



NSW Police Force



NSW
GOVERNMENT

Safety Information Guide for Older Adults

Contents

Senior Safety	4
How to Report a Crime	5
Get Ready for Disasters.....	6
Emergency Services App	7
Next of Kin Program.....	8
Ageing & Disability Commission.....	9
Personal Safety	10
Safety Tips for Living Alone	11
Safety on PublicTransport.....	12
Safe Choices for Older Adult Pedestrians.....	13
Safety on the Road.....	14
What To Do After A Car Crash.....	15
Seasonal Safety Tips.....	16
Seasonal Safety Tips.....	17
Home Security	18
Mail Theft.....	19
Vehicle Security	20
Protect Your Mobile Home.....	21
Protect Yourself from Fraud	22
Protect Yourself from Scam Artists	23
Domestic and Family Violence	24
Technology Facilitated Abuse	25
Elder Abuse	26
Useful Contacts	28

Senior Safety

To be safe from crime and violence is a fundamental right for everyone in our community. As we grow older, several factors can impact on our confidence and quality of life. Taking a few extra precautions and being able to identify potential risks or dangers can go a long way to improve your feeling of safety when out in public spaces and at home. This guide has been created to provide information, advice and safety tips for older adults in NSW. An older person is a person who is 50 years or over if they are Aboriginal or Torres Strait Islander or 65 years or over for everybody else.

The following guide encompass a range of key safety areas and initiatives ranging from personal and property safety through to the use of technology and staying safe online.

For further information please reach out to your local Police Area Command or Police District. Police Area Commands and Police Districts have Crime Prevention Units consisting of officers who specialise in a range of areas including;

- Crime Prevention
- Domestic Violence
- Youth
- Alcohol and Firearm Licensing
- Traffic

Some Police Area Commands and Police Districts also have Multicultural Community Liaison Officers and Aboriginal Community Liaison Officers. These liaison officers are unsworn police employees, part of their role is to provide assistance and support to the community regarding crime prevention.

In an emergency call Triple Zero 000

This Guide has been adapted from 'Working Together for a Safer Community' created by Lake Illawarra and Wollongong Police Districts



How to Report a Crime



Triple Zero (000)

For emergencies or life threatening situations.



Police Assistance Line (131 444)

For non emergencies.



Crime Stoppers (1800 333 000)

To provide crime information. It can be in confidence.



<https://portal.police.nsw.gov.au>

Follow us on  facebook.com/nswpoliceforce  twitter.com/nswpolice  youtube.com/thenswpolice or visit www.police.nsw.gov.au

Reporting a crime in progress, life threatening or emergency situation - call triple zero 000

- Ask for Police
- If you do not speak English, say 'Interpreter' and name the language you speak
- Provide your name, address and telephone number
- Explain what is happening
- Provide exact location of the incident including the nearest cross street
- Describe any people involved
- Describe any motor vehicles
- Describe any weapons involved
- Wait until the operator is finished before you hang up.

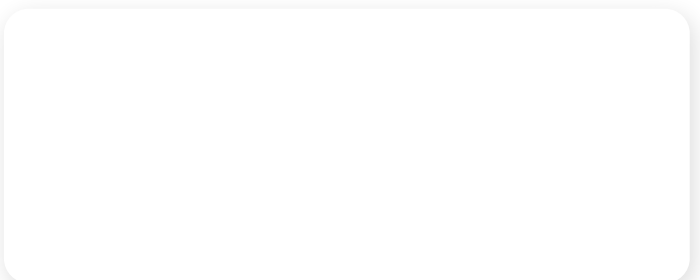
Reporting suspicious activity

- Call Crime Stoppers 1800 333 000
- You do not have to give your name and address. You can call Crime Stoppers to provide information about a crime or criminal behaviour.

Reporting minor crime or non-urgent incident

- Log onto the NSW Police Force Community Portal via **www.police.nsw.gov.au** to report crimes that have already been committed (crimes not in progress) which do not require immediate police presence for example, car theft, lost property, minor traffic, accidents, burglary, damage to property stealing & fraud. The NSW Police Force Community Portal provides the facility to not only create a police report online, but to track your report and receive status updates.
- You can also call the Police Assistance Line (PAL) 13 14 44 to report minor crimes that have already been committed and do not require immediate police presence.

Your local police station is:



Get Ready for Disasters

Don't leave it to the last minute when a disaster is at your door. Take care of your family and property by planning ahead. Simply follow these 5 easy steps and get ready!



1. Know your risk

Think about the area you live in and the types of disasters that could affect you.



2. Plan now for what you will do

Sit down and talk with your family and plan for what you will do if a disaster affects your area.



3. Get your home ready

Prepare your home by doing general home maintenance and checking your insurance.



4. Be aware

Find out how to prepare and what to do if there is a disaster in your area.



5. Look out for each other

Share information with your family, friends, neighbours and those who may need assistance.



Go to www.emergency.nsw.gov.au
for more information



Emergency Services App

Save the app that could save your life.

Emergency + is a national app developed by Australia's emergency services and their Government and industry partners, helping people to call the right number at the right time, anywhere in Australia. The app uses a mobile phone's GPS functionality so callers can provide emergency call takers with their location information as determined by their smart phone. Emergency + also includes SES and Police Assistance Line numbers as options, so non-emergency calls are made to the most appropriate number.

When calling Triple Zero (000), remember to stay focused, stay relevant and stay on the line. Before you call, ask yourself:

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious accident or crime?

If you answered 'Yes' to any of these questions, call Triple Zero (000). Triple Zero calls are free.

