is threatened, or any event that may cause danger to people or property.

## NON-EMERGENCIES

**Call 131 444 for non-urgent police assistance.**

For example, reporting a crime that has already happened, reporting a missing person or making general police related enquiries.

Report information about criminals and their suspicious activities to Crime Stoppers on 1800 333 000 or at [www.crimestopperssa.com.au](http://www.crimestopperssa.com.au)

If you see something or hear something, say something. You can remain anonymous. Rewards may be available upon the apprehension of an offender, the solving of a crime, or the recovery of stolen property.

## SOUTH AUSTRALIA POLICE WEBSITE

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

The SAPOL website allows you to report a collision (pending the online criteria is met), report lost property and report suspicious activity online, along with a number of other options including locating your local police station (and opening hours) should you want to talk to a police officer face-to-face.

## EMERGENCY+ APP

**[emergencyapp.triplezero.gov.au](http://emergencyapp.triplezero.gov.au)**

The Emergency+ app is a free app developed by Australia's emergency services and their government and industry partners.

The app (once downloaded onto a smartphone) will display the GPS coordinates of the phone's location so the Triple Zero (000) caller can read it out to the emergency operator.

## NATIONAL RELAY SERVICE (NRS) (#106)

NRS is an Australia-wide phone service for people who are deaf, have hearing impairment and/or speech impairment. **106** is the number to type when using this service to contact emergency services. For more information visit the Department of Communications and the Arts at [www.communications.gov.au](http://www.communications.gov.au) or have a trusted friend or family member make enquires by calling 1800 254 649.

## VOIP

Voice over Internet Protocol (VoIP) is a technology that allows telephone calls to be made over broadband internet connections. Some VoIP providers may not provide access to emergency calls, so check with your VoIP provider if you require the emergency call service.

**It is NOT possible to contact emergency services using the Short Message Service (SMS text) on your mobile telephone.**

Call Triple Zero (000)  
in an emergency or  
131 444 for non-urgent  
police assistance.

## NEIGHBOURHOOD WATCH SA

### ABOUT US

Neighbourhood Watch SA is all about local people, in your local neighbourhood coming together with South Australia Police to create a safe and connected community.

By bringing neighbours and police together, we can help to solve local issues, raise awareness about improved safety and prevent crime.

The uniqueness of NHW is that every group has its own focus, its own priorities and its own needs, that can be addressed by residents who live there.

### WANT TO JOIN? GET INVOLVED!

Becoming a NHW volunteer enables you to develop closer links to your neighbourhood and have a say in the direction of your community. You could become part of the solution for any local concerns or issues by working collaboratively with police.

Joining NHW is also a good way to improve your self-esteem and social connections, by making a positive contribution to your neighbourhood while networking with people in your community.

It can also be a valuable opportunity to develop your skills, and is a great thing to add to your CV.

To show support for NHW consider placing a Neighbourhood Watch SA sticker on the side of your council bins to deter opportunistic crime. The stickers can also be used as a reminder for passing drivers and pedestrians to call 131 444 to report suspicious behaviour they may see.

Visit [www.police.sa.gov.au/nhw](http://www.police.sa.gov.au/nhw) and use our postcode locator to find your local group, or contact the NHW State Coordinator at [SAPOL.NeighbourhoodWatch@police.sa.gov.au](mailto:SAPOL.NeighbourhoodWatch@police.sa.gov.au) for more information or to request a free bin sticker.

Keep up to date with what's happening in your neighbourhood by liking and following **NeighbourhoodWatchSA** on Facebook and subscribing to the NHW News mailing list on the NHW website.





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