

## REPORTING CRIME TO THE POLICE ASSISTANCE LINE

### 131 444 -

### 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 a crime that is **not life threatening or not a critical emergency**, should contact the **Police Assistance Line (131 444)** through the **\*\*National Relay Service**. **Interstate callers can contact the Police Assistance Line on 1800 725 631.**

A professional relay officer becomes the central link in the phone call relaying what is said by both parties. Relay officers stay on the line throughout the call to provide assistance, but don't change what is being said or get in the way of what is being said.

**TTY** users phone **133 677** then ask for **131444**

**Voice Relay** (speech-to-speech relay) users phone **1300 555 727** then ask for **131444**

**SMS relay** send an SMS to **0423 677 767** then follow the instructions at:

<https://www.communications.gov.au/documents/nrs--instruction-sheet-2-1--sms-relay--making-call>

Internet relay users connect to the National Relay Service <https://nrschat.nrscall.gov.au/nrs/internetrelay> and then ask for **131444**

- 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:

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#### Break and Enter

**Fire** (Further investigation or follow-up may be required by police)

- Miscellaneous Property, e.g bins, signs, letter boxes, play equipment
- Buildings and Vehicles, reports can be taken for SCORCHING ONLY.

#### Fraud

- Fail to pay for fuel (Service Stations only - by form only)
- Fail to Pay (all other types)
- Scam Obtain Funds
- Unauthorised Access of Funds

#### Stolen Vehicle/Vessels

#### Stealing

#### Malicious Damage

#### Minor motor vehicle crashes only in cases where:

- No one is injured (except late injury reports: this is where a person involved in a traffic crash later seeks medical treatment or an injury sustained in the crash outside 24 hours of the crash). A Medical Practitioner can include GP, physiotherapist, chiropractors, optometrists.
- All involved parties have exchanged details (name, address and phone number), and no one was under the influence of alcohol or drugs at the time of the crash.

#### Lost property

\*\* From 20 April 2021, users will need to register to be able to use the National Relay Service. For details on how to register, please visit: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>