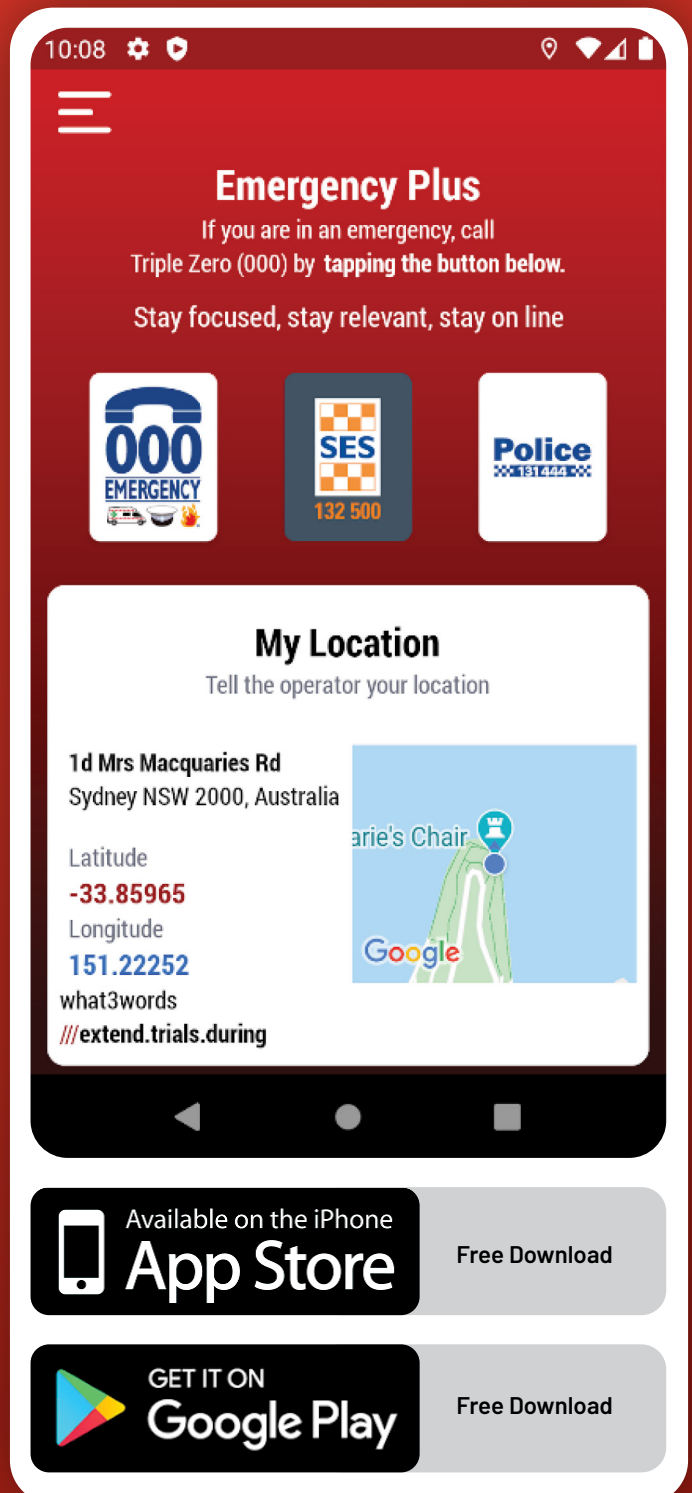
IN AN EMERGENCY



Save the app that could save your life



triplezero.gov.au



Next of Kin Program

WHAT IS THE NEXT OF KIN PROGRAM

The Next of Kin Program helps people living alone to have the contact details of their nominated person recorded at their local police station.

The contact details of the Next of Kin, as well as the nominated doctor, dentist and any medical alerts that would help in an emergency situation will be entered onto a register. Any information provided will securely stored and only accessed by the NSW Police Force.

This information may assist police and emergency services to contact a relative or other nominated person if needed in an emergency situation.

HOW DO I REGISTER?

Fill out the Next of Kin form provided in this booklet and send or drop it into your local Police Station. Mark the envelope for the attention of the Crime Prevention Officer. The Next of Kin Program is FREE to join.

CONFIDENTIAL: Next of Kin Program



REGISTRATION NUMBER

PERSON

Surname

Given Names

Date of Birth

Address

Phone (H)

Phone (M)

Language Spoken

OTHER CONTACT DETAILS

Name of Doctor

Phone

Name of Dentist

Phone

Additional Information

NEXT OF KIN #1 (This can be a family member, neighbour, friend, etc)

Name

Date of Birth

Relationship (to you)

Address

Phone (H)

Phone (M)

Language Spoken

NEXT OF KIN #2

Name

Date of Birth

Relationship (to you)

Address

Phone (H)

Phone (M)

Language Spoken

I give permission for the NSW Police Force to hold my details on the Next of Kin register and contact any persons listed on this form in the case of an emergency.

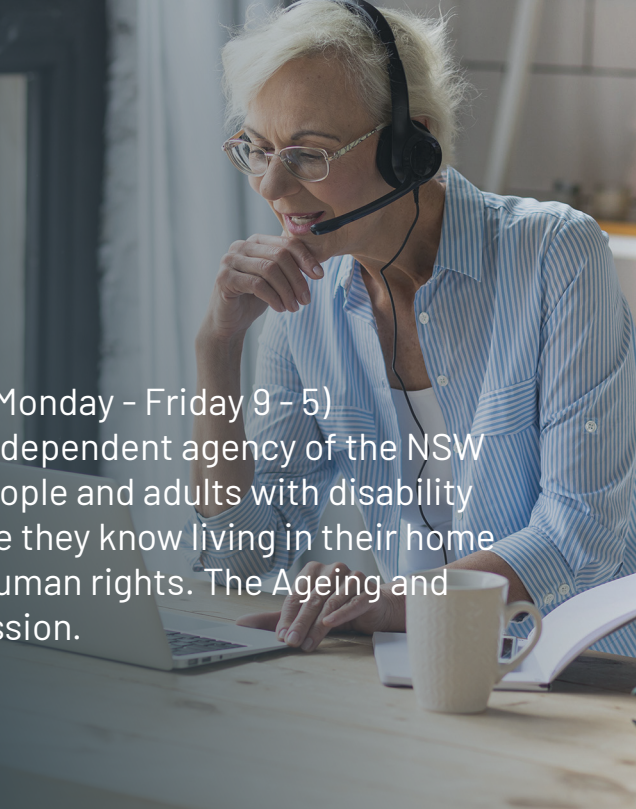
Signature

Date

PAB12859 10/17

Ageing & Disability Commission

Ageing and Disability Abuse Helpline 1800 628 221 (Monday - Friday 9 - 5)
The NSW Ageing and Disability Commission is an independent agency of the NSW government. Their role is to better protect older people and adults with disability from abuse, neglect and exploitation from someone they know living in their home or community, and to promote their fundamental human rights. The Ageing and Disability Abuse Helpline is now part of the Commission.



