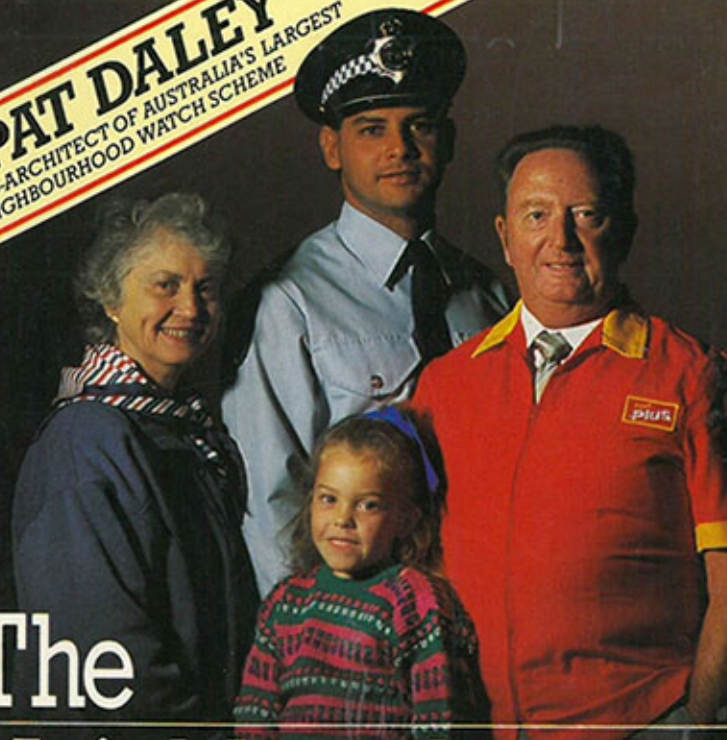


by **PAT DALEY**
CO-ARCHITECT OF AUSTRALIA'S LARGEST
NEIGHBOURHOOD WATCH SCHEME



The Neighbourhood Crime Prevention Handbook

THE COMPREHENSIVE
& INDISPENSABLE GUIDE

to all aspects of Personal and Child Safety,
Home Security, Community Policing, Small
Business and Motor Vehicle Protection

The
Neighbourhood
Crime Prevention
Handbook

The Neighbourhood Crime Prevention Handbook

PAT DALEY

**ANGUS
& ROBERTSON
PUBLISHERS**

ANGUS & ROBERTSON PUBLISHERS

*Unit 4, Eden Park, 31 Waterloo Road,
North Ryde, NSW, Australia 2113, and
16 Golden Square, London W1R 4BN,
United Kingdom*

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*First published in Australia
by Angus & Robertson Publishers in 1987*

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*National Library of Australia
Cataloguing-in-publication data.*

Daley, Pat, 1951-

The neighbourhood crime prevention handbook.

ISBN 0 207 15662 X.

I. Crime prevention - Australia - Citizen participation.

*I. Title. II. Title : Neighbourhood crime prevention
handbook.*

364.4'0458

*Typeset in 11 pt Stymie by Midland Typesetters
Printed in Australia by Australian Print Group*

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Acknowledgements

I wish to acknowledge the following Police Forces and organisations for their valuable assistance and cooperation whilst I was researching and collating illustrations for this book.

New Zealand Police Force
Victoria Police Force
Queensland Police Force
South Australia Police Force
Western Australia Police
Northern Territory Police
Tasmania Police Force
London Metropolitan Police
New York City Police
Royal Canadian Mounted Police
Mulvihill Security Group
B & D Secure-A-Door
NRMA Insurance
Commercial Union Insurance
3M Australia Pty Ltd
Ogden Industries Pty Ltd (Lockwood)
Chubb Lock & Safe Division
Yellow Car Alarms
The Sydney *Daily Telegraph*
Retail Traders Association of NSW.

Foreword

My sincere thanks to my dear wife Alana, who worked as Research Assistant for this book. Thank you to Harry and Robyn Young of Harry Young Advertising, who assisted me with the illustrations. My gratitude must go to Michelle Mulvihill, a consultant psychologist who specialises in the area of victims of crime, for her assistance on the chapter dealing with victims of crime. Also, my special thanks to Mrs Betty Law who tirelessly typed and arranged the manuscript.

I thank Mr Tony Mulvihill, the Managing Director of the Mulvihill Security Group for his helpful support and advice generally.

Finally, my thanks to my former colleagues in the NSW Police Force. Without them this book would not have been possible.

Introduction

Our police forces nowadays freely admit that traditional methods of policing are not enough to halt the crime rate, which has risen dramatically over the last ten years. As a result people are becoming increasingly concerned about this spiralling crime rate, and a "siege" mentality is developing in our society. The community at large is becoming particularly concerned about the increasing incidence of attacks upon women, senior citizens, and young children. Small business is becoming more of a target for armed hold-ups as criminals are now finding it more difficult to commit this type of offence on banks and Building Societies—due to the massive upgrading of security by these institutions.



Small business premises are now a prime target for criminals.



The growth in high and medium density living means that in recent years the normal suburban home has been hard hit by criminals.

One factor heavily related to the increase in crime is the growth in high and medium density urban living. An interesting facet of crime prevention is that *almost every crime is witnessed by somebody*: 90 per cent of the crime that is cleared up is solved as a result of information supplied by people in the community. Consequently, *information is the lifeblood of policing*.

Such Neighbourhood Crime Prevention programmes as *Neighbourhood Watch*, *Neighbourhood Support Group* and so on have already helped stem the tide of the "break and enter" type of offence and steady its frequency. However, other forms of crime are *still* on the increase; and criminals generally are becoming *more violent*. No longer can any one of us declare "it won't happen to me"!

The most effective way of preventing crime is to simply take away the opportunity for criminals to commit it. One of our most realistic deterrents against crime is to increase the chances of the criminal's detection,

thus to make it more difficult for him or her to commit the offence.

Scores of minor publications, pamphlets and newspaper articles have been written on the subject of crime prevention and security. In addition, thousands of television and radio interviews have been given, and hundreds of public meetings have been held on the subject.

This book brings all the relevant information together, and it also expands upon the more important aspects of crime prevention. As well, it covers other crucial areas which relate to the protection of people and of their property:

Information on personal safety for women, both in the home and in the street, is clearly set out. Also covered are the areas of children's safety, home security, marine security, motor vehicle and credit card protection. Another topic which is covered is rural or farm security.

Special crime prevention tips relating to senior citizens and to the disabled are provided.

Also featured is a comprehensive guide on business security, which clearly explains how you can protect yourself and your business against such crimes as armed hold-ups and shop stealing.

Finally, important information is included in relation to victims of crime and how they can obtain assistance.

In short, this book is designed to generate an awareness about crime prevention methods. Its aim is to provide all the necessary information that will help you, as law-abiding citizens, to live safer and happier lives in your neighbourhood.

Neighbourhood Crime Prevention



Why and Where it Began

The first Western nation to realise that a mere Police Force was not enough to maintain law and order was the United States. The crime explosion of the late 1950s and early 1960s in that country acted as a catalyst for the first real involvement by the community in "policing". So commenced the first form of Neighbourhood Crime Prevention.

The first forms of Neighbourhood Crime Prevention in the United States were mainly built around vigilante groups which had sprung up in many major cities. These groups encouraged the carrying of arms and the conducting of physical patrols by volunteers. However, this type of activity could not be sustained; and it soon became apparent that armed patrols only attracted further crime and

violence to the neighbourhood. It was discovered that a passive approach was more desirable and that it was far more preferable for people to simply observe and report crime to their local law enforcement agency.

In the late 1960s, various forms of Neighbourhood Crime Prevention spread to Canada and to the United Kingdom, and these schemes more or less developed in an ad hoc fashion with varying degrees of success.

Most Western nations experienced their first real upsurge of crime in the mid to late 1970s. There was clearly a link between this upsurge in crime and the drug problem. Recent research has shown that over 80 per cent of all armed hold-ups are directly drug-related. In other words, in many cases the sort of person who is committing an armed hold-up or breaking into a home is desperate for drug money and will do anything to get that money. When you consider the fact that a person on a heroin habit needs, not hundreds of dollars each week to sustain that habit, but thousands of dollars each week, then you can appreciate the problem confronting law enforcement agencies.

Thus, as the drug problem keeps increasing in the early 1980s, so does crime generally.

The crime which really touches a nerve in the community is that of house-breaking. As normal policing methods have proved inadequate in combating this problem, other ways to combat this type of crime are being looked at by Police Forces the world over.

In Australia, the first State to seriously look at Neighbourhood Crime Prevention was Victoria, and as a result the *Neighbourhood Watch* scheme was formally launched in that State in 1983. In late 1984 I was asked to research, and then implement, the same kind of programme in New South Wales; *Neighbourhood Watch* was subsequently launched in the Sydney suburb of Campsie in December 1984.

In New Zealand, the first Neighbourhood Crime Prevention scheme was also launched in 1983, when a *Neighbourhood Support Group* started in Auckland.



As a result of the overwhelming support of the Auckland community and of the City Council, *Neighbourhood Support Groups* then spread rapidly to other areas.

The community response to all these schemes has proved that ordinary people everywhere are very concerned about the crime rate. We are, all of us, concerned that when we go out, our homes might be broken into and ransacked. We all want peace of mind, and we all want to maintain "quality of life" in our neighbourhood.

Neighbourhood Crime Prevention provides one of the best vehicles to achieve those goals.

It must be emphasised again that Neighbourhood Crime Prevention is not a vigilante exercise. People who are involved in Neighbourhood Crime Prevention schemes are not asked to carry out patrols. They are simply asked to observe and report crime, to communicate more with their neighbours, and to become aware of the need to be security-minded.

There is no better crime-fighting technique than alert neighbours. What Neighbourhood Crime Prevention schemes are trying to do is to get Granny on to the front porch. One basic example really does explain it. If Police see somebody in the front or back yard of a house, they don't know if that person should be there or not—but neighbours do!

Through a planned and coordinated approach, the objectives of Neighbourhood Crime Prevention are to:

- *minimise the incidence of preventable crime in the Neighbourhood Crime Prevention area;*
- *increase the incidence of reporting of crime and suspicious activity within the area, and improve the quality of information given to Police;*
- *improve the level of personal and household security in the Neighbourhood Crime Prevention area through education programmes and the distribution of suitable literature;*
- *encourage people to identify their property by etching drivers' licence numbers on valuable property and, in*

so doing, encourage the concept of property identification;

- *improve people's awareness of their own personal safety, both in and outside the home;*
- *reduce fear of crime in the Neighbourhood Crime Prevention area and enable people to enjoy peace of mind;*
- *deter criminal activity in the Neighbourhood Crime Prevention area by increasing the probability of apprehension.*

The average reduction in crime in Neighbourhood Crime Prevention areas is over 50 per cent. Neighbourhood Crime Prevention is thus the foundation stone of the whole new concept of policing that is now being embraced by Police Forces throughout the world.

This is called "community policing".

How it Works

Although each community is different, Neighbourhood Crime Prevention takes a more or less similar form wherever it has been implemented. There are also some differences which relate to the servicing of the scheme by each individual Police Force. However, the basic principles are always the same. Each Neighbourhood Crime Prevention scheme is in fact a community-based crime prevention programme.

A Neighbourhood Crime Prevention area is made up of approximately 600 to 800 homes, including home units, apartment blocks, flats, or town houses. Natural boundaries, such as rivers and parks, must be taken into account where possible.

The Neighbourhood Crime Prevention area is usually broken into approximately 30 or 40 groups or zones. Each group or zone comprises approximately 20 houses. In the case of home units, flats, apartments or town houses it is desirable that each building be regarded as one group or zone.

It is also preferable that the group or zone comprise



both sides of a street instead of a block, as people tend to know who lives opposite them in the street, and not who lives on the other side of the block.

Each group or zone has its own coordinator.

Each area has its own coordinator (elected from within the group coordinators).

The group coordinators volunteer at the first public meeting.

The area coordinator is elected at a meeting attended by all the group coordinators soon after the initial public meeting.

Group Coordinators' Responsibilities:

The responsibilities of the group or zone coordinators are to ensure that information relating to crime is passed on to the people who live in their street or in their block. For this reason, the coordinators should meet at least once each month to exchange information about crime in their area, and to obtain any relevant information about crime in their area from the Police.

Take a hypothetical situation. It might be that the Police have a specific description regarding a vehicle and its occupants, who are committing "break and enters" in a certain area. If Police pass on that information to the coordinators, then instead of having just one or two Police patrol cars looking for that vehicle and its occupants, in effect you have the whole neighbourhood keeping watch.

The group or zone coordinators should also encourage the neighbours that make up their group or zone to exchange telephone numbers—so that in the event of a suspicious vehicle being parked in somebody's driveway, people can then ring that neighbour to verify if they are having something delivered or taken away. The problem here of course has been that usually nobody has taken any notice of any strange vehicles parked outside their neighbour's home. The attitude has been, "I don't want to get involved. It is none of my business." And as a result

criminals have more or less had an open go.

The group or zone coordinators should also encourage the people residing in their street to meet and get to know each other. Residents of a street should all learn to recognise one another's vehicle(s); in this way, they will quickly notice any strange vehicle that is parked in the street.

Neighbourhood Crime Prevention coordinators are not trying to intrude inside people's homes and invade their privacy. Rather, they are simply trying to generate, at the general level of the community, a little bit of neighbourly cooperation so as to ensure the safety of the area.

Area Coordinators' Responsibilities:

The responsibilities of the area coordinator are to call group coordinators' meetings as previously indicated, at least once each month. The area coordinator should chair these meetings; and he or she should encourage the local Police to attend whenever possible, so that general information concerning local crime can be conveyed to the meeting.

A number of activities, such as a monthly newsletter, can also be instigated by the area coordinator.

The Role of Police

Police should be encouraged to supply as much information as they can about crime to their Neighbourhood Crime Prevention area. This includes not only information about offenders' descriptions and offences, but also information concerning arrests, and indeed any other relevant information.

Neighbourhood Crime Prevention is all about breaking down those barriers between the Police and the community. In the past, people have tended to regard the Police as being apart from the community. It must always be remembered that Police are only our representatives in terms of law enforcement.



As the founder of the first Metropolitan Police Force in London, Sir Robert Peel, so wisely said: "Police are the community and the community are the Police!" In short, *it must always be remembered that any Police Force is only as good as the community it serves.*

The Visual Deterrent

One of the main components of Neighbourhood Crime Prevention is the visual deterrent. This simply means that street signs depicting Neighbourhood Crime Prevention logos are erected on the major intersections leading into the area concerned. This is to remind potential criminals that they are entering an area where people are on the alert, and that as a result it is going to be more difficult to commit a crime.

The street signs should be backed up by house plaques given to each of the households participating in a Neighbourhood Crime Prevention scheme in the area concerned. These house plaques reinforce the visual deterrent. They can be placed on either a front door or letterbox. They certainly cannot be regarded as visual pollution.

The outstanding success of Neighbourhood Crime Prevention means that the signs or logos will remain a real deterrent to criminals. However, it must be emphasised that the sign itself does not make your area free from crime.

It is actually what you and your neighbours do to fight crime in your Neighbourhood Crime Prevention area that really counts.

How to Get a Scheme Started

Any interested person can start a Neighbourhood Crime Prevention programme simply by petitioning their immediate neighbours to generate initial support for the scheme. You should then contact your local Police and express your interest. In due course a public meeting

will be arranged. In this regard, you and your neighbours may be required to assist with a letterbox drop and other activities which will be necessary to ensure a good response.

Police might not be able to arrange for a Neighbourhood Crime Prevention area to be set up immediately, as each area has to be properly constituted. In the meantime, however, anybody can implement the basic principles of Neighbourhood Crime Prevention by simply following the information contained in this book, and generally by being more security-minded.

Conclusion

As with the establishment of any new programme, success and results are directly proportionate to input and enthusiasm.

There seems little need to promote the philosophy of Neighbourhood Crime Prevention with any great ardour, for a cursory glance at the objectives would seem to speak for themselves.

In a democratic society, where man still regards his home as his castle, mutual cooperation between neighbours still remains an unarguable necessity.

Given the input of concerned and willing citizens, a wealth of experience, devotion and imagination can be utilised in the operation of the relevant Neighbourhood Crime Prevention programmes.

