

# Reporting incidents to the Police



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Report all incidents to the police. The police cannot help you counter shoplifting and other business crimes if they don't know you are experiencing them.

### Why should I report shoplifting?

It is important to report all incidents of shoplifting in your store. Information relating to shoplifting may assist in:

- Processing insurance claims.
- Targeted security operations. Information on shoplifting can assist Police and Security identify hotspots and provide additional patrols of the area.
- Catching an offender. Offenders will be dealt with through the criminal justice system, which provides a number of resolution options for both the victims and offenders.

### How should shoplifting be reported?

You can report an incidence of shoplifting to the Police Assistance Line on 131 444. This allows you to quickly report the crime over the phone and the information is immediately available to your local police.

In an emergency, or if you are holding an offender, dial 000.

You will need to give police as many of the following details as you can:

- Your name.
- Your location and the nearest cross street.

Your contact telephone number

- Type of incident (e.g. shoplifter).
- The full name and date of birth of the offender (if you have it).
- The offenders current behaviour.

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Record all incidents of theft including what was stolen, when it was stolen and where it was stolen from in the store. This will help you to identify items most at risk; the times the store is most at risk; and the areas of the store most at risk. You can then consider appropriate security measures to help overcome this.

Police will determine whether there is sufficient evidence to support charges.

## What happens if a shoplifter is caught?

- Police may issue a young offender (under 18 years of age) with a formal caution against further offending. The caution process involves the participation of the juvenile's parent or carer. It is officially recorded on the police record system. In this instance the offender does not go to court. However, cautions are not unlimited. If a juvenile is an habitual offender they will be charged.
- Police may issue an offender with a court attendance notice in which case the offender appears before the court to be sentenced.
- Police may refer juvenile offenders to a Youth Justice Conference. For more information contact the Youth Liaison Officer at your local police station.
- Banning notices can be issued to known offenders in conjunction with Centre management. A banning notice prohibits entry to a specific area, such as the store. If the person then enters the store uninvited they can be charged.

## NSW Police Force

The NSW Police Force has established Crime Prevention Officers (CPOs) to work with the community to reduce local crime.

CPOs play an important role in coordinating government, community agencies and businesses at a local level to develop strategies and solutions to tackle the social and economic causes of criminal behaviour.

CPOs work closely with the business community to:

- Conduct security assessments on individual businesses, including positioning of CCTV for maximum coverage of a store.
- Establish Community Safety Precinct Committees.
- Coordinate and participate in crime prevention initiatives to reduce crime against business.
- Promote awareness and understanding of crime prevention issues that impact on the business community.
- Support victims of crime by conducting security assessments and suggest treatments to reduce repeat victimisation.

All 80 local area police commands across NSW, have a CPO working closely with the community.

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## CCTV Register

The CCTV Register is an initiative of the NSW Police Force. The purpose of the Register is to record the location of closed-circuit television (CCTV) camera systems, and other related information, across the State.

The mission of the NSW Police Force is to have the police and the community working together to establish a safer environment by reducing violence, crime and fear. If your business operates a CCTV system, you can help the police solve crime by registering your details.

There are two ways you can register:

1. Online via the NSW Police Force Internet site [www.police.nsw.gov.au/cctv\\_register](http://www.police.nsw.gov.au/cctv_register)
2. Manually via a 'CCTV Register Form'. These forms are available either online via the web address or via your local Crime Prevention Officer. Completed forms can be handed to your local Crime Prevention Officer or fax to the VIEW Team on 02 8835 7679.

All data will be stored in a secure database owned and operated by the NSW Police Force. Authorised officers will be able to access the Register for law enforcement purposes, for example, investigating crime. No information will be provided to third parties.