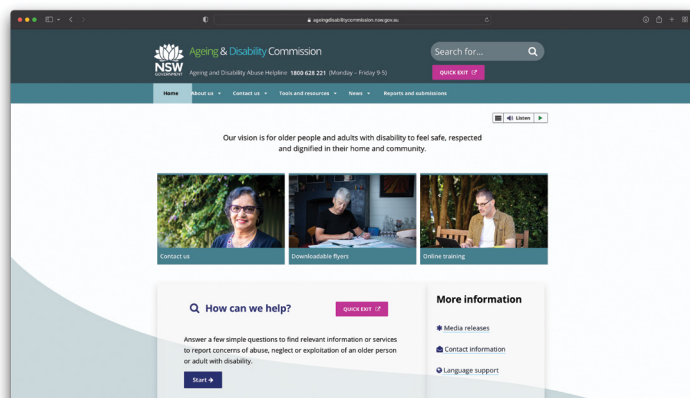
The Helpline offers a free service that provides information, support and referrals relating to the abuse of older people living in the community across NSW.

The Ageing and Disability Commission has a clear purpose to:

- Raise community awareness to reduce and prevent abuse, neglect and exploitation toward older people and adults with disability
- Receive and respond to reports or allegations of abuse, neglect and exploitation of an older person or adult with disability
- Provide support and information to those at need
- Run an investigation (if required)
- Report and advise the government on related systemic issues.

Ageing and Disability Abuse Helpline 1800 628 221

Visit the Website: www.ageingdisabilitycommission.nsw.gov.au



If there is an emergency or immediate danger, please call '000'

Personal Safety

To be safe from crime and violence is a fundamental right for everyone in our community.

Here are some simple tips we all can take to help protect yourself, your family and friends from the effects of crime.

Protect yourself when out and about

- Be alert when travelling on public transport. Find the crowded carriages, guards compartment (marked with a blue light) or sit at the front of the bus.
- Travel in groups of friends if possible.
- Avoid carrying large sums of cash in public.
- Carry identification and let someone know where you are going and what time you expect to be home.

Protect yourself at home

- Don't let anyone you don't know and trust inside your home.
- Secure your homes doors and windows.
- Do not leave valuables, mobile devices or keys (home or vehicle) in clear view.
- Report suspicious behaviour within your neighbourhood to police.

For more information on home safety the Protect Your Home booklet is available at www.police.nsw.gov.au/safety_and_prevention/crime_prevention/home_safety

Protect yourself from fraud

- Be careful when sharing your personal or financial information such as drivers licence details or date of birth etc, over the telephone or on line.
- Read any contract or service paperwork carefully prior to paying for any work.
- Don't give anyone remote access to your online devices.
- Avoid accessing emails from senders you don't know or trust.

Safety Tips for Living Alone

For many older adults, living alone is ideal and they continue driving, caring for themselves and interacting with their friends and communities in the ways that they always have. For older adults who want to continue living alone as long as possible, these tips can help maintain independence and security for years to come.



Stay in good health. One of the biggest risks for older adults who live alone is injury. If you slip and fall and there is nobody around to help, a simple concussion could quickly become life-threatening. Things like exercise, a healthy diet, an active social life, and drinking plenty of water drastically cut down on the health risks that face solitary older adults.

Build a close circle of friends. While living alone doesn't always mean being lonely, the two things go hand-in-hand for many older adults and can contribute to depression, poor health, and the worsening of cognitive decline. With that in mind, one of the primary things older adults living alone can do to stay safe and healthy is to maintain an active social life.

Keep plenty of medication on hand. If an older adult who lives alone runs out of medication, it can be a devastating situation. Keeping extra medication on hand is recommended so that running out prematurely doesn't lead to a disastrous event.

Develop an emergency kit. Everyone should have an emergency kit on hand to be used in the event of power outages, severe weather, or natural disasters, which should include survival supplies like dried food, blankets, bottled water, torches, matches, candles, and medical supplies. Ensure your emergency kit is checked on a regular basis and out of date items replaced.

Keep the home in good repair. A home that features preventable hazards like exposed cords or slippery

stairs is dangerous for older adults who live alone. With this in mind, keep the home in good repair to prevent dangerous hazards that could harm an older adult.

Secure your home. To minimise the risk of becoming a victim of theft and other crimes, it's wise for older adults to be smart about home security (see home security p.18).

Use a personal alert system. A personal alert device makes it easy for older adults living alone to access help when needed, even if they have fallen and cannot reach a phone.

Develop a list of emergency contacts. Emergency contacts are critical for anyone who lives alone. To ensure safety and proper care in the event of an accident or injury, all older adults should develop a list of emergency contacts and keep it by the phone. This list should include doctors, family members, and friends.

Install handholds and bars in the bathroom. Thanks to water and slippery floors, the bathroom is one of the highest-risk places for a fall. Because of this, older adults should consider installing handholds and bars in the bathroom (around the shower and toilet) to make falls less likely.

Check-in often with friends and family members, this allows the support system to help if something is awry and makes it easier for loved ones to spot potential dangers.

Safety on Public Transport

Travelling on public transport should be a safe and comfortable experience.

Safety systems such as lighting, security cameras, emergency help points and security guards (on various trains only) are all in place to maximise your personal safety while you are in transit.