With this community spirit, one can envisage such offshoots as increased concern for elderly residents, assistance for residents isolated or living alone, concern for the ailing—the list can only be limited by lack of imagination. In other words, given commitment, Neighbourhood Crime Prevention schemes can work for the maximum benefit of all.

The greatest element in the fight against crime is a refusal to accept that which we should not have to endure.



Neighbourhood Crime Prevention logos provide a strong visual deterrent.

Personal Safety



General Personal Safety

When talking about crime prevention and security generally, we are not only talking about our home and belongings. More importantly, we are talking about protecting ourselves—and, after all, that is the most important thing.

For example, one has to consider that a very large percentage of sexual assaults occur within the person's home or in its vicinity. Another factor to bear in mind is that with the success of Neighbourhood Crime Prevention initiatives, criminals desperate for drug money are turning their attention to other forms of crime. In addition, street assaults have increased dramatically over the last five years, and in particular the crime of handbag snatching is becoming a major problem.



With the recent increase in street crime handbag snatching is becoming a major problem.

You may think that this type of crime happens to other people—the elderly and the infirm—or to those people who venture into dangerous places. Then think again! It can happen to you!

As in all crime prevention, the same principles apply. To avoid assault, you must take away the opportunity for would-be assailants. In so doing, you decrease your chances of being a victim.

The first principle of personal safety in the home is to make sure that you have good perimeter protection. Deadlocks on doors and key-operated window locks are essential. When installing an alarm system, make sure that an emergency or "duress" button is included.

All you need to know about locks and alarm systems is explained clearly in the next chapter on home security.

Always remember that "break and enters" can occur whilst you are at home, so keep doors and windows



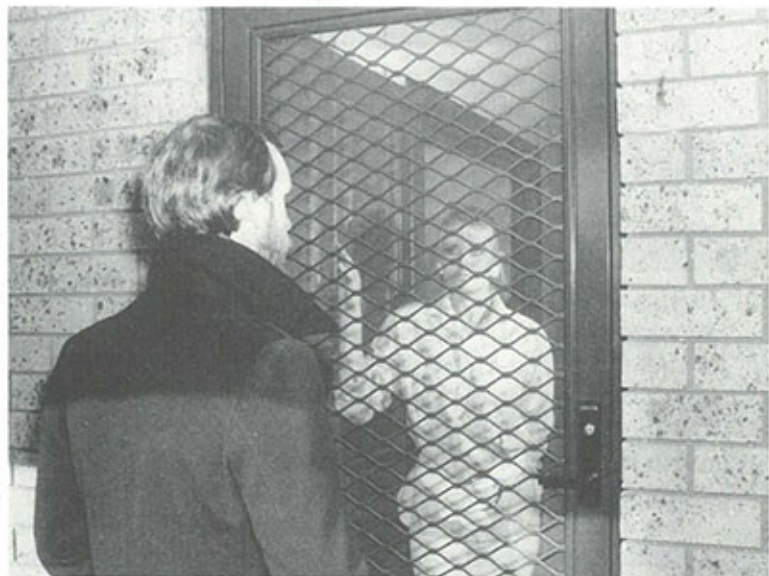
locked—even when the premises are occupied—and particularly at night after you go to bed.

Other home security features should be considered for personal protection. For example, consider installing a peephole in your front door so that you can identify who is at the door before you open it.

A good quality security door is also recommended. This type of door acts as a barrier between you and a stranger, and it also offers valuable protection when you have the principal door open for ventilation. However, it is not much use having a security door unless you keep it locked at all times.

For the best type of security door, again refer to the next chapter on home security.

Ensure that perimeter lighting or outside lighting is adequate around your home, so that in the event of a prowler, the surrounds of the house can be illuminated. This acts as a very real deterrent.



A good quality security door provides a physical barrier when opening the main door to strangers.

When you move into a new residence, or after losing or misplacing keys, it is advisable to change locks. Never leave your name and address on your key ring; and when leaving your car for service or repair at a garage, never leave your house keys with your car key. Somebody might duplicate them, and then use the duplicate keys to enter your home.

When taking out rubbish, walking the dog, or anything of a nature which might take you away from your residence even for a short time, always lock the house.

If, for whatever reason, you think that your home has been broken into, *do not, under any circumstances, enter your house*. The intruder or intruders might still be there. If you do confront an intruder in your house, an assault can occur. People have often been assaulted when they have walked in on an intruder.

The golden rule is not to go in, but to go to a neighbour's house—and ring the Police. Observe your house until the Police arrive. Note down the description of any person or persons leaving your house—and also details of any vehicle used by them.

Finally, remember that as well as looking out people can look *in* through windows. So keep curtains and blinds drawn—especially in your bedroom.

Personal Safety for Women

In the Home:

Never admit that you are alone in the house, to either a caller at the front door or to somebody on the telephone. If you are alone, always give the impression that there is a man about. If necessary, even call a man's name when answering a knock on the front door, and adopt this practice as a normal security procedure.

Never allow a stranger into your house. Check their identification, or telephone the organisation they claim to represent. If they are who they say they are, they won't mind.



Never place an advertisement in the newspaper which requires people to call at your home, unless you arrange to have someone with you when they call.

Today, more and more women are living alone. As a result, they should be made aware of the fact that they should identify themselves on mailboxes and in phone books always by their last name and first initial only.

In the Street:

As mentioned earlier in this chapter, with the success of the Neighbourhood Crime Prevention programmes, criminals are now turning their attention to street offences such as assault and robbery and, in particular, the offence of handbag snatching. The following information is designed to help women protect themselves in the street or wherever they may be outside their home.

The first rule is to try and avoid walking alone, and never take short cuts through parks or vacant lots—particularly at night.

If you are forced to use poorly lit streets, never walk close to doorways.

When you get to your home, have your key ready, and always open your door quickly. Never loiter at the front door. Once inside, immediately close and lock the door behind you.

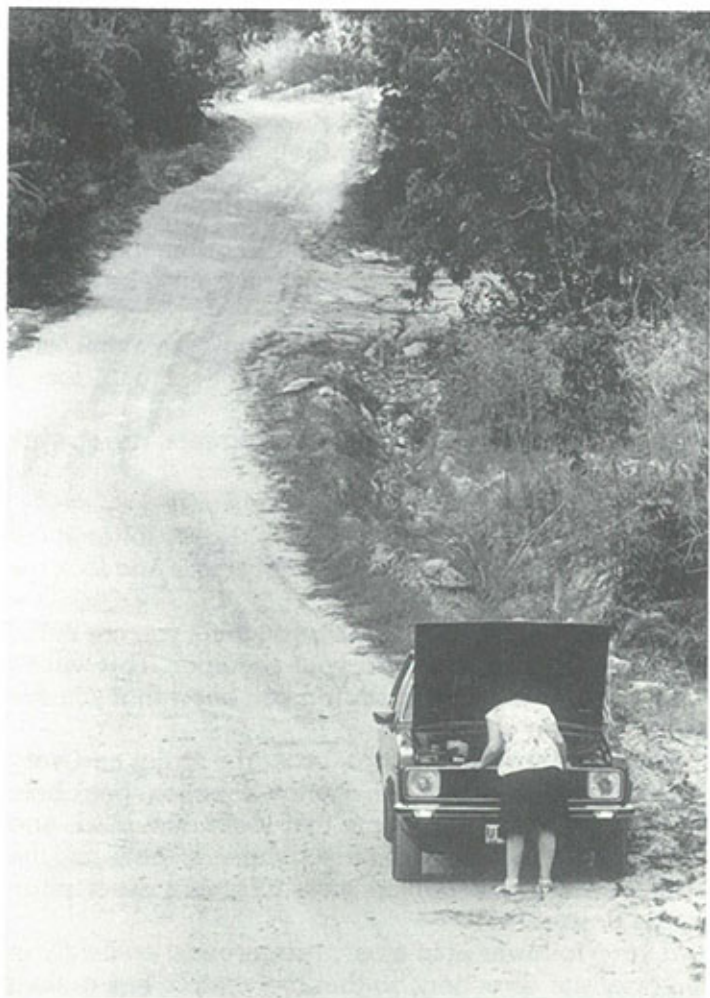
If, when walking in the street, you think you are being followed, keep looking over your shoulder. This will let the person or persons following you know that you are aware of their presence.

If your follower is on foot, cross the street and vary your pace. If need be, even change direction. Seek help at the nearest shop or home that looks occupied, and call the Police immediately. Make a note of the appearance of the person so as to give a description to the Police.

If your follower is in a car, turn around and walk in the opposite direction, so that the vehicle has to then be on the other side of the road if it still follows you.

Again, go to the nearest occupied home or shop and seek help. Make a note of the registration number of the vehicle and report the matter immediately to the Police.

Finally, *never hitchhike or climb into a vehicle with a stranger.*



A woman driving alone can find herself in a dangerous situation if her vehicle breaks down on an isolated road.



Personal Safety When Driving

Hundreds of serious assaults have occurred either in or near motor vehicles. Always be aware of the need to be alert when walking to your car. Always check the rear seat of your vehicle before entering it, especially in isolated parking areas in major shopping complexes.

You should also get into the habit of locking your vehicle once you are inside it. In fact, always keep the doors locked and the windows up, especially when travelling alone.

Avoid travelling on isolated roads at night.

Make sure that your vehicle is mechanically sound, and ensure you have adequate petrol at all times. If your vehicle does break down on a lonely road, lift the bonnet and then lock yourself inside the vehicle. Do not under any circumstances leave your vehicle and go with a stranger to seek help. Wait for Police or some other emergency vehicle to stop and offer assistance.

If you think that you are being followed, drive to the nearest occupied service station, shop or home—or ideally a Police Station. If necessary, pull over and let the person or persons following you get out of their car—and then drive off.

And, of course, *never pick up a hitchhiker. Some of the most serious crimes committed in this country have been a direct result of this practice!*

Personal Safety on Public Transport

Never wait at bus stops or on railway stations at night any longer than you have to. Know the timetables. Stand with other people if possible.

Once on a bus or train, be aware of those around you. Don't hesitate to seek assistance from railway employees or other people if you feel you are under some particular threat.

If the bus is empty or nearly empty, take the seat closest to the driver.



Avoid waiting alone at railway stations at night.

Avoid sitting in railway carriages alone. Most trains have a security carriage. Take a seat in this carriage, as close to the guard's compartment as possible.

When walking down railway platforms, when disembarking from public transport at night, or for that matter, at any time, always walk with other commuters.



If travelling by cab, have the driver wait until you have safely gone through your door.

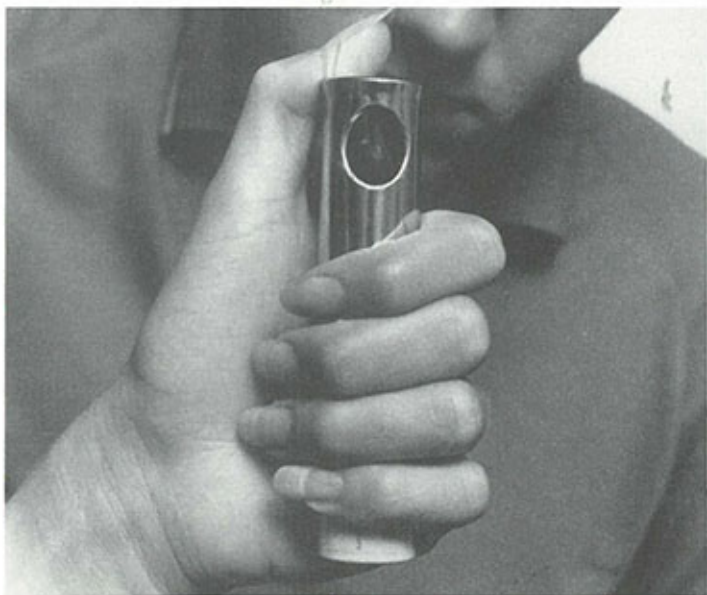
If You Are Confronted:

First and foremost, *do not panic*. Your best protection is to make a lot of noise. So, if you can't escape, scream as loudly as you can. Yell "Fire" rather than "Help" as people seem to react more readily to the word "Fire" than to the word "Help".

If possible, avoid violence. Women especially should try to escape by talking their way out of trouble rather than by physical means.

Personal Alarm

Consider carrying personal security devices, such as a shrill or personal alarm. When waiting for or coming from a bus or train, or when simply walking in the street



A hand-held shrill alarm can be a very real deterrent against assault.

at night, it is best to carry one of these alarms strongly clasped in your hand.

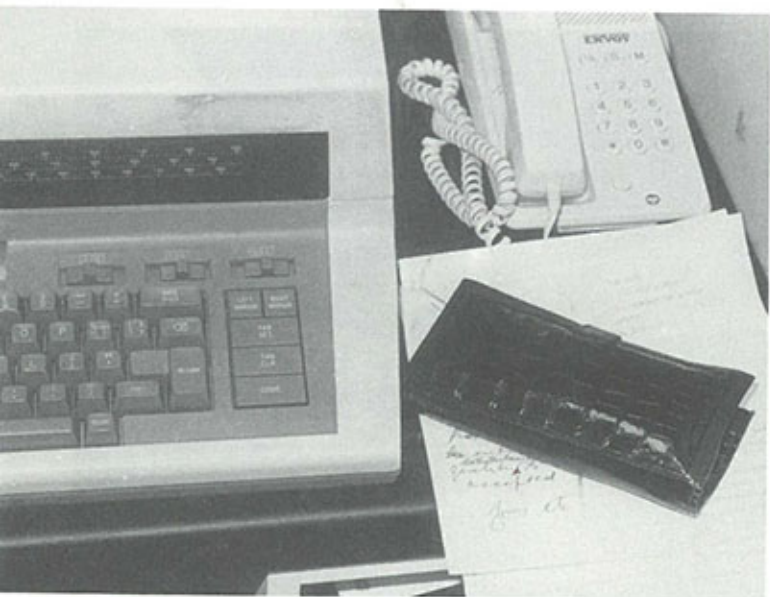
Personal Safety in the Workplace

An increasing number of crimes are being committed in office buildings and other working environments. It pays to be security-minded, wherever you are.

Keep your purse, wallet or other valuables with you at all times, or locked in a drawer or locker.

Check the identification of any stranger who asks for confidential information, or any delivery man, tradesman, or member of the public who wants to enter the area of your office or business.

Be discreet! Don't advertise your social life or home arrangements to any other employee or to people who may be visiting your workplace. And this, in any case, *applies wherever you may be.*



Never leave your wallet or purse lying on your desk when you are not there.



If you notice any suspicious person or vehicle, notify security personnel and/or Police. Trust your instinct, and never hesitate to report anything that makes you feel uneasy. Make your own record of these events.

If you must work back late, avoid working by yourself. Make sure somebody escorts you to your car. Encourage your employer to pay for a cab if that arrangement does not already exist.

Ask your employer to sponsor basic crime-prevention training for all staff.

Assess your workplace vulnerability to crime. Look at access control, locks and doors, visibility, lighting, parking arrangements, and secure places for belongings. Give your suggestions to management.

Personal Safety in Elevators

Many serious assaults have occurred in elevators, whether they be in office buildings or apartment blocks. An assailant has an ideal opportunity to isolate his victim in an elevator, so you should always exercise care when using this form of conveyance.

Either use an empty elevator, or one which has a number of people in it. If you are riding alone and someone does enter the elevator and you are uneasy about this person, position yourself in front of the control panel and push a floor button other than your own — ideally, the next possible, which allows the shortest ride.

Report any suspicious person to the Police immediately.

Handbag Snatching

A street crime which has increased dramatically in recent years is the offence of handbag snatching. Serious injury has resulted on scores of occasions as a result of this cowardly crime.

Women are particularly vulnerable, wherever they are. Normally the offender or offenders are young and



Always keep your handbag clutched in front of you.



