



SOUTH AUSTRALIA POLICE
KEEPING SA SAFE

PREVENTING
CRIME

NUISANCE PHONE CALLS

Nuisance, menacing, harassing or unwelcome phone calls are included in Commonwealth legislation (Section 474.17 of the Commonwealth Criminal Code). The legislation states; *'A person is guilty of an offence if the person uses a 'carrier service' and does so in a way (whether by the method of use or the content of a communication, or both) that reasonable persons would regard as being, in all the circumstances, menacing, harassing or offensive'*.

If you receive a nuisance or menacing phone call:

- First advise your service provider. Most providers have procedures in place for this type of incident.
- Take your phone off the hook if calls are intermittent.
- Change your telephone number and make it a silent number. Do not list your phone number and only give it to trusted friends and family.
- Screen your calls with an answering machine or subscribe to 'caller ID' or 'call number display' to identify who is calling.
- Block the ability for your phone to receive SMS through your service provider.
- If you are aware of, or suspect where the number the calls are coming from, you may be able to subscribe to a service called 'call forward selected callers'. This service will forward calls from the selected number prior to reaching your phone.
- Let an expected unwelcome call go unanswered and use the 'Call return' option '*10#' to ascertain the phone number the call came from.
- Obtain advice from your service provider either via phone or internet – this may involve getting information about a trace on your line to obtain possible evidence in any possible proceedings.
- Subscribe to a 'do not call' telemarketing register.
- Hang up on the persistent caller, or leave your phone off the hook.

Reporting Procedures

If you receive nuisance phone calls, first contact your service provider. They will provide advice about what to do in your situation. If your service provider believes it is necessary to arrange a trace on your phone, they will do so and advise if and when it is necessary for you to report the matter to police.

If you have any questions please contact your local police station or visit www.police.sa.gov.au

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.

HOME SECURITY



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Government
of South Australia