



## HOME SECURITY

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### NUISANCE PHONE CALLS

Nuisance, menacing, harassing or unwelcome phone calls are covered by Commonwealth legislation. In summary; if a person uses a 'carrier service' (phone) in a way that a reasonable person would regard as being 'menacing, harassing or offensive', they commit an offence.

Nuisance calls are often associated with phone scams, so be alert to these if you answer an unknown caller.

If you receive nuisance or harassing phone calls:

- Subscribe to the 'Do Not Call Register' at [www.donotcall.gov.au](http://www.donotcall.gov.au) or phone 1300 792 958.
- When signing up for purchases, check the fine print of online forms to see if you're giving telemarketers permission to call you (often a check box you can 'untick').
- Consider setting up message bank or voicemail and letting calls from unidentified or unrecognised numbers go through to this. If a message is left you can choose to return the call, if no message is left monitor the number for repeated calls.
- If you receive repeated calls from an unidentified or unrecognised number and they leave no voicemail, consider blocking the number using the phones 'block number' feature.
- If you do answer a call from an unidentified or unrecognised number be aware of scam call techniques like; they may impersonate high-profile or trusted brands; there may be a sense of urgency or threat in their communications.
- Never provide personal or bank details to anyone who calls you or follow directions to transfer money or provide remote access to a computer. Report any scams to [Scamwatch](http://Scamwatch). Contact your financial institution immediately if you think you've given money to a scammer.
- Do not list your phone number and only give it to trusted friends and family.
- If you are aware of, or suspect where the calls are coming from, you may consider letting these calls go to message bank or voicemail or blocking the number. It may be upsetting to hear these calls, but can assist to obtain evidence for any possible proceedings.

### Reporting Procedures

If you are receiving menacing, harassing or offensive phone calls, keep a record of the calls received and content and report to police on 131 444 or at your local police station.

If you have any questions please contact your local police station or visit [www.police.sa.gov.au](http://www.police.sa.gov.au).