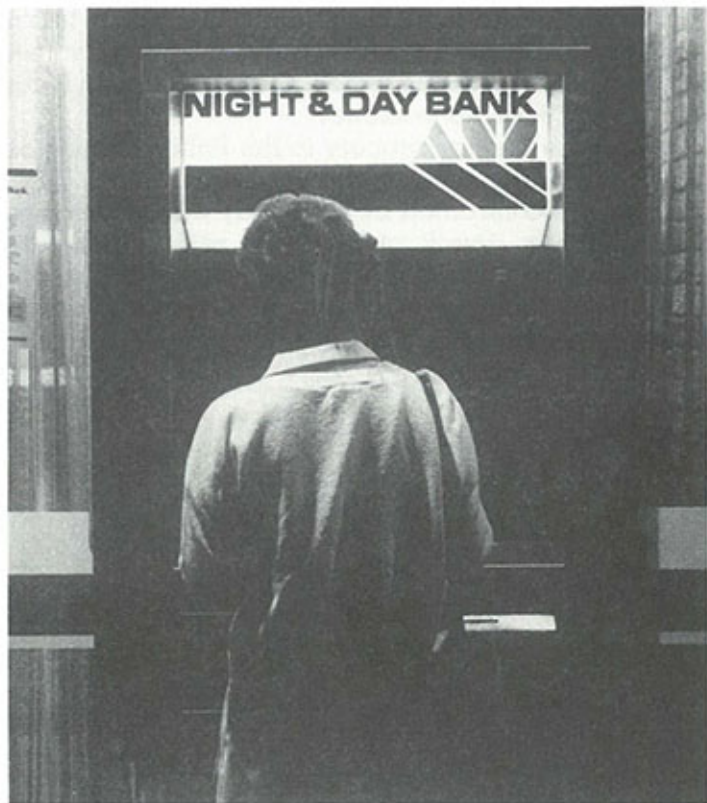
The right and the wrong way to carry your handbag.



fit; and they are also dressed to move quickly. Again, as with all forms of crime prevention, the same basic principle applies. You must take away the opportunity. Don't make it easy for the thief. In other words, don't provide an easy target.

Try to avoid just dangling your handbag down by your side from your hand or shoulder. Always keep the bag in front of your body.

Always be aware of the people coming from behind you, and remember that handbag snatchers sometimes operate on a motor bike. Sometimes they may even



Try not to let people observe you placing large amounts of money in your handbag when using an Automatic Teller machine.

suddenly jump out from a nearby car!

Never leave your bag on a shopping trolley—and don't leave it at your feet or on the hook of the door in a public toilet. No matter where you are, it is always advisable to keep the bag with you.

When you place money into your handbag, try and avoid allowing people to observe where you put it. This especially applies when you are using an Automatic Teller machine outside a financial institution.

Be constantly aware of what you are carrying in your bag by way of personal papers—for example, your driver's licence and cheque book.

If, despite all these precautions, your bag is taken and there are credit cards and house keys in it, cancel the credit cards immediately and have your house locks changed as soon as possible.

Report the theft or robbery to the Police as soon as possible.

If you are confronted by somebody who is trying to take your bag, *give it to them*. This will undoubtedly go against all your instincts, but remember that no amount of money or inconvenience is worth serious injury—or worse.

Home Security



Why You Need to Take Precautions

Police, security companies and others involved in the security industry will freely admit that even if the householder takes the maximum security precautions, a thief can still get into a house if he is really determined to do so. There are numerous ways that a house can be broken into. If need be, a thief can even enter a dwelling through the roof or from beneath the house.

Nevertheless, by installing good quality security devices, the chances of your home being violated are greatly diminished. The idea of good home security is to *deter* the would-be thief, by making it *as difficult as possible* for him to break into your home.

For instance, if a house-breaker comes to your front door and, knocking on it, finds nobody home, there is no doubt that he will try to force your front door. But if you have good quality locks, he will have to go around your premises looking for a point of entry. So

- *he is going to take longer to get in; and*
- *he is certainly going to make more noise, which will increase his chances of being detected.*

The thief knows this and, in many cases, he will go away and look for an easier target.



The burglar's main form of entry is mainly through unlocked windows.



Jewellery and electrical appliances are the items most frequently stolen.

Statistics indicate that most often thieves violate homes simply by gaining entry through unlocked doors and windows. Therefore, although in recent years security awareness has increased greatly in our community, it is apparent that apathy is still one of the major problems.

It is also clear that another popular method used by burglars to obtain entry into a house is to force windows. This means that people need to consider good perimeter security when securing their home.

Jewellery and electrical equipment (particularly videos and televisions) are items which are stolen most frequently. These are easy to sell—and in some cases they can be directly exchanged for heroin and other drugs.

Home Security Devices

The Deadlock:

The true definition of a deadlock is one in which the tongue of the lock cannot be pushed back without the use of a key. This prevents a thief from using a thin piece of plastic, such as a credit card, to push back the tongue of the lock by inserting the card between the door jamb and the door itself. The "plastic card" trick is a form of entry commonly practised by intruders.

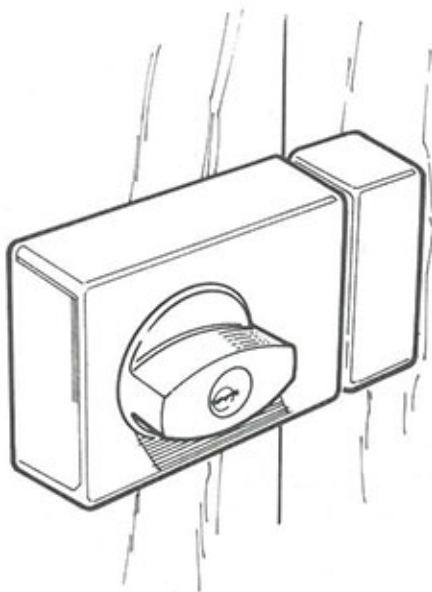
Another feature of a deadlock is that it prevents a thief breaking glass and then opening the door from the inside. A deadlock also prevents a thief, having gained entry to your house by some other means, from being able to open the door from the inside to take out large items, such as furniture, televisions, etc.

The most popular form of deadlock, because it is the easiest to fit, is a rim deadlock.

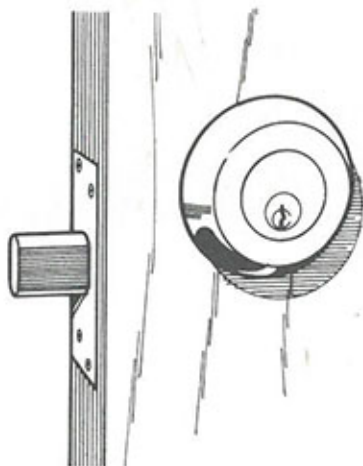
Mortice Dead Bolt:

Perhaps the most secure way of locking your door is to install a mortice dead bolt. This type of lock should only be installed on solid doors, as the word "mortice" means that the lock is encased within the door itself.

The mortice dead bolt has all the regular features of a rim deadlock, in that you require a key to open it from the inside as well as the outside, and the tongue cannot be pushed back without the use of the key. But it has another feature which makes it more secure than a deadlock: being encased within the door makes the mortice dead bolt very difficult to attack with such implements as a hammer or a "Stilson" (pipe wrench).



■ A typical rim deadlock.



■ A mortice dead bolt.



Always make sure that your security door is strong and can withstand an attack from an intruder. This security door is made of solid steel.

Security Doors:

One of the most popular home security devices is the security door. There are many types of such doors on the market, and most offer little or no protection to you or your property. In most cases a simple flick of a screw driver will enable an intruder to gain entry to your premises!

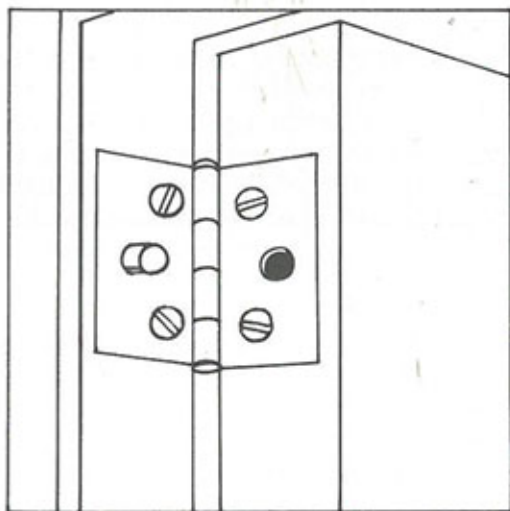


However, a *good quality security door can* offer very real protection, especially when you are at home and you want ventilation as well as security. If such a door is strongly built it can act as an effective barrier between you and the person knocking or standing on the outside.

Door Hinges:

The front door of a house presents another security risk, which is unrelated to the actual locking mechanism. In most cases the hinges and pins of such a door are exposed, protruding on the outside—sometimes even when the door is closed. As a result the door can be easily attacked from outside: an easy way for an intruder to breach it is simply to remove the pin in the hinge. Then the door is easily pulled out of its frame.

A security hinge is an ordinary hinge—with, however, a difference: it has a bolt in the frame which fits into a hole in the side of the door when the latter is closed. The bolt then prevents the door from being lifted out of its frame even if the hinges and pins are tampered with.



Security hinges prevent the lifting of the door from its frame.

Key-operated Locks for Windows and Sliding Doors:

As previously indicated in this chapter, one of the most common forms of entry for a thief is through a window. Most windows have simple latches which are easy to manipulate when glass has been broken. The main advantage of installing a key-operated lock on a window is that it makes entry much harder even when glass has been broken. Of course, the intruder can simply break *all* the glass out of the window to gain entry. However, in less than two per cent of cases is this form of entry used. Remember that a thief bleeds like you or me: there is great risk of injury with this type of entry. Also, in breaking all the glass the thief takes longer and makes more noise—and always remember that the best deterrent against thieving is to make it as difficult as possible.

For convenience, you can have your key-operated window locks keyed alike, so that you only need the one key to operate all window locks in your house. However, to achieve this you need to use the one brand; so select a brand which has a range to fit all your windows. There are key-operated window locks to fit all types of windows, whether they be wooden, aluminium or steel.

The most important feature of a key-operated lock is that the window in most cases can be locked in a ventilated or partly open position. This enables you to have fresh air and still have the window locked for your own personal protection as well as that of your children.

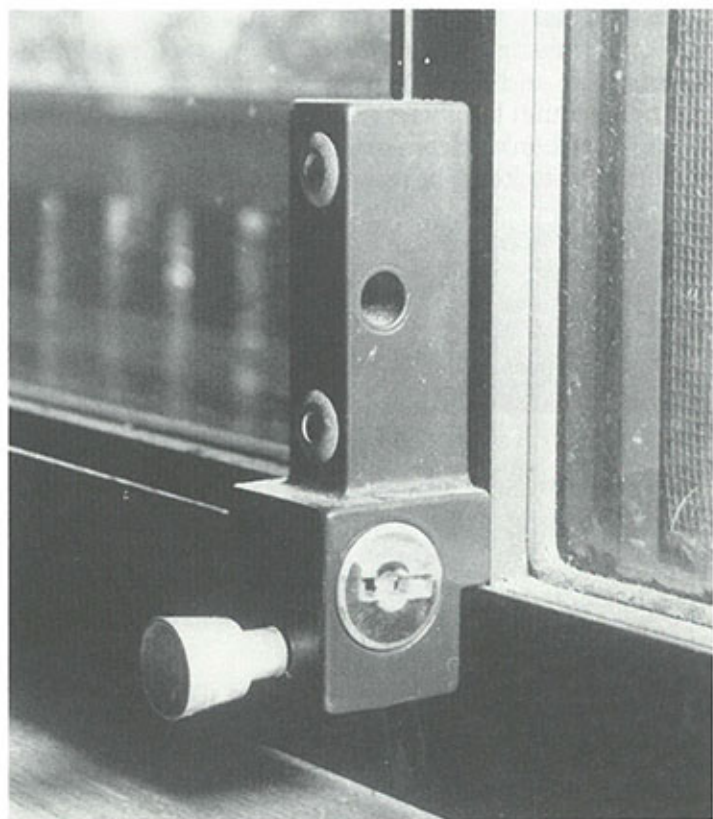
But remember—*a lock is not a lock unless you use it!*

Sliding Doors:

There are key-operated locks on the market to fit all types of sliding doors. These have all the same security features as key-operated window locks.

Security Grilles and Bars:

Some people believe that the best form of home security consists in security grilles and bars. I believe that this



■ A key-operated window lock provides good perimeter protection.

type of security is a last resort.

Grilles or bars can certainly be useful for more vulnerable windows located down a quiet side passage, or facing onto a quiet and secluded rear yard, or for vulnerable windows or in extremely high-risk localities. However, their installation can present problems; and they can be a fire hazard. Other negative features include their unattractive appearance and the fact that they sometimes give the house a "fortress" look.

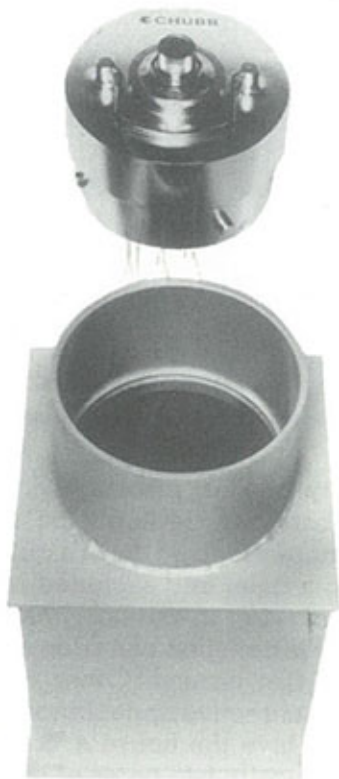
There are basically two types of security grilles on the market—external and internal.

Home Safes:

A home safe is an option for people with valuable belongings and jewellery.

I believe that the safest place for this type of property is in your bank. However, if, for convenience, you install a safe, keep in mind the following points:

- *a floor safe encased in concrete is more secure than a wall safe as it is less easy to attack;*
- *the lid of the safe needs to have a torch and drill-resistant rating;*
- *the safe should be concealed so as not to tempt any would-be attacker.*



A home safe is an option for storing valuable belongings.



Sheds and Gates – Padlocks:

When securing sheds and gates, good quality padlocks should be considered. For further information on padlocks, consult the chapter on small business security.

Exterior Lighting:

Exterior lighting is important, and should always be considered when reviewing the overall security package for your home. From time to time, external and internal lights should be left turned on to give the house a lived-in appearance when you are out.

One of the most effective forms of external lighting is the light that has a scanner to detect movement. This type of light is activated when somebody walks into the scanned area. It is not only a security device, but also an energy-saving device which will be appreciated by your guests when they are at your front doorstep.

Alarm Systems

Research has shown that the best deterrent against home violation is a good quality alarm system which not only provides protection for your belongings, but more importantly, for you and your family.

You might say: "Who takes much notice of a siren sounding, anyway!" Well, in some cases, this may be true. However, in the vast majority of cases, the thief will run when an alarm is activated. He does not like to take the chance that somebody will come and investigate.

If the intruder does go on with the robbery, then he will only take something quickly and go – and you will certainly avoid having your home vandalised.

Types of Alarm Systems:

There are basically two types of alarm systems: a local alarm, and a monitored alarm.

As the name implies, a local alarm simply sounds on



A siren sounding will make a thief run in the vast majority of cases.

site, alerting neighbours and passers-by. A monitored alarm, as well as sounding on site, is also monitored by a Security Company—so that when it is activated the Security Company is alerted at its central monitoring station. In the case of your having left your premises for any length of time, contact is then made with Police and with previously nominated person or persons of your choice to ensure that there is a definite and quick response—a reassuring feature for anybody.

The most frequent way that a Security Company monitors an alarm system is with a digital dialler. When an alarm is triggered the dialler seizes the telephone line, even if the telephone line is being used. Another form of monitoring is by way of a direct line or dedicated land line. However, this form of monitoring is costly.

As a result, a much cheaper way of direct monitoring has recently been developed. This new transmission system provides 100 per cent security for people wanting a monitored alarm system which will work, even though the telephone line has been cut or is malfunctioning. In essence, the transmission system



involves the telephone line being electronically scanned every 20 seconds; so that, although somebody might cut the telephone line, or if there is a fault in the line itself, the Security Company monitoring the system is nevertheless immediately alerted—which ensures an immediate response.

The type of equipment that can be used in the installation of a home alarm system is wide-ranging, and it can certainly be confusing to the householder. However, in simple terms, there are basically two ways in which you can secure your home or business with an alarm system.