- **Avoid waiting on your own.** Try to wait for public transport near other people and in well-lit areas at night.
- **Walk with other commuters.** When you disembark, walk with other commuters. If you can't reach your destination safely and quickly on foot from your bus or train stop, consider catching a taxi.
- **Be alert and confident.** Be alert and aware of your surroundings and make eye contact with others.
- **Plan your route.** Plan your route before you depart. Check bus and train timetables and connections to avoid any unnecessary delays.
- **Keep your belongings secure.** Carry your handbag or briefcase securely in front of your body. Never leave personal belongings like shopping bags or backpacks unattended at your feet.
- **Be assertive.** If another passenger makes you feel uncomfortable or harasses you in any way, be assertive, and move away from your harasser.
- **Park close to transport points.** Always park your vehicle in a well-lit area as close as possible to your transport points.
- **Take a well-used route.** When you disembark, take a well-used, well-lit route back to your vehicle.
- **Travel near the driver or guard.** If you're on an empty train or bus at night, always travel in the carriage closest to the train guard or at the front of the bus near the driver.
- **Always carry a mobile phone or phonecard.** When you are out and about, make sure you always have your mobile phone or phone card with you in case of an emergency. Make sure you keep your mobile phone in a secure place close to your body.
- **Report anti-social behaviour.** Always report any anti-social behaviour or harassment to your driver, guard, conductor or to the police. Program emergency numbers into your phone.

Safe Choices for Older Adult Pedestrians



As we get older, we don't always notice that everyday things we do can take extra time, including getting out and about. It is an unfortunate fact that older people (70+ years) have a higher risk of being killed or injured in car crashes.

To keep yourself as safe as possible on the road, follow these tips to stay safe when walking and crossing the road.

- When crossing the road, **NEVER ASSUME A DRIVER CAN SEE YOU OR WILL STOP**. Their vision may be affected by sunlight, other cars or they may be distracted.
- **WATCH OUT FOR CYCLISTS** using roads, footpaths or pathways in parks. When you're on a shared path, keep to the left side of the pathway to allow room for cyclists to pass.
- **MAINTAIN AWARENESS** when walking between cars to cross the road. Before you step off a kerb onto the road, **BE SURE YOU CAN SEE ALL ONCOMING TRAFFIC** and how fast they're travelling. Be aware of your surroundings and stay alert to sudden changes.
- **WALK TO YOUR ABILITY**, be mindful of how quickly you move and don't place yourself in a position where you are not comfortable. It may take you longer to get out of the way of vehicles on the road, those reversing from driveways or walk across the road. If you use a walking stick, frame or ride a mobility scooter make sure you know how to use your mobility aid properly before setting out.
- When crossing the road, **TAKE THE SHORTEST ROUTE** to get to the other side. If there is a pedestrian refuge island, use it to safely cross the road in two stages.
- **USE PEDESTRIAN CROSSINGS** to cross the road or traffic lights with pedestrian signals. If you can't find a crossing nearby, always look for the safest place to cross, even if you have to walk further down the road.
- **WEAR BRIGHT COLOURS** to increase your visibility.
- Always **USE THE FOOTPATH** when available.
- At intersections, always **CHECK FOR TURNING VEHICLES** before you leave the kerb and while you are crossing the road.
- Always **WAIT FOR VEHICLES TO STOP COMPLETELY** before you begin crossing the road. Do this at traffic lights with green walk signals and at pedestrian crossings.

Safety on the Road

The roads are there for all of us to share.



Whether driving for work, on holidays or just down to the shops, our roads are an essential part of most of our lives. As a road user, you have a responsibility to drive within the road rules and in a manner that is safe for all of it's users. Poor driving practices, delays or just general traffic can cause frustration and lead to aggressive behaviour whilst you or others are trying to get to your destination. This can lead to accidents, aggressive or predatory driving or even violent conflict by road users.

Poorly planned trips may also lead to fatigue which is one of the top three contributors to the road toll in NSW. Remember, fatigue-related crashes can happen on any trip no matter how long or short or what time of day.

Here are some simple steps we can all take to help protect ourselves on the roadways.

Prepare yourself for the road

- **ALWAYS** plan and allow yourself plenty of time to get where you are going, on longer trips remember to add extra time for breaks along the way.
- **ENSURE** your vehicle is properly maintained and has an adequate amount of fuel for your drive.
- **NEVER** drive whilst you are fatigued. Allow yourself sufficient rest before and during any journey.

Protect others on the road

- **NEVER** allow yourself to be distracted whilst driving. Leave your phone alone when you are in the car.
- **ALWAYS** try and be courteous and patient. Stay within the speed limit. Drive defensively.
- **DO NOT** engage in or encourage aggressive behaviour in others.

Protect yourself on the road

- **ALWAYS** stay in your car if confronted by another motorist. Do not take things personally.
- **NEVER** over use your horn. It is designed as an immediate warning device, not a substitute for yelling.
- **ALWAYS** report dangerous driving or aggressive motorist to the Police.
- **RECOGNISE** there may come a time to reassess your ability to drive and consider the option to change from an unrestricted licence to a modified licence (85+).

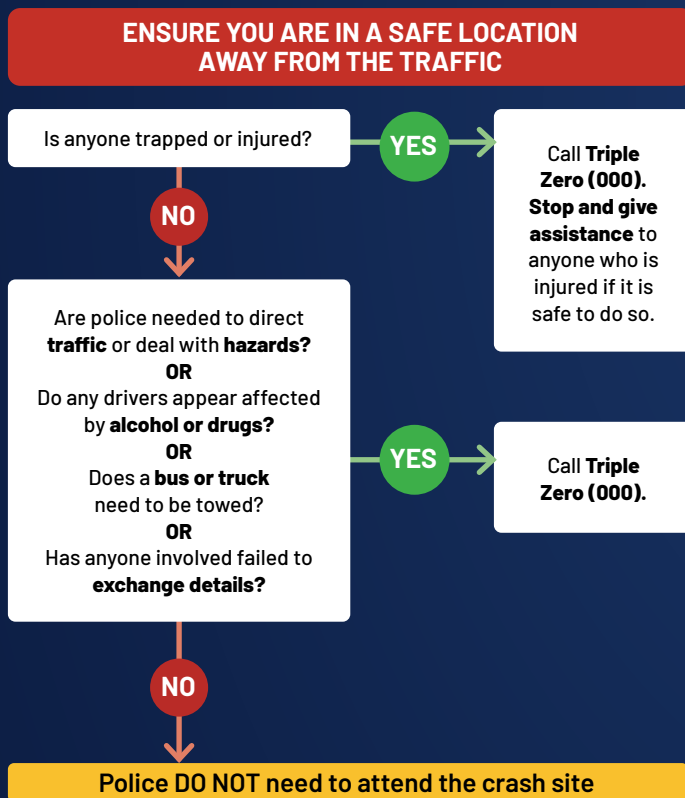
Family members should have conversations with older drivers if they notice a deterioration in ability and consider their fitness to drive.



