

Reporting Crime - Police Assistance Line - People who are Deaf or hard of hearing, or who have a speech impairment

People who are deaf or hard of hearing, or who have a speech impairment and are a victim of crime that is not life threatening or not a critical emergency should contact the Police Assistance Line (131 444) through the **National Relay Service**.



A professional relay officer becomes the central link in the phone call relaying what is said by both parties. This is strictly compliant with privacy legislation.

- **TTY users: phone 133 677 then ask for 131 444.**
- **Speak and Listen (speech-to-speech relay) users: phone 1300 555 727 then ask for 131 444.**
- **Internet relay users: go to <https://internet-relay.nrscall.gov.au/> and then ask for for 131 444**

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

If the crime you are reporting is of a serious nature and details cannot be taken over the phone, the customer service representative can assist you by advising where you can go to make the report, or by arranging for police to come and see you. The Police Assistance Line (131 444) is available 24 hours a day, 7 days a week if you need to add information to your original report.

By phoning the Police Assistance Line (131 444) rather than your local police station, you are freeing up police at the station allowing them to be actively on the street preventing and investigating crime in your community. The Police Assistance Line (131 444) can provide you with a number known as a COPS event number as a receipt of your report. Often you will need to provide the event number to insurance companies if you make a claim against your insurance policy for loss or damage to property.

The types of crime you can report to the Police Assistance Line (131 444) include:

- Break and Enter
- Fail to pay for fuel (Service Stations only)
- Motor Vehicle/Vessel theft
- Stealing
- Malicious Damage, including graffiti
- Minor motor vehicle crashes (only when no vehicles required towing, no one was injured, all parties exchanged details and no one was under the influence of alcohol or drugs)
- Lost property
- Taxi Fare evasion.