The first way is to secure perimeter doors and windows with small electro-mechanical devices called "magnetic reed switches" and to place pressure mats under a carpet in strategic parts of the house. The main disadvantage of this type of alarm system is that if the



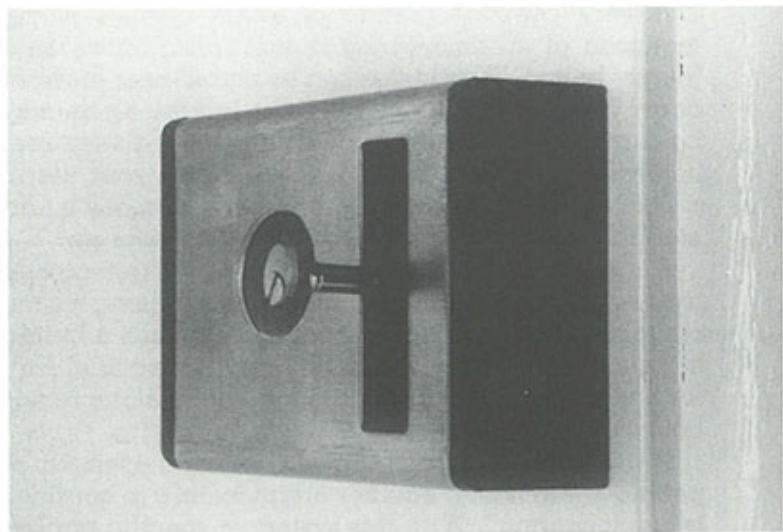
A monitored alarm system is the best form of security as you are guaranteed a response from the Security Company.

home is violated by some means other than coming in through a door or window (and this does happen) then the alarm will not be activated; also the wiring involved with such a system can be costly.

The other form of alarm system is the Space Movement Detector, which has become very common in recent years. There are basically two types of Space Movement Detectors: ultrasonic/microwave and the



The most common form of space movement detectors, the passive infra-red detector.



When installing an alarm system make sure it is simple and easy to use.

passive infra-red. The ultrasonic/microwave responds to movement in the room or area where it is located; and the passive infra-red responds to energy which is radiated from the human body.

The more stable of the two, and the more commonly used, is the passive infra-red. This type of movement detector is less prone to false alarm, because it tends not to be activated by small objects. In other words, it is not as sensitive as the ultrasonic/microwave.

To detect movement these detectors are normally placed in strategic areas of a home or business. Typical locations for the detector are: the living area, where electrical items such as television and video are located, and the main bedrooms or general office areas of a business—which are obvious areas and thoroughfares where an intruder would go.

The alarms are operated by a control box which is strategically located in a cupboard near the main entry door. The alarm can then be turned on by either key or digital code pad. Either way is satisfactory.

A very common feature of alarm systems is the inclusion of an emergency button, also known as a "duress button". This button can be placed near the front door. When it is pressed, even though the alarm may be turned off, the siren will still sound—a very real deterrent for any intruder or prowler. If your alarm system is monitored, then your Security Company is also alerted so there can be an immediate response.

An emergency button can also be strategically located anywhere in the house—for instance, in the main bedroom, next to the bed. Having such a button at hand can offer real peace of mind, especially, say, for a woman who may spend a lot of time alone in her house with her children.

With "break and enters" now occurring even whilst people are at home, another alarm feature to consider is "sectorisation". With this system, a specific portion of the premises—perhaps the downstairs or outside living area—can be "alarmed" when you are asleep at night. You simply have to remember to turn the alarm off when you get up in the morning.

I believe that one of the best ways to secure your home is with the installation of an alarm system.

Features to Consider When Having an Alarm System Installed:

Always be careful of the type of person who comes into your home to install security equipment.

Your alarm should be installed by a reputable company.

It should be insurance-approved.

There should be a warranty on all parts and labour.

The alarm should have:

- a tamper-resistant control box which is easy to operate;
- at least two tamper-resistant sirens—one located outside, and one inside to ensure maximum deterrence;
- rechargeable standby battery to ensure the system works, even if an intruder turns off the electricity;



- *automatic cut-out reset feature. This ensures that the system cuts out after ten minutes, to comply with the Noise Pollution Control Act. (However, if the offender re-enters the house, the alarm will go off again as it has automatically reset);*
- *a control box which is itself covered by the alarm system.*

Finally, make sure you advertise the fact that you have an alarm system by placing suitable stickers on doors and windows. This acts as a very effective visual deterrent.

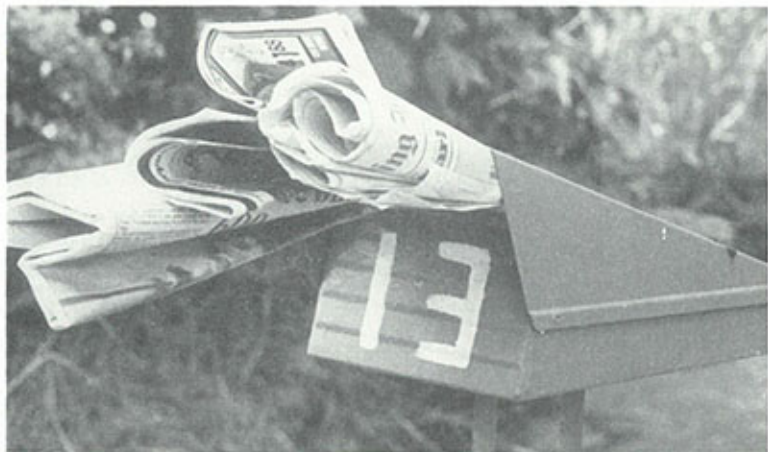
Some General Home Security Precautions

There are some home security precautions that do not cost you a cent. For instance:

- *Remember that break-ins do occur when people are at home asleep or watching television, so the need to secure your home, even when you are home, is very important.*
- *Display your house number clearly so that emergency vehicles can find your house in an emergency.*
- *Lock away tools, ladders and other implements which a thief could use to break into your house. Thieves often use a person's own tools to break into their house, so secure your tools.*
- *Never leave notes for friends, relatives or tradesmen, etc. A thief can read too.*
- *Keep valuable documents, such as insurance policies, with your bank or solicitor.*
- *Don't leave keys in hiding places: a thief may find them.*
- *Don't leave your house keys with your car keys when having your vehicles serviced or when using a parking station.*
- *If you purchase a television or video don't leave the packing box it came in out with the rubbish; this only advertises the fact that you have just purchased such an item.*



Lock away tools, ladders and other implements that a thief could use to break into your home.



Ask your neighbour to clear newspapers and junk mail from your letterbox whilst you are away on holidays.

- *Keep blinds and curtains open. Make the house look lived-in and arrange for a friend or neighbour to come in and change the curtains around occasionally.*
- *Cancel milk, bread and newspaper deliveries.*
- *Stop your mail if you are going away for a prolonged period; arrange for a neighbour to clear your letterbox of any material such as local newspapers, etc.*
- *Turn the telephone down so that it can't be heard from the street.*
- *Arrange for a neighbour to park their car in your driveway occasionally.*
- *Arrange for a friend or neighbour to mow your lawn if you are going away for any length of time.*
- *Let your local Police know you will be absent, and who has the key.*
- *Let relatives and neighbours know where you are going, and for how long you will be absent. Always leave a contact address and phone number.*

Rural Crime Prevention



Rural crime prevention basically follows the same principles as suburban crime prevention in that it taps into the greatest crime fighting force that there is: the community itself.

As much as we would like to believe otherwise, crime does exist in rural areas. It may appear that everything is tranquil in the countryside. However, Police statistics tell another story.

Just like suburban Neighbourhood Crime Prevention programmes, rural Crime Prevention and Support groups can greatly reduce crime and create peace of mind in rural communities.

This chapter describes how rural communities can greatly reduce the risk of crime occurring in their particular locality. Like its suburban counterpart,

Rural crime prevention relies totally on those involved for its effectiveness.

Rural crime prevention simply is an informal friendly network, which adapts to the needs of a particular area. The aim is to keep everyone within the group safe and secure. The schemes rely on the individual strengths of the people involved, but they also rely on them working together.

Rural crime prevention does not require much work. It simply requires an awareness about crime prevention methods and a willingness to be involved where necessary.

One of the main problems confronting rural communities is the fear of isolation. Many people get frightened in their homes, on their farms or when driving along isolated roads at night.

Fear can become humiliating, and it can become so overwhelming that it dominates our lives. It can make us limit what we do. While families living in rural areas can become especially insecure, Rural Support groups offer them the opportunity to discuss their fears, and to gain help, advice and comfort.

Individuals and families will be much more secure when everyone knows exactly what to do if a crime occurs.

Children benefit because there is a great deal more open discussion about realistic risks and good ways to avoid problems. They become much more confident when they are aware of the specific strategies that have been worked out by their families and their nearest neighbours should any problems arise.

Crime, whether it is committed or feared, is a nightmare for children and adults. We deal with it best if we discuss it openly and together.

How to Get Rural Crime Prevention Going

Rural crime prevention does not involve a great deal of work. The secret is to work with others and not to



take too much on yourself.

Work out what size area you want for your group. Be realistic. You can always expand later. In areas where houses are a great distance apart, each Rural Support group may involve only a few families. Make the boundaries ones that reflect the way in which you use your area. If you have a cluster of houses near the local school, use that cluster as one area. If you have a group of friends living near you, then use your social ties to form the basis of the group.

A rural Crime Prevention Group can be as small as two adjoining properties, or can cover a much wider area. The network depends on the contact between you and your immediate neighbours.

The first thing you must do is to call a meeting. If it is a small group, then get together in a private home. If it is a larger group, then obviously you will need a school or community hall.

Give yourselves plenty of time to publicise the meeting. Allow time to reach all the people who may be interested.

Invite the local Police, and ask that they be fully involved in the meeting. The Police see their role as a supportive one and not one of control. Arrange it so that your neighbours make a contribution to the meeting by verbally supporting you in what you are trying to do.

Define the rural support area that you wish to cover and make sure you invite everybody in that area by way of a formal notice in the mail. In establishing your area, the same basic guidelines as set out in Neighbourhood Crime Prevention should be followed.

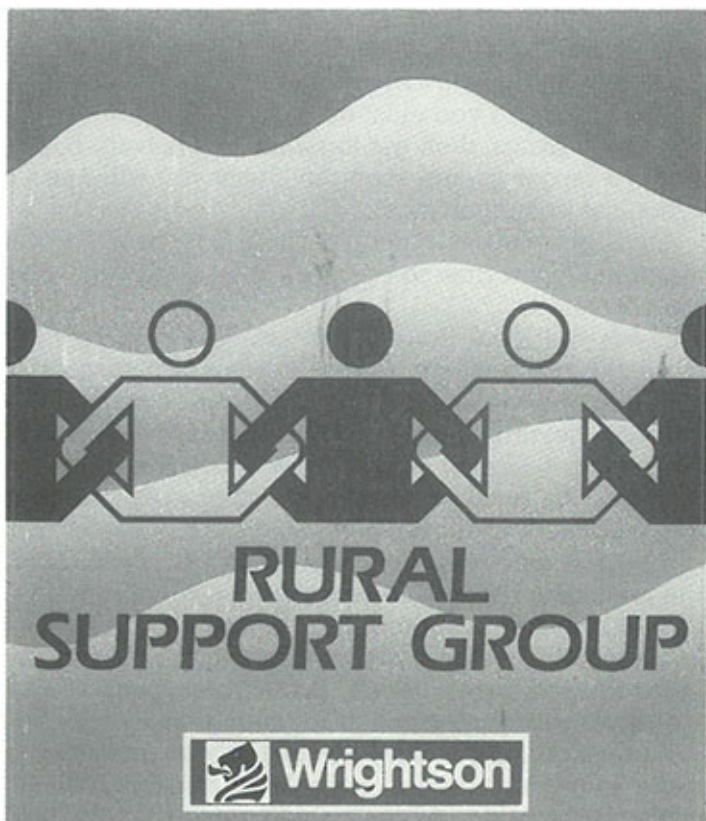
Once you have held your first meeting, hold regular meetings, say once a month. Invite guest speakers who will give useful information to your group.

Always invite the local Police to these meetings in order to get an interaction going relating to relevant crime information. At least make sure that you have relevant information relating to crime in your area, even though the Police may not be in attendance personally.

How a Rural Support Group Works

Again, although rural communities often have their own special situations, exactly the same basic principles apply to Rural Crime Prevention groups as to Neighbourhood Crime Prevention groups. Remember that the same structure should apply. For instance, coordinators should be responsible for groups of houses or properties.

Remember that to be able to help one another in an emergency, you need to know the people near you. You



An example of a Rural Support Group logo.



need to have discussed ways of calling for help.

Exchange telephone numbers. Get work numbers from your neighbour. Make a telephone list so that in an emergency you can all share in the ringing around.

Telephones can be lifelines. Phone your neighbours if you see any suspicious people hanging around. Give them descriptions of suspicious people and of their vehicles. If you decide to investigate, tell your neighbours you will call them back in five minutes. If they haven't heard back, then they'll know you need help.

Swap information about who lives in each home, and what hours they are likely to be there. There is little point in ringing your neighbours if they are not going to be there.

Remember that Police often take a long time to respond to calls, due to the distance, so be ready to help each other in times of crisis.

Exchange information regarding what skills you may have, as often crime is not the only reason for calling for help. Start a central register as to who is a nurse, mechanic, vet or pilot, etc.

Signals

You can't always rely on telephones. The wires may be ripped out, or you may not be able, due to some injury or sickness, to get to the phone.

In rural areas, neighbours are often capable of hearing, and then responding to, various signals—for example: sirens, bells, or the continuous use of a car horn.

If you hear a signal you have agreed upon in your group, or any other unusual noise, ring your neighbours to see if they need help. If there is no answer, get someone else to go with you, and call the Police first.

Ring another neighbour and tell them where you're going, and ask them to come and help if you haven't

rung them back in a specified time.

Alert not only people in your group but also others who pass by regularly — milk, mail and paper delivery people, school bus drivers and farm workers — as to what your signals are.

Whatever system you decide on, remember you must still check out anything that is suspicious, different or worrying, even if it is not a prearranged signal.

When you come up with good ideas for signals, let people know!

And remember, signals can consist not only of those things you do, but also of those things left undone!

All routines which are broken — like collecting papers, mail or milk, dropping children off for an activity, not turning up for an appointment or meeting and so on — should prompt you to check.

Rural delivery people are in a good position to notice when something might be wrong. Uncollected mail or milk could mean that somebody could be in trouble.

Obviously we are not just talking about crime here. We are in fact talking about helping people who may be in trouble for whatever reason.

General Security Hints

For security on rural properties, exactly the same principles apply as set out in other chapters of this book. However, there are some special security hints that apply to rural properties.

Take a good hard look at security on your property. This includes your house, your sheds and other storage places. Make sure that they are secured as best you can. Make it as difficult as possible for anybody who may come onto your property to commit a crime.

Most buildings, such as shearing sheds, have been designed for easy stock management, and little thought has been given to security despite the large volumes of produce being stored at times.



Stock Security:

Sheep and cattle have been disappearing for years, but the organised theft of stock is now a regular occurrence.

Police estimate that the majority of stock is "laundered" or bought by legitimate farmers. Many Police investigations into stock theft fail because farmers have failed to identify their stock by the usual methods, such as ear marking and branding.

Unfortunately, there is a ready market for stolen stock. It is a sad state of affairs, but there are people who will buy stock with no questions asked.

You can give animal thieves a hard time simply by asking a few questions. Find out about the stock you are considering purchasing—and feel free to query the credentials of a person who is offering to sell you stock.

Cannabis (Indian Hemp):

In recent years, there has been a dramatic increase in the illegal cultivation of cannabis. Cannabis can be grown in most climates. Plants are usually one or two metres high when they mature, and they can be grown all year round.

If you suspect that cannabis is being grown on your property:

- *write down the location;*
- *notify the local Police and neighbours. Don't disturb the area;*
- *request that the Police come to your property in plain clothes and unmarked cars—and always keep any information confidential.*

For further information on this subject, contact your local Police.