NSW Police Force

WHAT TO DO AFTER A CAR CRASH

To help reduce danger to road users and manage crashes more efficiently, you may no longer have to wait for police at a crash site in NSW.



A minor traffic crash is when all involved parties exchange particulars, no driver(s) appear to be under the influence of drugs or alcohol, where vehicle(s) require towing as a result of the crash, and no person(s) are injured or seek medical treatment within 24 hours after the crash.

Minor traffic crashes are reportable, and this can be done via the NSW police Force Community Portal (<https://portal.police.nsw.gov.au>) or the Police Assistance Line (131 444).

Crashes that meet the above criteria for exchanging details and drivers not being under the influence, but result in no person(s) being injured and no vehicles require towing, are no longer reportable to the NSW Police Force. Simple report these crashes to your insurance company.

Call Triple Zero (000) when

- The incident is happening now
- The suspect is still at the scene
- Anyone is seriously injured or in immediate danger

Record your insurance and preferred towing company details below. Keep this card in your car glove box for future reference.

Registration No.: Insurer:

Policy No.: Phone:

Towing Company: Phone:

CRASH DETAILS

Date: Time:

Street:

Suburb:

Cross St/Landmark/Nearest street No.:

GPS coordinates (use Emergency+ or car 'SATNAV' to obtain)

LATITUDE: LONGITUDE:

- 1 -

VEHICLE 1

* Denotes minimum legal requirement for exchange of details.

Registration No.*: State:

Make: Model:

Driver Name*:

Address*:

Licence No.: State: Phone:

Owner Name*:

Owner Address*:

Insurer: Policy No.:

VEHICLE 2

Registration No.*: State:

Make: Model:

Driver Name*:

Address*:

Licence No.: State: Phone:

Owner Name*:

Owner Address*:

Insurer: Policy No.:

Seasonal Safety Tips



Heat Stress and Older People

Summer is a great time to live in Australia, but it can also be a high-risk time for some members of our community, especially on days when temperatures reach well above 30 degrees. Some people aged 65 years and over may be at increased risk of heat-related illnesses and need special care in hot weather. Risk factors include living alone, chronic medical problems and certain medications.

Heat Related Illness Including Heat Stroke

In Australia, every year, hot weather and heat waves cause illness, hospitalisations and sometimes death. It is important that everybody is aware of the signs and symptoms of heat related illness in order to recognise and treat affected people promptly.

Heat-related illness includes dehydration, heat cramps, heat exhaustion, heat stroke and worsening of existing medical conditions. If you have a medical condition such as heart disease, diabetes, or kidney disease and if you take certain medications, heat can make your symptoms worse.

The best way to prevent heat-related illness is to drink plenty of water and to stay as cool as possible.

Remember the 4 key messages to keep you and others healthy in the heat:

- **Drink plenty of water**, avoid alcoholic, hot or sugary drinks including tea and coffee (they can make dehydration worse). If you go outside, carry a bottle of water with you.
- **Keep cool** - wear loose fitting clothing, stay out of the sun and try to be indoors during the hottest part of the day. Close windows and doors to keep the heat out and use air conditioning.
- **Take care of others** - keep in contact with elderly friends, neighbours and relatives during a heat wave in case you or they need help.

- **Have a plan** - Monitor the weather using Bureau of Meteorology's Heatwave Service, prepare yourself and your home before the heat arrives, know who to call if you need help, and follow your doctor's advice if you have any medical conditions.

Symptoms of heat stress include:

- Dizziness, tiredness, confusion or irritability, thirst, dark yellow urine, fainting, headache, nausea and vomiting.

If symptoms are serious, immediately call 000

This information has been extracted from NSW Health. For more information goto:

<http://www.health.nsw.gov.au/environment/beattheheat>

Seasonal Safety Tips



Health impacts of cold weather

In Australia, more deaths are related to moderate cold than to heat or extreme cold. There are also more deaths in the winter months of June to August than in the summer months of December to February.¹

Hypothermia

Hypothermia develops when the body temperature drops below 35°C. The normal human body temperature is around 37°C.

Hypothermia can develop with prolonged exposure to temperatures under 10°C, or after prolonged immersion in cold water of temperatures of less than 20°C.

In colder conditions or when there is wind chill (the felt air temperature due to wind) it can occur within a shorter exposure.

Hypothermia can affect anyone, but people over 75 years old are at higher risk.

What are the symptoms?

Shivering, fumbling hands, unsteady gait, slurred speech, confusion and drowsiness. Hypothermia can progress slowly and affected people may not be aware they need medical help.

If symptoms are serious, immediately call 000

How is Hypothermia prevented?

- Listen to the weather forecast.
- Plan ahead: schedule warm-up breaks for outdoor workers, hold recess and breaks inside, limit the amount of time you spend outdoors.

- Dress warmly in layers (wind-resistant jacket, mittens, boots, hat and scarf).
- Stay dry (wet clothing chills the body rapidly).
- Get out of the cold as soon as you can if you start feeling cold.
- Alcohol, cigarettes, caffeine and certain medications will increase your susceptibility to cold.

Other Tips

- Keep your home warm, seal any gaps which may let in drafts, and close curtains and blinds of a night time to keep heat in. Ensure your home is well insulated.
- Make sure heating appliances are maintained and used correctly.
- Get your flu vaccine from your GP which is free for people over 65 and ensure you maintain good health, especially if you have any other medical conditions.
- Try and exercise, eat well and maintain social contacts.

This information has been extracted from NSW Health. For more information go to:

<https://www.health.nsw.gov.au/environment/factsheets/Pages/hypothermia.aspx>

¹ Australian Bureau of Statistics <https://www.abs.gov.au/>

Home Security

Home should be a place where you and your family can enjoy safety and security.



Criminals are often opportunists and will target homes with poor security to steal belongings.

You can secure your home by taking a few simple steps which will significantly lower the risk of your home being the target of thieves.

Secure your home

- Fit quality security doors, windows, locks, alarms, lighting, and warning signs.
- Secure all windows and doors.
- If you are out in your back yard, be sure to secure the front of your premises.
- Activate your alarm, smoke detectors and security lighting.
- Upgrade your alarm system to a monitored system (back to base).
- Consider installing CCTV cameras that allow you to remote view.
- Lock your gates, sheds and garages.

Check your home

- Ensure your street number is clearly visible.
- Keep trees and shrubs trimmed to improve visibility around your home.

- Lock away items such as ladders, tools and gardening equipment.
- Don't leave spare keys outside the home.
- Don't leave valuables, mobile devices or keys (home or vehicle) in clear view.
- Mark valuable property and record details.

When away from home

- Use a timer to activate an internal light or radio to give the impression someone is home.
- Have family, a trusted friend or neighbour check on your home. Inform them of your travel plans, park a vehicle in the driveway, collect the garbage bins and mail.
- Consider redirecting you mail, newspapers and deliveries.
- Never advertise your travel on social media sites.

Mail Theft

Modern life is all about easy access and convenience for the customer.



Items such as credit cards, drivers licences and utility statements sent out in the mail include vital personal details of you and your family. In the wrong hands some of this information can be used to create false identifications and used for crime. This type of crime costs millions of dollars each year and can have devastating consequences for your financial reputation. By following some of these simple tips we all can better protect ourselves from this type of crime.

Secure your mail

- Always install a lockable mailbox.
- Always use a quality lock on your mailbox.
- Never allow your mailbox to become full or overflow.

Protect your mail

- Always arrange to collect new credit cards from the bank or post office.
- Always have mail held at the post office or collected by a friend when you're away for extended periods.
- Always have your mail cleared daily.

Going out?

- Request signature confirmation and ensure someone is home to receive the delivery.
- If you are not able to be at home for a delivery, request packages to be placed in a secure location out of plain sight.

- Ship to a secure location such as a PO box, Parcel Locker or Parcel Point, or use click and collect services for online purchases.
- Consider home security devices such as outdoor cameras or a video doorbell to deter thieves.

Protect your identity

- Always beware of 'cold calling' and confirm who you are talking to.
- Never give any of your personal details to people you don't know or trust.
- Always contact your bank, financial institution or service provider if you think you have been contacted by a scammer.

If you are aware of mail being stolen and used to obtain fraudulent identity, please contact Crime Stoppers on 1800 333 000 or online at www.crimestoppers.com.au

Vehicle Security

Relying on the convenience of a car is something most of us take for granted.



If your car or contents were stolen or damaged, the effects upon your family, work and finances could be devastating. Stealing from a car is usually a crime of opportunity, so leaving your valuables in open view or poor vehicle security can invite unwanted attention. With new proximity keys, extra care should be taken to ensure you've locked your car.

You might be surprised to know that approximately 80% of cars are stolen by gaining access to the owner's keys. By just taking a few extra precautions with your car at home or when out and about, you can significantly lower your chances of being affected by this type of crime.

Here are some simple steps we all can take to better protect our vehicles:

Protect your car from being stolen

- **NEVER** leave your keys in the ignition when not in your car, even in your driveway at home.
- **ALWAYS** keep your car's doors and windows locked, including when driving.
- **CONSIDER** upgrading your car's security with a quality alarm or for older vehicles an electronic immobiliser.
- **NEVER** leave your keys in plain view either at home or in public places such as restaurants.

Protect the property in your car

- **ALWAYS** keep your doors and windows locked when out of your car.
- **NEVER** leave valuables such as mobile phones, handbags, GPS or spare change in plain view, even when parked at home.
- **ALWAYS** try to park in a well-lit or populated area.

- **TRADIES**, always lock your toolboxes and ute trays and try to avoid parking on the street at night.

Protect yourself when buying or selling your car

- **NEVER** advertise your home address when selling your car.
- **ALWAYS** sight a buyer's identification and record details before allowing a test drive or access to your vehicle. Have a friend or family member accompany you and the buyer on a test drive. Never leave the buyer alone with access to your car.
- Whether buying or selling, **ALWAYS** meet locally and exchange money in person or use payment methods with buyer protection such as Paypal or Afterpay.
- When buying, **ALWAYS** inspect the vehicle in person or take someone with you to do so on your behalf to ensure it is as described in the ad and any issues are known upfront before you exchange money.

Protect Your Mobile Home

Did you know that theft is the most frequently occurring crime in Caravan Parks? A few simple steps can minimise the risk to you!



When you arrive

- Ask the manager about safety and security in the area.
- Get to know your neighbours and who belongs there.
- Secure your outdoor equipment with a chain and lock.
- Secure your vehicles with wheel and hitch clamps.

Do

- Photograph, video and keep an accurate description of all your vehicles and valuables! (particularly your rego, VIN and serial numbers)
- Mark your valuables with an identification number such as your driver's licence.
- Keep all your doors and windows locked, even when you're nearby.
- Take all your valuables with you when you leave the park or area.
- Fit sensor lights outside, under your front door. Have a sensor light inside that turns on when it gets dark to give the impression someone is inside.

Do not

- Leave bikes, eskies (particularly with alcohol), surfboards, wet suits, fishing gear or any other recreational equipment unattended outside.
- Leave equipment in boats or on top of vehicles without locks.
- Leave washing, shoes or wet swimmers and towels outside overnight.
- Leave spare keys hidden outside the caravan when going out.
- Leave things of value on display inside your vehicle or caravan. e.g. GPS, phones, tablets, laptop computers, cameras, handbags/wallets and credit cards.

Going out?