Crime Reporting



Already in this book I have identified apathy as one of the main problems associated with the upsurge of crime. In our community, there has been an "It won't happen to me" attitude.

That attitude is quickly changing as crime touches more and more people around us. In the past people have tended to ignore suspicious activity; in some cases they have even turned a blind eye to actual crimes being committed.

People have observed an unknown vehicle parked in their neighbours' driveway and their attitude has been: "I don't want to get involved. It's none of my business." Well, it *is* your business. Everybody has a role to play in maintaining safety in the community and we should simply not leave it to the Police.

As mentioned before, a Police officer driving down a suburban street may observe somebody in the front or back yard of a house. For all the Police officer knows, that person might be the owner of the premises; he would not know if that person should be there or not . . . but neighbours generally do.

Observing and reporting crime is one of the main components of Neighbourhood Crime Prevention programmes. If you see a suspicious vehicle in your neighbours' driveway or parked outside the house, ring your neighbours and find out if they are having something delivered. Is that delivery van in your neighbours' driveway really a delivery van—or is it somebody breaking into your neighbours' home?

It is advisable to exchange telephone numbers with your neighbours so that you can communicate with each other when there is any strange activity. If, in that case, you telephone one of your neighbours and get no reply, and you are still suspicious, then ring the Police.

If you hear a neighbour's burglar alarm sounding, telephone them to check if it is a false alarm. Again, if nobody is at home, the chances are that someone has attempted to break in—so, again, call the Police immediately. Similarly, if your neighbour's home is open and you know they are away, then call your local Police.

Do not go in! The thief or thieves might still be there!

If a stranger comes to your front door, check his or her credentials—even if it means telephoning the organisation that he or she claims to be representing. If they are genuine, they won't mind waiting. Watch where they go and observe if they knock on any other doors. Never let strangers into your home unless you are certain who they are. If you are suspicious, call the Police immediately.

As mentioned in the chapter on personal safety, if you have reason to believe that your home has been broken into during your absence, don't enter! The intruder(s) might still be there. Telephone the Police



immediately from a neighbour's home and watch the house until the Police arrive. In the meantime, take note of any suspicious people or vehicles nearby.

In addition to observing and reporting unusual activity, you should also write the information down. This should be done as soon as possible to avoid confusion. It could be extremely valuable to Police in later investigations.

Serious Crime

Even with serious crime the "It's none of my business" attitude can prevail. Stories abound of people ignoring screams and cries for help. I am not suggesting that you yourself get physically involved; however, if there is a disturbance, and you think a crime is being committed, ring the Police and report the matter. Write down as much information as you can.

If you see somebody actually in the process of breaking into your neighbour's home, ring the emergency number listed at the front of your telephone directory—for example, "000" in Australia; "111" in New Zealand. A crime is being committed and it is an emergency because you need Police immediately. It is a Priority One call.

Those situations are different from coming home and finding that your home has been broken into and the thieves long gone. This is not a priority for Police, as their attention at the scene is not urgently required. In that situation, ring the *local* Police; they will come around as soon as time permits.

It is as well to understand Police priorities in these situations. Police are often extremely busy: there might be several other urgent jobs that they have to attend to. Police work therefore has to be placed in order of priority.

Remember, we all have a role to play in keeping our neighbourhood as a safe place to live. Crime reporting is one of the main components in achieving that goal.

Property Identification



"Break and enter" offences account for approximately one-third of all reported crime, and goods worth hundreds of millions of dollars are stolen annually as a result of this type of crime. A very small percentage of stolen property finds its way back to the owner.

The problem is that few people can supply Police with positive identification of their property when it has been stolen. For example, have you written down the model and serial number of your television set? If ever your television set is stolen, it may subsequently be recovered by Police; and unless you are able to supply the model and serial number at the time of the theft, the chances are that it will never be returned to you.

There are thousands of television sets on the market—of any particular brand—and there are hundreds of the same model and colour. If you cannot give the model and serial number of your set to Police when reporting it as stolen, then it is almost impossible to identify the owner of the set if and when it is recovered. The Police will have no identifying numbers on their computer to indicate that the set is yours.

So make an inventory of *all* your property. Know exactly how to describe it if ever it is lost or stolen. Photograph valuable rugs, jewellery and stamp collections.

Forget theft for a moment. What if your house was burnt down? Could you describe all your property to the insurance company?

In other words, know exactly what things you own; draw up a list and keep that list—with serial numbers, photographs and other particulars—in a safe place, preferably in the bank. Do not keep the list where it too may be stolen or destroyed!

An additional precaution, which I believe is most important, is to engrave those serial and model numbers onto your electrical appliances; this also applies to other property which can have engraving etched on it. The vast majority of electrical goods have serial numbers which can simply be peeled off, so engraving them is a good deterrent.

However, the best precaution of all is to engrave your driver's licence number onto your property, prefaced with the State or Province in which you live. This helps Police to immediately identify you as the owner of the property; and it also assists in proving that the property is in fact stolen, so that charges can be preferred against anybody found to be illegally in possession of it.

One example really does explain the assistance that engraved property gives to Police. If Police pull over a vehicle and find your television set (which has been engraved with your driver's licence number) on the rear seat of that vehicle, they do an immediate check to see

who owns that television set—even though you may not yet have reported it as stolen. A quick check on the computer through the Police radio will determine whose licence number is engraved on the television set. Obviously, if that licence number does not correspond with the particulars of the person driving the vehicle, then that person has some very serious questions to answer.



The best way to identify your property is to engrave your driver's licence number onto the item.



Engraving your property also discourages people from purchasing stolen property. People who purchase stolen goods never like to buy anything that can be easily identified—no matter how cheap it is. By providing a market for stolen goods, the people who purchase stolen property are just as guilty of theft as the people who actually steal it. Without them there would be much less theft.

The penalties for receiving stolen goods are, in many cases, just as severe as for actual stealing. Consequently many repair companies are now supplying Police with serial numbers of property brought in for repair, so that checks can be made to see if, in fact, the property is stolen.

A question you might ask is what happens if somebody tries to remove your licence number by scratching it out? Well, defacing property in such a way only heightens suspicion on the part of anybody purchasing it, or anybody repairing it; and subsequently Police may be called in to investigate.

Another question you might ask is: "What if I want to sell my property after I have engraved my licence number on it?" The simple answer is that you should engrave one single line through your licence number, and then the person purchasing the goods should engrave his or her licence number onto the property.

The person purchasing your property has not tried to conceal your licence number; and as you have issued him or her with a receipt, there can be no suspicion by Police as to who is the current owner of the property.

How to Engrave Your Property

Hand-held engraving tools are very simple to use, and they are sold at most hardware stores for about \$20 or \$30. Purchase one with your neighbours, and then share it; or, if you live in a Neighbourhood Crime Prevention area, your local coordinator should have one.



**Neighbourhood
watch**



**WORKING
TOGETHER**

N.S.W. POLICE

WARNING

OPERATION IDENTIFICATION

ALL ITEMS OF VALUE HAVE BEEN
MARKED FOR POLICE IDENTIFICATION.



**COMMUNITY
CARING**



NRMA INSURANCE

When you have engraved your property make sure you advertise the fact by placing a suitable property identification sticker on your window.

Property Identification Stickers:

If you live in a Neighbourhood Crime Prevention area, obtain a Property Identification Sticker from your local Neighbourhood Crime Prevention coordinator. This sticker should be displayed prominently in a front window or door, to serve as a warning to would-be thieves that all valuables in your home are permanently marked and engraved for ready identification by Police.

Such a sticker acts as a very real deterrent.

Children's Safety



Stranger Danger

At one time or another, most parents have given advice to their children regarding the dangers of talking to strangers. *But very few parents explain the meaning of the word "stranger".*

Many children confuse a stranger with a monster, or somebody who looks and acts "evil". The most important task of any parent is to first explain what a "stranger" is.

In many cases children believe that they will be able to identify a stranger easily, as that person will look like a "bad man". It should be explained to children that a stranger is somebody whom they do not know.

There are many ways of telling a child that there are bad people who might want to harm them

without saying that all strangers are bad people.

Encourage your children to be friendly, but explain that their friends should be their school mates, teachers or other people in authority. As your children grow older, their circle of friends will naturally increase.

It should be clearly explained to children at an early age that a strange person offering lifts in cars might want to harm them, so they should not accept any lollies or other attractions from such a person.

Explain to your children what they should do in a dangerous situation. This will enable them to develop confidence, as well as developing caution.

Tell your children not to attempt to fight their way out of trouble. Children often exhibit a lot of bravado. Say to your child: "You aren't big and strong enough to beat an adult!"

Establish family safety policies. Tell your children *exactly* where they are allowed to go, and make sure those rules are kept. Unfortunately, even going up to the shop for some milk can be dangerous!



Explain to your child what he or she should do in a dangerous situation.



Explain to your children that they should go by their feelings and hunches about certain people and situations. These instincts are often their best means of protection.

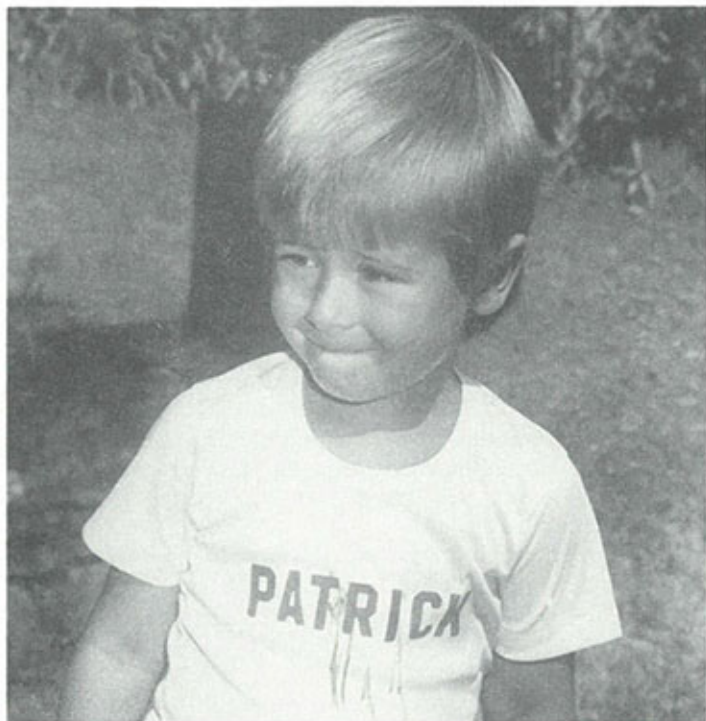
Make it clear to your children that it is all right to say "No" to an adult. Some children go along with a stranger because they feel they cannot say "No" to any adult. Teach your child to say: "No, I don't want to!"

Basic Information to Teach to Your Child

- *Tell your child to never wander away alone.*
- *Warn your child to never go anywhere with a stranger.*
- *Your child should always ask Mum or Dad before going off with anyone—even someone he or she may know.*
- *Make sure your child knows your address and telephone number.*
- *Explain to your child that Police, teachers and people such as School Crossing Supervisors are friends.*
- *If a Safety House scheme (see below) operates in your area, fully explain what a Safety House is, and show your child the symbol.*
- *If your child is harassed by a stranger, advise him or her that he or she should immediately tell you or their teacher.*
- *Advise your child that he or she should report any stranger who may be acting suspiciously around the school, or near any other area that children frequent.*
- *Never let your child wear clothing that has his or her name displayed on it. A child's name when clearly displayed on his or her clothing will only help a strange person use the name to become friendly.*

Give Some Basic Street-wise Advice to Your Child:

- *Try to walk to and from school with friends.*
- *Don't wait around in the school yard after everybody else has gone.*
- *Learn to locate the public phone boxes of the area.*



Never let your child wear clothing that displays his or her name away from the home.

- *Know the area or neighbourhood. Get to know the safe places to go if you need assistance.*
- *Never display money or any other expensive items.*
- *Always tell your parents where you are going, and how long you will be away.*
- *Do not take short-cuts through vacant blocks of land or deserted buildings.*
- *Be alert and aware of what is happening around you.*
- *If asked directions from somebody in a car, always keep a safe distance from them.*
- *Be very careful when using public toilets. Try never to go alone into a toilet block.*
- *Do not go alone to such places as theatres or parks.*



One Thing a Parent Should Never Do

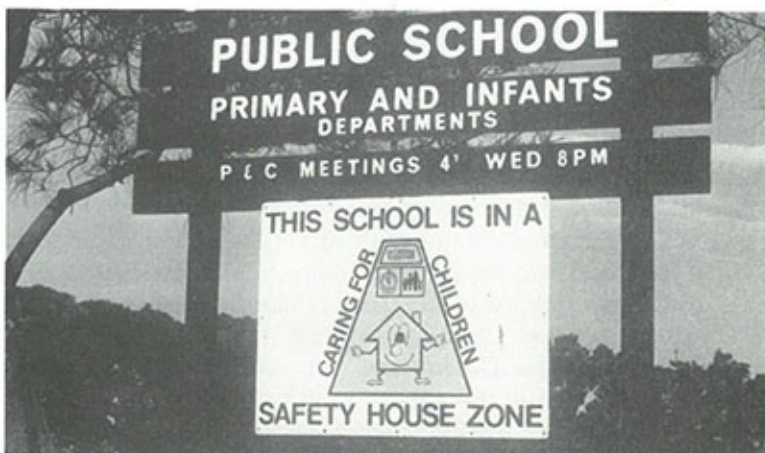
Never leave your child or children unattended in a motor vehicle for *any* length of time!

Safety House Schemes

One of the most successful forms of child protection is the Safety House or Safe House programme. The basic thrust of this type of scheme is to provide a safe place for children to run to if they are in trouble. This Safety House programme simply involves a group of interested and concerned parents in a school region coming together and forming a committee to generate support for the programme in their area.

Homes are canvassed around the school to see, firstly, if there is an interest. If the people canvassed are interested, then they are asked if they are usually at home during the hours that children would be coming to and from school.

In the event of a child being approached by a stranger, or in the event of a child being distressed in any way, he or she can then be told to go to those houses



Safety House schemes run by schools have greatly reduced the incidence of attacks upon children.

that have been declared suitable. Police should be called if the situation warrants their assistance.

The child seeking help need not necessarily be running from some potential molester or pervert. The child could be seeking help as a result of being harassed by other children, for example.

The success of any scheme of this kind depends greatly on the commitment of the organising committee. Their ability to generate support for the scheme among teachers, parents, children and, most of all, participating residents, is paramount.

Visual Deterrent:

As with many other forms of community policing, the visual deterrent is paramount. For a Safety House scheme to be successful, signs have to be clearly displayed in the yard of the school participating in the scheme. A similar sign, but much smaller, is also displayed on the letterboxes or front fences of each individual house participating, so that children know exactly where to run to when in trouble.

Objectives of Safety House Schemes:

The main objective of such schemes is to greatly increase the chances that, should a child run into a house, he or she does not run into trouble. Also, the schemes are designed to increase and maintain community awareness as to problems associated with young children going to and from school without an adult accompanying them.

The schemes do not offer any guarantees. However, if followed and supported, the dangers associated with child safety should be greatly diminished.

Informing the Children:

The children at the school concerned are informed on all aspects of the dangers associated with talking to strangers. They are also fully briefed on just how the scheme works, and how they should participate. A



For a Safety House scheme to be successful signs have to be clearly displayed so that children know exactly where to run to in case of trouble.

detailed map is made available to the children indicating just which houses are participating in the scheme in their area.

Police Involvement:

Police are involved in the formation of Safe House or Safety House schemes from their commencement. An

introductory lecture on the scheme is given to interested parents. Children are also lectured about the scheme by Police officers. Local Police are encouraged to respond quickly to calls received in relation to children in distress.

Tips for Families Where Both Parents Work

These days, it is rapidly becoming a financial necessity for both parents to work. If yours is one of the lucky families where an adult is at home when the children return from school, then count your blessings. However, the following information is designed for families where both parents work. Hopefully, these tips will help give them peace of mind as far as their children are concerned.

- *If your children are to look after themselves for a period of time between their returning from school and your returning from work, then give them specific tasks during this period and provide them with a set routine.*
- *Set down specific and clear rules regarding whom they can invite to stay around with them after school; and make sure they know what to do if the doorbell rings. (See the advice contained in the chapter on personal safety.)*
- *Tell your children not to talk to any stranger on the telephone, nor to give out any information about the family situation—such as where you work, what time you get back home, etc.*
- *No matter how old your children are, have them check in with a neighbour. Make sure they know your telephone number off by heart, and give that number to your neighbour also. Write your number down beside the telephone, together with the Fire Brigade, Police, Ambulance and neighbours' phone numbers. Let your children know when you will be home. Inform them if you are running late.*
- *When employing babysitters, make sure you have thoroughly checked them out. Ask them for references.*



Also advise any babysitter not to talk about the family situation—for example, who is out, and for how long.

- *If you can arrange it, get together with neighbours who have children and organise after-school activities for the neighbourhood children. In this regard, perhaps the local school or Council may be able to help coordinate such activities.*
- *Talk to your employer about possibly providing assistance for child care. Perhaps summer camps can be arranged, or some other sponsored activity.*
- *Encourage the local school to give some information and instruction to pupils on survival skills: for example, procedures to adopt in the event of a fire, and other preventative measures relating to accidents generally.*
- *Finally, communicate with your children and get to know what they have been doing, both at school and in their leisure hours. Ask about their friends, and encourage them to tell you about any troubles they might have.*

Assault and Sexual Abuse of Children

Assaults upon children need not necessarily involve strangers. In fact, there is ample evidence to show that a very large percentage of sexual assaults committed upon young children involve family or friends.

Recent publicity given on the subject of child abuse has resulted in a dramatic increase in reports of this offence. Yet the problem is even more widespread than the statistics indicate. This is due to the fact that young victims of this type of abuse are in many cases reluctant to report it—or are incapable of reporting it.

Therefore, in order to somehow try to protect our children from the horrific crime of child abuse, it is extremely vital that we generate a much wider community awareness on the subject. Following is some information on how our children can be protected.

First and foremost, if you are aware of child abuse involving either your children or somebody else's

children, report it to the Police or other relevant authorities. Remember that the abuse could be more complex or serious than you think.

In many cases, the abuser is a parent or relative. The abuser can be a family friend, or a babysitter, or it can even be a schoolteacher!

It is difficult sometimes for children to recognise sexual abuse when it happens. They must be told about touching, and how it is all right to say "No" sometimes. Children should be taught to tell a trusted adult about any incident related to the abuse of their person.

A child will rarely lie about being the victim of a sexual assault. If a child does tell you something, stay calm and take it seriously. Explain that although you are concerned about what has occurred, nevertheless you are not angry. Stress that it is not the child's fault.

Sometimes a child might not want to talk about the abuse. So, if you suspect that something has occurred, look for any tell-tale signs, such as his or her avoiding certain people, bed-wetting, nightmares or any other sudden changes in behaviour. Be alert for any physical signs of abuse such as irritation in the genital area, or obvious signs of assault.

It is important that you tell your children about sexual abuse in language that they will understand. There is a considerable amount of literature currently on the market which deals with child psychology; seek guidance from it.

Discuss with your children how they can identify dangerous situations, and how they can avoid them. The information provided in the following section, on protective behaviour, is quite valuable in this regard.

Protective Behaviour Programmes

A number of Protective Behaviour programmes have recently been developed which involve Police and other government departments (including Education or



Community Service organisations) as well as Women's Refuges and other volunteer agencies. Protective Behaviour programmes are all designed to develop in young people of both sexes, or for that matter people of any age, an ability to combat the problem of abuse of any kind, sexual or otherwise.

Protective Behaviour programmes can target specific areas, such as mentally handicapped schools and in particular domestic violence victims. Obviously many schools are now getting involved in Protective Behaviour programmes, as these can be a great tool in preventing child abuse.

The acceptance—or non-acceptance—of the various forms of abuse has at different times been influenced by a wide variety of moral, social, economic and political factors which relate to a specific society.

The questions that we must ask ourselves are:

- *Just how much are we going to accept of the wide range of abuse that occurs within our society?*
- *Whether the abuse be mental, physical or sexual, where is the line of demarcation that separates acceptance from non-acceptance of such abuse?*
- *Can we, as individuals or groups, actually reduce the number of victims of abuse of whatever kind within our society?*

One way for us to begin to address these questions is to develop a preemptive or preventative approach to the problem of abuse generally. In other words, it may be possible for us to develop an approach that can *minimise the potential* for people to become victims of abuse. This is the general thrust of what is called "Protective Behaviour".

Protective Behaviour centres around two themes:

- *We all have the right to feel safe all the time.*
- *There is nothing so awful that we can't tell someone about it.*

These two themes embrace three basic core concepts: (a) safety; (b) early warning signs; and (c) networking. The three basic core concepts can be dealt with each in turn.

Safety:

Children should be told that when they are being victimised or manipulated by somebody it is OK to feel scared. Children should be taught that being frightened when confronted by an adult is just like being frightened when on a roller-coaster ride.

Early Warning Signs:

Children should be taught to identify their own body reactions—for example, increased heart beat—as early warning signs that they do not feel safe in the presence of a particular person.

Networking:

Children should be taught that it is OK to turn to others, such as relatives or other adults, when they are in times of need. This “networking” is one of the most important concepts of children’s safety.

The Five Strategies

To ensure that the three core concepts are followed, Protective Behaviour programmes incorporate the following five strategies.

Theme Reinforcement:

This strategy involves reinforcing the core themes so that an individual really does start to believe them.

Network Review:

This strategy encourages the young person (or adult) to continually reassess those trusted people to whom they may consider going for help.

***One Step Removed:***

All problems posed by the young person concerned should be in the third person. This provides a climate of non-confrontation for both the young person and the parent or teacher. For example, using role-play situation, an adult may say to his or her child: "What if a friend told you . . .?" or "Suppose . . ."

Persistence Expectation:

This strategy is developed once a young individual has become aware of his or her early warning signs, and just exactly what they are. Whenever that young individual is in a frightening situation, he or she is encouraged to persist along the "network" until the early warning signs go away.

Protective Interrupting:

This strategy aims to stop young persons from disclosing their problems when they are in a situation that could further contribute to their victimisation. For example, a child may be about to disclose something in a group or classroom situation that could lead to some harassment, and the parent or teacher in attendance could then stop the child. Needless to say, subsequently the parent or teacher should encourage the child to come and speak to them later about the problem.

Tips for Senior Citizens & the Disabled



In today's violent society, nobody is exempt from the attentions of criminals. It is an unfortunate fact of modern life that there are those in our society who prey on the elderly — seeking any opportunity to take advantage of older people who are less capable of defending themselves and who are often more trusting because they are so much more vulnerable.

A very large percentage of crime throughout the Western world is committed against older people. The incidence of assaults carried out on older people in the street is constantly on the increase, and robbery in the home of our senior citizens is also constantly increasing. In addition to the chapter on personal safety, the following Crime Prevention tips are designed to help senior citizens protect themselves against criminals.

Crime Prevention Tips for Senior Citizens

- *Never keep large amounts of cash in the house. Use direct deposits for social security and pension cheques.*
- *Be careful of the person who comes to the front door or who phones you, claiming to represent some government department—and who wants to talk about your financial situation. Always ask for identification and, if need be, ring the government department or organisation that they claim to be representing before you allow such a person or persons into your house.*
- *Never talk about or display large amounts of cash in public. Never talk about money in public. Be wary of talkative strangers when the conversation turns to money. Read the newspapers, so that you can be aware of any criminals who may be operating as confidence tricksters in your area.*
- *Try and travel with friends or with a neighbour when going shopping or to the doctor, etc. Get to know your neighbours and keep their telephone number handy.*
- *Work out a "buddy system" to check on each other's welfare. Check with each other daily. Above all, if you live alone, don't advertise the fact.*
- *If you are threatened with physical force in your home or in the street, remain calm if possible, and cooperate. Remember, no amount of money or property is worth a human life!*
- *Get involved with your local Neighbourhood Crime Prevention area, and help out where you can.*

Crime Prevention Tips for the Disabled

Once again, unfortunately, criminals sometimes prey on persons with a handicap, assuming that disabled people are incapable of protecting themselves. Disabled persons may indeed develop patterns or activities that make them vulnerable to victimisation. But disabled individuals, just like able-bodied people, can also protect themselves and their neighbourhood against crime.



Senior citizens living alone can be very vulnerable.

Like any other person, young or old, a disabled person should be conscious of his or her surroundings, and take the normal commonsense crime prevention precautions. The usual considerations should be given to locks on doors and windows, to answering the phone or the door, and to travelling on public transport.

Disabled individuals should take the same basic precautions as set out in the previous section relating to senior citizens. However, the following Crime Prevention tips should be of additional use to them.

- *Vary your activities, routes and times of departure from home. Let your family and friends know where you are going and how long you intend to be away.*
- *Never let a strange phone caller know that you are disabled or alone.*
- *Take into account your limitations, and think about what you would do if confronted by an attacker.*
- *Get to know your neighbours, and decide which ones you can rely upon.*
- *Be aware of your body language, and always transmit confidence and certainty.*
- *When using public transport, ride as near as possible to the driver or guard.*
- *Try to get involved with your Neighbourhood Crime Prevention area, and help out where possible.*

Fighting Vandalism



How to Combat it

Involved as I am in neighbourhood crime prevention, I have the opportunity to speak at literally hundreds of public meetings. At these gatherings, one question is always asked: "What can we do about vandalism?"

Vandalism has already reached epidemic proportions everywhere. As a result of vandalism, each year hundreds of millions of dollars in public and private property is damaged or destroyed.

In the vast majority of cases vandalism is committed by young people; so it is the youth of today that we have to reach when trying to combat the problem.

Basic community policing or Neighbourhood Crime Prevention principles can of course be adopted in fighting vandalism. The following points should be remembered:



Vandalism has reached epidemic proportions in our communities.

- *any acts of vandalism in your neighbourhood should be immediately reported to the Police;*



- *local trouble spots—such as parks, building sites and shopping centres—where vandalism has occurred should be identified to local Police and other authorities, such as Council officers;*
- *do not take it for granted that these authorities know about problem areas. Keep them informed so that preventative action can be taken. In many areas the main trouble spots are outside hotels and discos where young people congregate after closing time, late at night;*
- *make sure you note down the description of anybody committing acts of vandalism and the vehicle they might be driving—and inform the Police. Remember, you don't have to be identified when reporting this type of detail;*
- *educate your own children about vandalism. Discourage other children from committing vandalism. Teach children to respect their own and other people's property.*



School arson and vandalism cost the community hundreds of millions of dollars a year.

School Watch

Some of the worst vandalism in industrialised societies is committed upon schools. Every year, millions of dollars in school property is damaged. In many cases, school or classroom property is completely destroyed as a result of fire.

Encourage your local school to organise a School Crime Watch programme. Young people can be encouraged to look out for acts of vandalism, and to report them to teachers or other responsible people. They should also be encouraged to help clean up graffiti.

Property that has been damaged should, whenever possible, be repaired by community groups of young people. This would help generate an awareness amongst them that it is only the community itself that they are really hurting when they commit acts of vandalism.

Local residents who live near schools should be encouraged to keep a look-out over schools—especially during holiday times. Any suspicious activity in or near schools should be immediately reported to the Police.



Young people should be encouraged to clean up graffiti.

Motor Vehicle Protection



As with house-breaking and other forms of crime, car stealing has increased dramatically in recent years. Every year literally hundreds of thousands of motor vehicles are stolen, and many car stealing offences are committed by young people who use the vehicle for a joyride. However, many other car stealing offences are committed by professional criminals who wish either to sell the vehicle or to strip it of its parts for resale.

Most of us regard our car as one of our most valuable possessions. Next to the family home, it is probably the most expensive item that we have ever bought. To simply say "Oh well, if somebody takes my vehicle the insurance will cover it" is therefore really a silly attitude. No insurance policy can cover

the inconvenience caused by car theft. The consequences of having your vehicle stolen could include every one of the following losses or inconveniences:

- *loss of (or a substantial reduction in) your income;*
- *loss of items such as personal papers, tools, sporting goods and other valuables;*
- *the need to use public transport and/or taxis and the subsequent costs involved;*
- *the cancellation of important appointments and arrangements;*
- *the expense of possibly having to hire another vehicle;*
- *the general disruption to your lifestyle and that of your family.*

The theft of your car could also result in your finances being hard hit due to such things as the loss of your no-claim bonus and the remainder of your insurance premium, your having to make payment of the excess on the claim, or else for any increase in the purchase price of a new vehicle.

About 80 to 85 per cent of stolen cars are recovered.



Older vehicles, stolen and then stripped, are often never recovered.



However, many of the recovered vehicles have been damaged in one form or another. It only takes a team of professionals about 15 minutes to strip your vehicle.

Even though your vehicle may be an older model, and one of the more popular makes of vehicle, it is still a potential target for car thieves. Of the 15 to 20 per cent of vehicles that are not recovered the majority are older vehicles which have been stripped for spare parts.

How to Protect Your Vehicle

It is impossible to make your vehicle completely safe from theft. However, as when practising all forms of crime prevention, you have to make it as difficult as possible for a thief; then there is a very real chance that you will deter the criminal. So consider the following points when taking precautions against car theft.

- *If you have a garage or driveway, use it. It is a much safer place to park in than the street.*
- *Always lock the doors and windows of your vehicle.*
- *Try to leave your vehicle in a well-lit area when parking it in the street or parking area.*
- *Do not leave your vehicle unattended if it breaks down. Have it towed away.*
- *Consider installing a good quality alarm system which has been insurance-approved. Make sure the alarm system protects the doors, bonnet, boot and the vehicle interior. Indicate by attaching a sticker to the window of your vehicle that you have an alarm system. But note: the sticker should never say what type of alarm system you have!*
- *Make sure you turn your vehicle alarm system on every time you leave your vehicle.*
- *Consider other protection devices for your vehicle, like a hidden ignition cut-out switch, a battery isolator, or a fuel cut-out switch.*
- *You should always be able to lock your petrol cap.*
- *Consider the use of a steering wheel lock.*

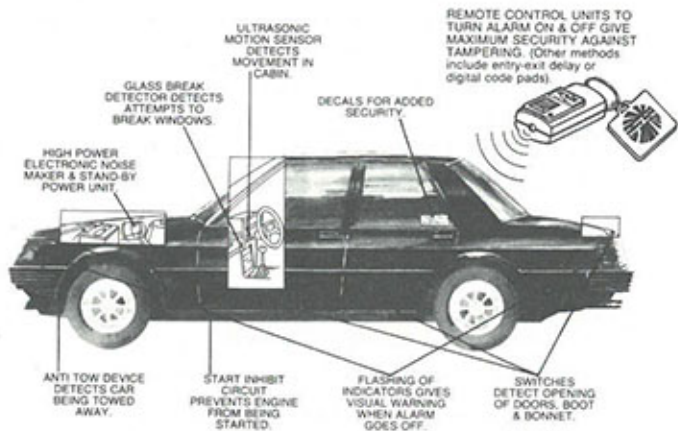
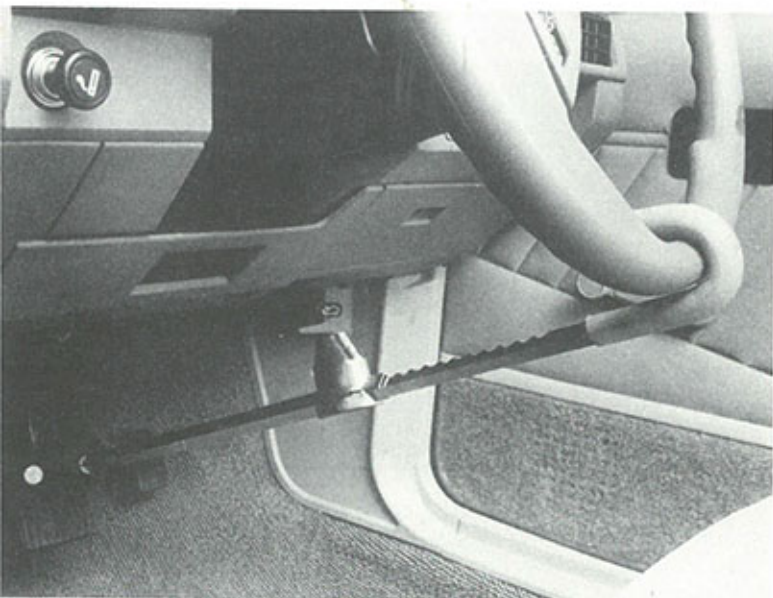


ILLUSTRATION COURTESY OF YELLOW LIGHT CAR ALARMS.