- Leave a light or radio on to try and give the appearance you're inside.
- Make sure you key lock all your doors, windows and roof hatches.
- Turn on your alarm.
- If you can't take your valuables with you, secure them in a safe or ask the Park Office to store your valuables in the office safe for you.

Protect Yourself from Fraud

The everyday use of mobile telephones and personal computers is now common place in most people's lives.

We use these devices to verbally and visually communicate, for business, for financial transactions and as multipurpose storage devices which we are now even more reliant upon. These devices hold key information that can be targeted in several ways including: scam emails, false representation of a service provider, inadequate software protection or password security.

These are just some methods used by criminals to obtain your personal details and those of your family which can lead to the theft of your identity. Here are some simple steps we can all take to help protect ourselves against this type of crime.

Protect your password

- **DON'T** use the same password for all your devices or access systems.
- **DON'T** use names or words easily linked to you (eg: family, pet or school names) in your password.
- **CHANGE** your password regularly.
- **DON'T GIVE YOUR PASSWORD TO ANYONE.**

Protect your computer or mobile device

- **INSTALL** reliable anti-virus protection for all your computers and mobile devices.
- **UPDATE** your anti-virus protection regularly.
- **DISABLE** unwanted applications - if you don't use it, lose it.

Protect your identification online

- **DON'T** let anybody else access your personal information or your devices.
- **DON'T** give anyone remote access to your devices.
- **DON'T** access emails from senders you don't know.
- **DON'T** share your personal or financial information online such as driver's licence details, date of birth, etc.

If you believe you have been a victim to a cyber related offence - report it immediately to the Police and/or report it via the ReportCyber Portal www.cyber.gov.au/acsc/report

Protect Yourself from Scam Artists

With the advances in electronic communication, criminals don't necessarily need to be face to face to steal from you.



Scams are constantly evolving and scammers can go to great lengths to cause people to part with money or information. Scammers may pretend to be from your bank or a service provider, offer sports betting or short term investment opportunities. They can claim the ability to return owed monies from overseas or offer romance and dating opportunities which, on surface, may appear to be genuine. Online marketplaces like Gumtree and Facebook are becoming popular trading forums and they're becoming even more popular among scammers. Here are some simple steps to help protect yourself against scammers.

If it sounds too good to be true ...

- **NEVER** send money or give credit card details or online account details to anyone you don't know and trust.
- **ALWAYS** seek independent financial and/or legal advice before making any investment or purchasing decisions.
- **NEVER** rely solely on advice from the person trying to sell you the service or investment.
- **ALWAYS** use payment methods with buyer protection, such as PayPal or Afterpay.
- **ALWAYS** make cash transactions in public and in person, it's also a good idea to take a family member or friend with you.

Door to door sales or 'Tradie scams'

- **DON'T** be pressured into signing or paying up front.
- **ALWAYS** research a company or service provider prior to paying or agreeing to a contract.
- **ALWAYS** read any contract or service paperwork carefully prior to paying for any work.

Protect your personal information

- **NEVER** give your personal or bank account details to people you don't know and trust.
- **ALWAYS** contact your bank, financial institution or service provider if you have been contacted by a scammer.
- **DON'T** use the numbers provided on the email to confirm an email's legitimacy before replying.

Don't take things on face value

- **DON'T** be fooled by an email that looks legitimate or appears to link to a genuine website.
- **DON'T** open suspicious or unsolicited emails (spam) - ignore them.
- **ALWAYS** beware of 'Cold Calling' and confirm who you are actually talking to.
- **ALWAYS** know who you are dealing with by taking some time to do a bit of research.

If you believe you have been a victim to a cyber related offence - report it immediately on www.scamwatch.gov.au



Domestic and Family Violence

Domestic and family violence does not discriminate and occurs across every suburb throughout NSW.

Domestic and family violence is a significantly under-reported and complex crime that occurs within a domestic setting. It is a crime that can include one or more of the following behaviours: emotional and psychological abuse, intimidation, harassment, stalking, physical and sexual assault. Domestic and family violence impacts people of all ages, cultures, genders and causes immeasurable damage to relationships and communities.

The NSW Police Force responds to over 140,000 domestic and family violence calls for assistance every year. This equates to one call every four minutes. The New South Wales Police are committed to reducing domestic and family violence in our communities, but we need your help.

Here are some simple tips we all can take to help protect our family and friends from the effects of this type of crime:

Protect yourself from Domestic and Family Violence

- **ALWAYS** call Triple Zero (000) if you are in fear for your safety or have been assaulted.
- **EDUCATE** yourself about the dynamics of domestic and family violence, find out how police can help you www.police.nsw.gov.au/crime/domestic_and_family_violence
- **ALWAYS** be vigilant when you are or have been a victim of domestic and family violence.
- **SEEK** further assistance by contacting 1800 RESPECT (1800 732 732). This is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.

Protect your family and friends from Domestic and Family Violence

- **DON'T** just be a bystander, if you observe any form of domestic or family violence occurring, call Triple Zero (000) immediately.
- **ENCOURAGE** anyone you know who experiences domestic or family violence to contact their local Police Station to make a report or to seek advice from their local Domestic Violence Officers at their local Police Station.
- **SEEK** further assistance if someone you know is a victim of domestic or family violence by contacting 1800 RESPECT (1800 732 732).
- **TAKE RESPONSIBILITY** for your violent or abusive behaviour. Contact the Men's Referral Service on 1300 766 491 for information and referrals.

If you are in immediate danger, call 000

Technology Facilitated Abuse

Domestic Violence Technology Facilitated Abuse.

Over recent years NSWPF has seen an increase in technology facilitated abuse in domestic violence matters. Technology facilitated abuse is electronic communication which is used to bully, harass, stalk or intimidate a victim, making a victim feel scared or unsafe.

Types of technology abuse can include but are not limited to:

- Mobile phones - text messages/calls.
- Smart phone apps used to find the whereabouts of the victim, eg. Spyware can capture passwords, monitor calls, texts and emails and follow victim's movements.
- Tablets/computers - checking/hacking email account and monitoring your internet usage.
- Social networking websites - harassing or threatening a victim or victim's friends and family on sites such as Facebook and Twitter.
- Surveillance devices, eg. Trackers placed on a victim's car.
- Revenge porn - where a nude or explicit image or video is shared without consent.