Consider a number of protection devices for your vehicle.



A steering wheel lock is a more than useful deterrent against car stealing.



- *If you regularly use commuter parking areas linked to public transport, try to vary your parking position as much as possible.*
- *In some models of vehicles with centre console and automatic gear shifts, it is possible to fit a padlock around a shaft just below the T-bar to stop the selector being moved.*
- *A recent innovation which is proving to be an effective deterrent against car stealing is to have a security number sandblasted onto your car's windows and other components such as the engine parts. It is impossible for a thief to remove these numbers without removing the part of the car that has been marked. Although this etching process does not stop young people looking for a joyride, it is a very real deterrent for criminals who may be stealing the car for its parts, or to actually resell the vehicle.*

When Leaving Your Vehicle

It is important that you follow the basic commonsense principles of crime prevention when leaving your vehicle for whatever length of time. Thieves often move through a parking area looking for the unlocked vehicle. They always like an easy target. When leaving your vehicle, therefore, always follow these basic points:

- *Lock your vehicle every time you leave it.*
- *Above all, don't leave your keys in the ignition and don't leave the motor running, even if simply leaving your vehicle for a moment to run into the corner shop. Always remember that thieves are opportunists.*
- *At night, select a well-lit area when parking your vehicle.*
- *If you have an alarm system in your vehicle, remember to switch it on; remember also to demobilise the vehicle by using any other protective devices that you might have fitted to it.*
- *Never leave your car registration papers, driver's licence or credit cards in the vehicle. These things can*



When leaving your vehicle never leave valuable items in full view.

all be used by a thief as identification if he or she is pulled over by the Police.

- *Don't tape a spare key under the mudguard of the vehicle or any other similar place.*
- *Don't leave your ignition key number recorded in your log book or in your car manual if these items are normally kept in your car.*
- *If you have a cassette recorder located under the dash, try to keep it covered and out of sight.*
- *Above all, never leave valuable items such as handbags, sunglasses, radios and briefcases on view in your vehicle, say on the back seat. The sight of such items is an open invitation for a thief. Remember the old saying: "Out of sight, out of mind!" Lock your valuables in the boot.*

Help the Police Fight Car Stealing

As is the case for all crime, the incidence of car stealing can be reduced most effectively with community support



for the Police. It is in fact in everybody's interest to be on the look-out for potential car thieves, and to report any incident to the Police immediately.

The following information will help you assist the Police in preventing car stealing. Remember that all information given to the Police will be treated as strictly confidential if you so wish.

- *Be on the look-out for persons acting suspiciously near a motor vehicle.*
- *Report any strange vehicle parked in your street that has been there for some days without obviously being used. Never be embarrassed about reporting these vehicles. It only takes Police a matter of seconds to check a vehicle's registration number on the computer to see whether or not it is stolen. Often stolen vehicles sit in a street for weeks, and then they are finally stripped . . . because nobody bothered to report it. Sometimes the vehicle concerned has been used to carry out some other serious offence such as an armed hold-up, and so it could be vital evidence for the Police in their investigations.*
- *If you are aware of areas where vehicles are being stripped and/or burnt out, report it to the Police. If you see a vehicle actually being stripped, report it immediately to the Police.*
- *If you are aware of anybody who is dealing in stolen vehicle parts or who may be stripping cars in their backyard, or in some other location known to you, report the matter to the Police.*

Marine Security



Neighbourhood Crime Prevention methods and other forms of security should be adopted also by the boating fraternity in order to protect their boats and property.

Boats lying at moorings and at marinas—or for that matter on a trailer in your yard—are vulnerable to theft, pilfering and vandalism.

Crime involving boats has increased greatly in recent years in many seaboard towns and cities. As a result, the need for boat owners to become security-minded has become more important.

General Boat Security

Vessels lying at moorings and marinas, because of their general isolation, are easy targets for criminals



Vessels lying at moorings and marinas are easy targets for criminals and vandals.

and vandals. Many of these vessels can be left unchecked by their owners for weeks on end.

To help combat this problem, set up a watch system with other boat owners who have craft in close proximity to yours. Ask other boat owners to check your boat for you; of course, in turn you do the same for them. Exchange telephone numbers so that you can communicate regarding each other's marine property. Inform your "neighbour" about who would normally use your vessel at any particular time, and whenever you take it away for any length of time, keep him or her informed of that too.

Also inform the proprietor or operator of the marina of your movements—how regularly you will be using your boat, and who else may be using the vessel, etc.

Even go to the extent of forming or organising a formal group, such as a Marine Watch group. The chances are that there will always be somebody using



a boat near your particular mooring site, so they can be your security and you can be theirs.

In addition, make sure you know how to describe your boat if ever it is stolen. Write down its exact measurements and description, including its colour and its registration number, and also any other distinguishing marks that it may have.

Marine Surveillance

There are many people who live on boats. They can assist greatly with Marine Crime Prevention, by reporting to Maritime Police and other relevant authorities any person or persons frequenting a particular marina or boating area, such as a young loiterer, whom they feel may be responsible for the theft or damage of boats and marine equipment. Of course, this advice applies to any boat owner, not just resident boat owners.

As a boat owner, never hesitate to use your radio to communicate with other boat users if you notice people or boats in a particular area or waterway who are acting suspiciously. And never hesitate to report any suspicious activity to your local Police or to the maritime authorities.

Identification of Marine Property

Much equipment and property on boats is not identifiable and, as a result, equipment pilfering and theft on boats is extremely high. This is also because it is extremely difficult to secure boats and the equipment on them.

It is therefore essential that property on your craft be clearly identified, as this acts as a real deterrent against theft.

Most items on your boat can be marked or engraved in a similar fashion as set out in the chapter on property identification. Know exactly what you have on your boat

and how to describe it. When you have identified the property on board, display a sticker that indicates that you have done so. A Marine Property Identification Form is included in this book for your guidance.

The Role of Police and of Boating Organisations

At every opportunity, boat owners should be encouraged to come together and exchange information relating to boat security. The local Water Police or Coastal Patrol should be invited to attend these meetings, not only to give any information relating to crime and its prevention, but also to reinforce safety procedures and marine laws.

There should be constant liaison between Police and boating organisations such as Boating Clubs concerning the protection of boats and marine property.



Boat Details

Name _____ Reg. No _____ Hull Ser. No _____

Length _____ Beam _____ Type: *Sail / Power.*

Construction: *Timber / Aluminium / Steel / Fibreglass*

Hull type: *Monohull / Catamaran / Trimaran*

Hull: Colour _____ Deck colour _____ Cabin colour _____

Anti-fouling _____ Boot topping _____

Sail No _____ Sailmaker _____

Rig: *Sloop / masthead / fractional / Ketch / Schooner / Yawl / other* _____

Engine Details

Diesel / Petrol inboard / Outboard / Inboard outboard

Horse power _____ Manufacturer name _____

Serial No _____ Model No _____

Equipment details

Radios.

1. Type _____ Model No _____ Serial No _____ Value _____

2. Type _____ Model No _____ Serial No _____ Value _____

3. Type _____ Model No _____ Serial No _____ Value _____

Equipment

Compass Make _____ Model No _____ Serial No _____ Value _____

Depth Sounder _____ Model No _____ Serial No _____ Value _____

E.P.I.R.B. _____ Model No _____ Serial No _____ Value _____

Radar _____ Model No _____ Serial No _____ Value _____

Sat. Nav _____ Model No _____ Serial No _____ Value _____

Stove _____ Model No _____ Serial No _____ Value _____

Fire Extinguishers _____ How many _____ Serial No _____ Value _____

Winches _____ Size _____ Value _____

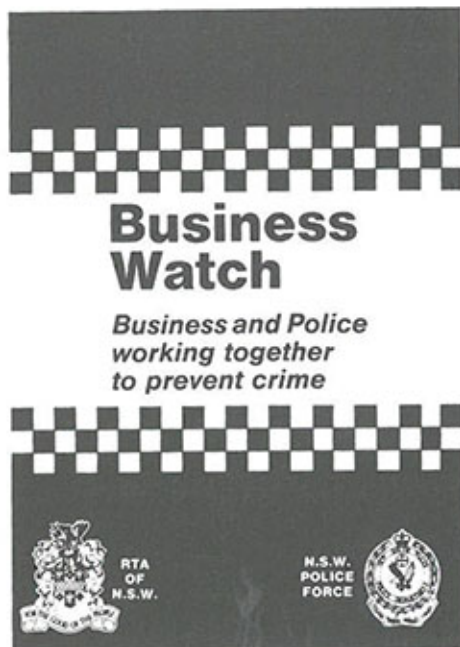
Other equipment _____ Value _____

Record details of your marine property, and keep in a safe place (see p.143)

Small Business Security



A large percentage of crime is committed upon business people, their staff and business premises. The following information sets out in detail the concept of Business Crime Prevention and how it can be implemented. Any interested group of retailers or other business people can join together to implement a Business Crime Prevention programme; alternatively, any individual can follow the basic principles. Either way the chance of crime being committed upon you or your business will be greatly reduced if the information in this chapter is followed.



Business Watch: an example of a Business Crime Prevention programme.

How to Implement a Business Crime Prevention Programme

As previously mentioned, any individual can practise the basic principles of Business Crime Prevention by simply following the information provided below. However, a Business Crime Prevention scheme is most effective when it is implemented by a group of business people or shopkeepers in a Chamber of Commerce or shopping centre situation. For example, a Chamber of Commerce that already meets on a regular basis could devote a portion of their meeting to implementing Business Crime Prevention. Or else, staff in a large department store can take the initiative and hold regular meetings in relation to Business Crime Prevention activities.



Ideally, business people in the same area should meet together at least once a month to help maximise the effect of their Business Crime Prevention activities. At these meetings, they should exchange information relating to persons and vehicles acting suspiciously and exchange any other information relating to criminal activity in their area or in their shopping centre. The information contained in this chapter and in subsequent chapters, relating to such facets of business crime as armed hold-ups, shopstealing and so on, should be reinforced at all times in the course of these meetings.

The Role of Police

A local Police officer should be invited to attend your meetings to convey information relating to crime in your Business Crime Prevention area. This Police officer should keep you informed of descriptions of local offenders when they become available. This type of information can be invaluable, especially for the offence of shopstealing.

As always, communication is paramount when it comes to crime prevention. If business people are made more aware of whom (and what) to look for, then there is much greater likelihood of business crime being prevented and of business criminals being arrested. Foot Patrol Police and other units should therefore keep shopkeepers in particular fully informed regarding any developments in their Business Crime Prevention area.

What to Look For and How to Report it

You should always be on the look-out for suspicious activity either inside or outside your premises. You should inform your colleagues participating in the Business Crime Prevention programme of descriptions of persons and vehicles acting suspiciously, and also inform the Police as soon as possible. You should ring the emergency number listed at the front of your

telephone directory immediately if you see a serious crime being committed.

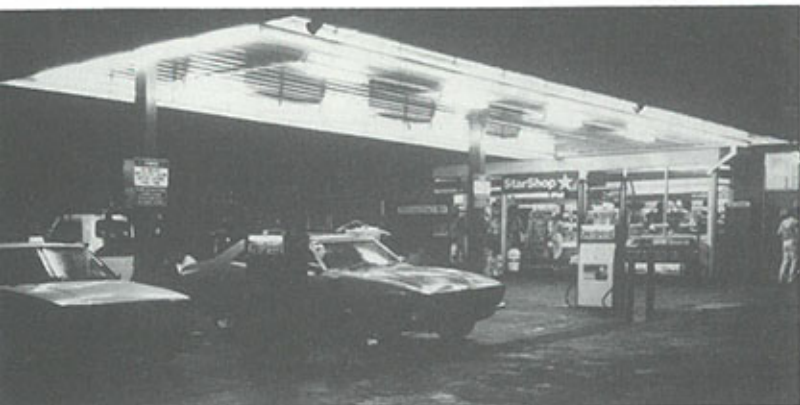
Given the increasing frequency of armed hold-ups it is desirable for shopkeepers and their staff to not only look out for suspicious activity near their premises, but to also be alert for similar activity near adjoining business houses. Next door, for example, might be a potential offender surveying your colleague's premises in order to commit an armed robbery! Consequently, keep the local Police station phone number written near your own phone, always in a prominent position. And if you see a suspicious vehicle, write down its registration number, its make and model, its colour, and any peculiarities (dents, rust, accessories such as roof racks, etc) it may have. Similarly, for a suspicious person, note down his or her sex, age, hair colour and style, height, build, and any distinguishing peculiarities such as a beard, a moustache, or tattoos, and so on.

Armed Hold-up Awareness



With banks and other financial institutions increasing their security, armed hold-up bandits are now turning their attention to other businesses. In recent years, service stations, bottle shops and newsagents have been particularly hard hit. This chapter is designed to inform business people how they can help prevent an armed hold-up and what to do if you are held up.

If the information provided in this chapter is followed there will be less opportunity for offenders to commit armed hold-ups. Also, in the event of an armed hold-up being committed, vital information such as descriptions of vehicles and offenders will be given to the Police more quickly, thus increasing the chances of eventual arrests.



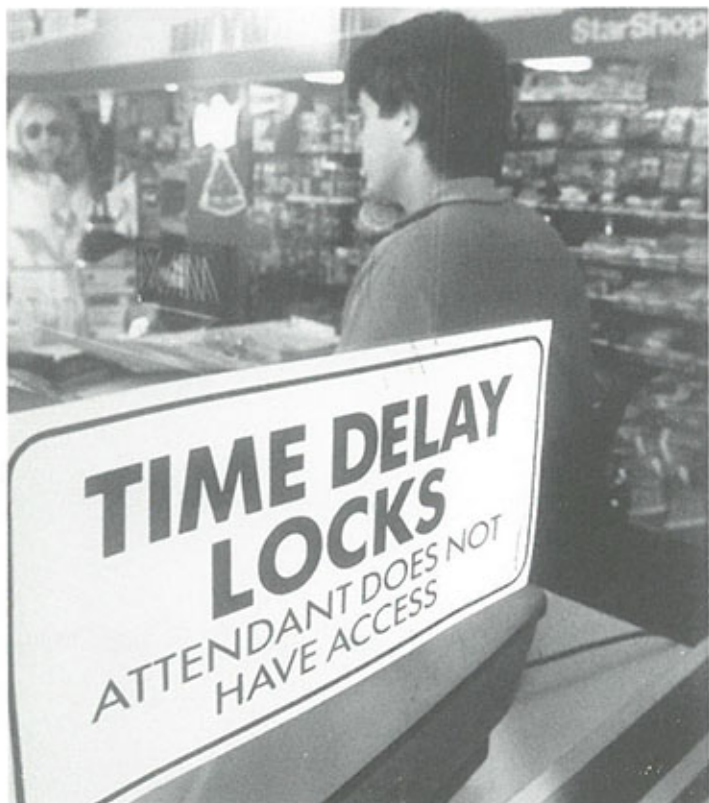
In recent years service stations have become a prime target for armed hold-up bandits.

Preventing an Armed Hold-up

- *You and your staff should be on the look-out for any suspicious activity by persons or vehicles near any business. As mentioned in the previous chapter, you should note down descriptions of suspicious vehicles and/or persons, and then inform the Police immediately. Arrests can be made before a crime is committed.*
- *Indicate by the use of warning signs on your windows that little or no money is kept on your premises.*
- *Doors and windows at the rear of your premises should be secured with deadlocks and bars.*
- *Electronic beepers or other devices should be installed to indicate that people are entering and leaving your premises while you are open for business.*
- *A large convex mirror should be attached to the walls or ceiling wherever there are large displays and counters—so that any person or persons hiding behind them can be seen at a glance. Such a mirror will also be of great assistance in preventing shopstealing. If there is an office adjoining the display and cash register area, a one-way mirror should be installed.*



- Consider a silent alarm which is connected to a Security Company and which can be activated from near your cash register. Also consider the installation of a security camera which can photograph any offenders committing an armed hold-up.
- Make sure that external lighting outside your premises is adequate.
- If installing a safe make sure it has a time delay lock and indicate by way of a sign that you have this security. A time delay lock on your safe prevents the offender having immediate access to your money.