Some useful tips:

DON'T be fooled by an email that looks legitimate or appears to link to a genuine website.

- Turn off the location tracker on your mobile phone.
- Put passwords on all of your electronic devices and always log off or sign out.

- Increase privacy settings on social media.
- Check that your next of kin details are up to date and no longer those of your ex partner.
- You can install and run security software on your electronic devices to detect apps which track your movements and record other personal information.

If you feel that you are a victim of technology facilitated abuse, which may constitute the offence of stalking, intimidation or revenge porn, report this to your local police.

Do not delete anything until you have spoken to police. Take screen shots of any social media content as this information can easily be deleted remotely at anytime.

Elder Abuse

The abuse of older people is a globally recognised issue that is becoming more prevalent.

The increasing ageing population and increasing demand for family care giving will likely contribute to a rise in all forms of elder abuse in the coming years. The causes of abuse are complex and may involve physical, social, medical, legal and environmental factors. There are also many barriers that may prevent the older person reporting abuse or asking for help. It often begins with awareness of what constitutes abuse and the older person understanding their rights in the situation.

Everyone has the right to feel safe and be treated with dignity and respect in their own home and community. This list may help understand types of abuse, neglect or exploitation towards older people.

What is Abuse?

There are many types of abuse experienced by vulnerable adults.

Financial Abuse

- Threatening, coercing re: assets or wills.
- Taking control of the person's finances against their wishes and denying access to their own money.
- Abusing Powers of Attorney.
- Stealing goods, e.g. jewellery, credit cards, cash, food, and other possessions.
- Unauthorised use of banking and financial documents.

Psychological Abuse

- Pressuring, intimidating or bullying.
- Name calling, and verbal abuse.
- Treating the adult person like a child.
- Threatening to harm the person, other people or pets.
- Engaging in emotional blackmail such as threatening to withdraw access to grandchildren, family, friends, services, telephone or placement in an aged care facility.
- Preventing contact with family and friends or denying access to the phone or computer.
- Withholding mail.
- Preventing a person from engaging in religious or cultural practices.
- Moving the person far away family or friends.

Physical Abuse

- Pushing, shoving, or rough handling.
- Kicking, hitting, punching, slapping, biting, and/or burning.
- Restraining: physical or medical.
- Locking the person in a room or home or tying to a chair or bed.
- Intentional injury with a weapon or object.
- Overuse or misuse of medications.

Sexual Abuse

- Non-consensual sexual contact, language or exploitative behaviour.
- Rape and sexual assault.
- Cleaning or treating the person's genital area roughly or inappropriately.
- Enforced nudity of the person against their consent.

It is not OK to abuse anyone.

What is Neglect?

- Failure to provide basic needs, i.e. food, adequate or clean clothing, heating, medicines.
- Under- or over-medicating.
- Exposure to danger or lack of supervision, such as leaving the person in an unsafe place or in isolation.
- An overly attentive carer in the company of others.
- Refusal to permit others to provide appropriate care.

It is not OK to neglect anyone.

Abuse of older people and people with disability is unacceptable.

Together we can prevent it.

Has someone ever tried to...

- Control your money or actions?
- Force you to sign papers against your will?
- Make you feel unsafe?
- Touch you in ways that you did not want?
- Hurt you physically?
- Deny you food, clothing, medication, medical care or proper shelter?
- Hurt your assistance animal?
- Damage or withhold a device you depend on for daily activities?
- Stop you from seeing family or friends?
- Threaten to abandon you or send you to a care facility?

To report something that is happening to you or someone you know, call:

000 - Triple Zero
for emergencies or life-threatening situations

131 444 - Police Assistance Line
for non-emergencies

1800 333 000 - Crime Stoppers
to provide information (it can be anonymous)

1800 628 221 NSW Ageing & Disability Abuse Helpline
for information, support and referrals



National Relay Service - 1800 555 660

Telephone Interpreter Services - 131 450

Protecting
vulnerable
communities
ageing | disability | homelessness



Useful Contacts



Emergency

Ambulance, Fire and Police	Triple Zero (000)
Police Assistance Line	131 444
Crime Stoppers	1800 333 000
Mental Health Access Line	1800 011 511
SES	132 500

IN AN EMERGENCY



Save the app that could save your life



triplezero.gov.au

General

AGL (Residential Gas/Electricity)	131 245
Energy Australia	133 466
Sydney Water	132 090
NSW Office of Fair Trading	133 220
Law Access NSW	1300 888 529
NSW Domestic Violence Line	1800 737 732
Lifeline Australia	131 114
Ageing & Disability Abuse Helpline	1800 628 221
Older Persons Advocacy Network	1800 700 600
Senior Rights Service	1800 424 079
Dementia Australia	1800 100 500
Department of Veterans' Affairs	1800 838 372
Family Drug Support Helpline	1300 368 186
Translating & Interpreting Service	13 14 50
1800 Respect	1800 737 732
Justice Advocacy Service (JAS)	1300 665 908
Relationships Australia	1300 36 4 277
NSW Trustee & Guardian	1300 36 4 103
NSW Civil & Administrative Tribunal	1300 006 228

Useful Websites

Ageing & Disability Commission	www.ageingdisabilitycommisson.nsw.gov.au
Centrelink	www.centrelink.gov.au
Crime Prevention NSW	www.crimeprevention.nsw.gov.au
Cybercrime	www.cyber.gov.au
Cyber Bullying	www.esafety.gov.au or www.bullyingnoway.gov.au
LawAccess NSW	www.lawaccess.nsw.gov.au
Legal Aid Commission of NSW	www.legalaid.nsw.gov.au
Transport Roads & Maritime Services	www.rms.nsw.gov.au
Scamwatch	www.scamwatch.gov.au
NSW Police Force	www.police.nsw.gov.au
Road Safety information	www.roadsafety.transport.nsw.gov.au