If you have a time delay lock on your safe always advertise the fact.



An alarm case is the best means of transporting cash to the bank.

- *Make sure you only keep small amounts of money in your till. Any surplus cash above \$300 should immediately be placed in your safe.*
- *Bank regularly but vary the times of banking and use different routes to the bank if possible.*
- *Use two staff members for banking (where possible) and use different staff from time to time.*
- *Don't use a bank bag; use a less conspicuous bag, and vary the type of bag used. Consider a special alarm-case for carrying your cash.*
- *Remind staff to be on the alert for any suspicious activity when carrying cash.*
- *Know the estimated time of arrival of your staff at the bank and their estimated time of return to your business so that you can raise the alarm if they are overdue.*
- *Don't talk in public about cash handling procedures.*
- *Don't leave cash in public view and don't leave cash lying around.*



- *If you have a business with a large cash flow, install a safe with a time lock and dye bomb. Consider a safe that can have money placed through a slot as it is collected. Display signs stating that your employees do not possess keys to, or know the combination of, the safe.*
- *For large amounts of cash, arrange for an armoured van to pick up your money for banking.*

But if You Are Held Up

- *Stay calm, obey the bandit's instructions and don't be heroic! No amount of money is worth a human life! Never keep a gun or other weapon. It will only lead to further violence.*
- *Do only what you are told and nothing more. Do not volunteer information.*
- *Do not stare at the bandit or bandits in case they might think you recognise, or will recognise, them. Remember that many hold-up offenders are under the influence of drugs and are totally irrational.*
- *If you are ordered to hand over money, be deliberate in your actions. If possible, place small denomination notes into the bag first but only if it is safe to do so.*
- *Stay out of danger if you are not directly involved. Telephone the emergency number listed at the front of your directory or the number of your local Police station if you are able to do so without danger. Keep the line open. If you can leave the building with safety, do so and then raise the alarm.*
- *Observe as much as possible. In particular, note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos. Record these observations in writing as quickly as you can after the hold-up. The Police will need your individual impressions of what happened.*
- *When the bandits have left your premises follow the instructions set out in the next section. Act quickly. Time is crucial.*

Hold-up Details

NAME OF BUSINESS	
BUSINESS ADDRESS	
PHONE NO.	
APPROXIMATE TIME OF OFFENCE	
VEHICLE USED	
MAKE	
COLOUR	
DIRECTION OF TRAVEL	
MODEL REG. No.	
NUMBER OF OFFENDERS	MALE FEMALE
DESCRIPTION OF OFFENDER/S	
OFFENDER/S	
Clothing	
SHIRT OR TOP	
TROUSERS OR DRESS	
FOOTWEAR	
Description	
SEX	AGE
BUILD	HEIGHT
ANY DISTINGUISHING FEATURES (TATTOOS, BEARD, ETC.)	
WEAPON	

If you have been held up fill in this form *immediately*. (see p.145)



What to Do:

- *Telephone the emergency number listed at the front of your directory immediately and ask for the Police; or else call your local Police station.*
- *When the Police answer, say "I have been held up." Do not say "robbed": there is a difference.*
- *Give brief precise details to the Police.*
- *State clearly what the person or persons were armed with.*
- *Keep your doors closed and keep witnesses present until the Police arrive.*
- *Do not touch anything that the offenders handled.*
- *Never chase the gunman. The majority of people who have been injured during an armed hold-up have either chased or tried to apprehend the offender.*
- *Fill in the form opposite or on p. 145 before the Police arrive.*

Shopstealing Prevention



The modern business practice of displaying goods to the potential customer in a very accessible and tempting way unfortunately attracts thieves and potential thieves of all ages and from all walks of life. The days are past when any store proprietor could afford to be lenient with shopstealing offenders. If you are a shop owner you can, however, do a great deal to protect yourself from shopstealing, by taking steps to prevent it. This is infinitely preferable to actual detection and arrest of the criminals concerned.

Lay-out Your Shop Properly . . .

- *Remove obstructions inside the shop so that staff can supervise better. Arrange displays to obviate blind spots.*

- *Place large mirrors about the store. These mirrors constitute a psychological and physical deterrent, and as well they enable staff to see into blind spots. One-way glass is also useful.*
- *Provide baskets and trundlers. Display signs at the entrance to the shop asking for these to be used. The baskets and trundlers make for a much easier and quicker check-out of customers.*
- *Supervise the shop. Encourage free staff to move about.*
- *Thread nylon, fine wire or tape loosely through the handles of some articles so as to allow examination but not removal.*
- *Place a chain or rail in such a way as to channel customers past check-out counters.*



The modern practice of displaying goods has made newsagencies particularly prone to shoplifting.

. . . and Increase Your Staff's Awareness

- *Advise staff that they should give customers prompt attention as soon as they enter the shop.*
- *Supervise the staff actively; leave them in no doubt as to the management's feelings on dishonesty.*
- *Hold regular staff briefings on shopstealing prevention and the proper way to apprehend shopstealing offenders. Staff should also be encouraged to question the management at any time if they need information about accepted procedures in their particular store. Make sure also that all new staff are fully briefed.*

Particular Points for Large Shops . . .

- *Employ personnel for the sole purpose of detecting offenders. This acts as a deterrent to thefts by customers and by employees.*
- *Consider the use of closed circuit television or similar security equipment to cover those areas that are out of the view of the staff. This not only allows for greater supervision, surveillance and control of goods; by virtue of its mere existence it is a powerful deterrent.*
- *Staff play a very important part in combating shopstealing; so train them accordingly. Some large department stores are using training films from overseas for this purpose. Emphasis should be on preventative action rather than detection.*

. . . and for Clothing Stores:

- *If a customer tenders an item of merchandise for purchase and the price ticket is mutilated, attached incorrectly or is missing, call for a price check.*
- *Before trading, examine the merchandise to see that all articles are properly ticketed with the tickets firmly attached. See that they relate to the right department and have the correct price attached. Remove and replace all mutilated price tickets and make sure that the new price tickets are legible.*

- *Watch for loose price tickets within the reach of the public and place them in a safe place.*
- *Ask your staff to report any instances where price tickets are found on the floor. Any such ticket could mean that an article has been stolen.*
- *Similarly, an empty clothes' hanger loose on a rack may mean that a thief has already stolen something. Have your staff report this to you immediately.*
- *When customers take articles into fitting rooms be sure to collect each article after use.*
- *Make sure that new clothing is not being worn by the customer when leaving the fitting rooms!*
- *Remember that experienced shopstealing offenders may carry an imitation box or parcel into which articles can be placed through a slit or loose flap.*

People to Watch

- *Two or more shoppers together—one may be trying to attract your attention away from the other(s).*
- *People who place bags on the floor while sorting through racks—articles may be dropped into the bag.*
- *People who carry a large package—they may hide a stolen item between themselves and the package.*
- *People carrying rolled umbrellas.*
- *The woman with a pram who may fuss over the baby, while dropping goods beneath the baby's blanket or mattress!*
- *Groups of children who loiter around counters containing sundry items. Many children regard shopstealing as a game!*

Have a Warning System

Have some system for warning staff when you are observing a shopstealing offender. This enables Police to be called immediately. When the Police arrive advise them by all means, but let them do the necessary

interviewing, searching and arresting. If the offender decamps, note his or her appearance, direction of travel, and the number of any vehicle he or she may be in. If possible follow the offender and watch that he or she does not throw anything away.

If you detect a person stealing, remember that leniency may worsen your problem. Records show many people apprehended for shopstealing have been operating for some time. Many of them are experts in extricating themselves from the situation. Therefore, make it absolutely clear to customers and staff alike that *no* leniency will be shown to anyone caught shopstealing. For this reason it is well worthwhile for every store, whether big or small, to display in prominent places signs warning that *anyone* caught shopstealing will, without exception, be reported to the Police.

Cheque and Credit Card Fraud



Fraudulent Cheques

Fraudulent cheque writing has become a profitable way of life for many criminals. Poor cheque cashing policies and personal carelessness increase the risk of loss. Before accepting a cheque, therefore, always remember that preventative procedures can reduce the opportunities for fraudulent practices:

- *Do not let anyone rush you.*
- *Insist upon cheques being endorsed in your presence and compare the signature with those presented on identification documents.*

- *Insist upon positive identification. A driver's licence alone is not conclusive. All identification must be current.*
- *Make sure the cheque is properly dated and completed.*
- *If any cheque shows signs of alteration, do not cash it.*
- *Do not accept post-dated cheques. Never agree to hold a cheque until some future date, when there will supposedly be sufficient funds on deposit.*
- *Do not accept second-party cheques.*
- *Do not accept cheques for amounts greater than the purchase.*
- *Business and government cheques may be counterfeit or stolen. Do not accept company cheques automatically, even though they look "official". When in doubt, call the business for verification.*
- *Use caution when cashing cheques after banking hours.*
- *Avoid cashing cheques presented by juveniles.*

To Reduce Losses From Bad Cheques:

- *Be under no obligation to accept any cheque. Unless you are satisfied that the cheque is good, do not accept it.*
- *Do not allow staff members to accept cheques. Designate this responsibility to certain employees only. These individuals must initial all cheques accepted.*
- *If the authenticity of the cheque is in doubt, have the passer wait while you check with the bank, company or government agency involved.*
- *Establish a firm cheque-cashing policy and advertise it.*
- *Keep blank cheques, bank statements, and other records in a safe place.*
- *If you find the cheque is forged or stolen, delay the passer but do not attempt to apprehend. Call the Police immediately. If the criminal flees, take note of physical characteristics, licence number, colour and make of vehicle. Preserve the evidence and be willing to prosecute.*



Credit Card Fraud

The universal acceptance of credit cards as a means of payment has created a new type of criminal who fraudulently obtains goods and services by using other people's credit cards.

Credit card fraud is a growing problem in all communities and, while there is no precise estimate of the value of goods and services stolen each year, the loss is substantial and certainly involves millions of dollars. These credit card frauds also contribute to the rising costs of services and goods that must be paid for by the consumer. As credit cards become more popular with shoppers, they appeal to more thieves. It is, therefore, to the advantage of all citizens to take whatever reasonable precautions they can to stop the "plastic" criminal.



Credit card fraud is very much on the increase as we become a cashless society.

Who Are the Plastic Criminals?:

The most common type is the "loner". He or she finds, steals or buys a credit card—and then uses it to obtain merchandise that is subsequently sold either to friends or to others engaged in criminal activities.

Small, loosely organised "gangs" are also involved in credit card thefts. They usually obtain cards from mailboxes, automobiles, stolen wallets and purses. The cards are used quickly to buy merchandise which is then distributed through an organised network.

Finally, there is the "big-time" operator. This type of criminal runs an illegal business on a large scale and will invest money to make money. He or she can afford to pay large sums to bribe bank credit card and postal employees and unlawfully obtain credit cards.

Although many cards are obtained through the carelessness of the card holder, most credit card frauds are products of other serious crimes such as "break and enter", auto theft, armed robbery, mail theft, counterfeiting and forgery.

How to Spot Credit Card Trouble

Police, prosecutors, courts, credit card companies, credit card holders and merchants all have a role to play in preventing credit card frauds. Retail merchants and their employees have the greatest opportunity to catch the plastic criminal, because it is at this stage of the crime that the criminal must show himself or herself.

The following is a list of things that merchants and employees can do:

- *Be wary of nervous, in-a-hurry shoppers. Stealing can be hard on the nerves; it can make a person fidget, perspire and try to get the job done far too quickly.*
- *Take a hard look at the customer who buys clothing but does not want to wait for alterations. Most of us want our new clothes to fit properly, but a person who is going to steal and re-sell clothing doesn't care how it*



fits him or her! Also, be suspicious of someone who buys several sizes of the one item.

- *Another clue—the plastic criminal (male or female) will often produce the credit card from a pocket, rather than a wallet or purse.*
- *Be wary of someone who buys a variety of items—especially if he or she doesn't seem concerned about prices. Such a person may be stocking up for re-sale.*
- *Be suspicious if a customer seems interested in the "floor limit" in the store. Floor limits often vary; the criminal may enquire about the amount before making a purchase, so that the salesman will not have to call for authorisation.*
- *Is the credit card damaged in any way? This could indicate that it has been lost by the rightful owner, exposed to the elements and later found by the presenter. Also, it could indicate that some attempt has been made to mutilate the card so as to prevent accurate checking.*
- *Watch out for the customer who purchases a large item such as a colour television and who then insists on taking the item immediately instead of having it delivered.*
- *Be wary of the customer who asks you to "split bill" for items purchased over the floor limit (ie, who asks for two or more sales drafts to cover the one transaction).*

How to Make Credit Card Transactions Safer

- *Examine the credit card closely—look for alterations, check the expiry date, compare the signature on the invoices with the signature on the credit card. Do this with the card right way up.*
- *Check the presented card with recent lists of stolen and invalid credit card numbers.*
- *If you think the person is suspicious, ask for identification.*
- *Always fill out invoices or sales drafts completely and have the customer sign them in your presence. Keep*

possession of the credit card until you have completed your enquiries.

- *If the card is invalid or stolen, or if you have any doubts about the signature, call for authorisation and remember to take both the card and sales draft with you. Then, if the customer runs away, you will still have the card. Always ring for authorisation if the transaction is above the nominated floor limit.*
- *If a customer flees, jot down his or her full description, including age, height, weight, hair colour, type of clothing, etc. Try to determine if he or she was alone or had an accomplice. Look to see what direction he or she took on leaving. Get a description of any vehicle that may have been used and record the licence number. Call the Police immediately.*
- *Train your staff to spot credit card frauds. Teach them the correct procedures and ensure that they follow your instructions.*

Credit and Debit Card Protection



In recent years, there has been a dramatic increase in the incidence of debit and credit card fraud. One of the main reasons for the increase has been the massive use of such credit and debit cards as Bankcard, Visa, American Express, etc. The saying that we are becoming a cashless society is beginning to apply more and more to our modern way of life.

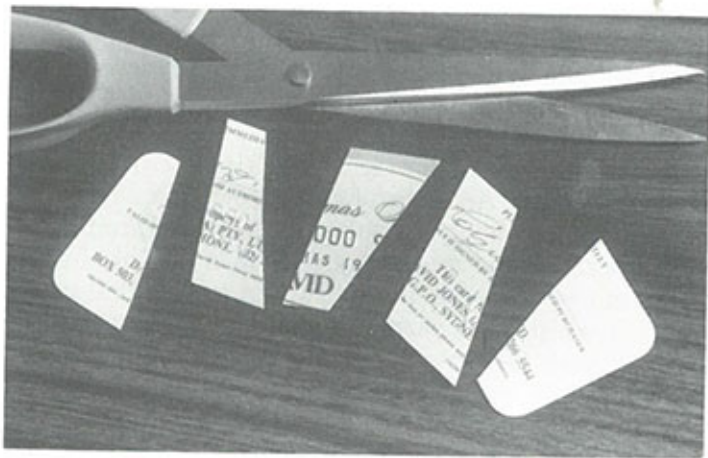
If you use credit cards you should realise that in many situations the card is as good as cash; if one of your cards falls into the wrong hands, it can then be easily misused. Not surprisingly, a very large percentage of reported credit card fraud is therefore committed by a close relative of the victim. Indeed, fraud investigators, Police and security personnel estimate that over 70 per cent of reported debit and

credit card fraud is actually committed by a member of the victim's family.

For instance: a child, short of money, takes Dad's or Mum's credit card from a drawer, uses it and then returns it. When Dad and Mum get their statement, they immediately complain to the financial institution concerned that there must be a fraud involved. Or else they claim that some mistake must have been made concerning the relevant transaction or transactions. Needless to say, this type of situation can be very troublesome for fraud investigators; and eventually it can be very embarrassing for the whole family.

Another alarming trend which has emerged is the involvement of organised crime in credit card fraud. There have been numerous incidents where stolen credit cards have turned up in countries other than the ones where they originated; and in many cases a definite pattern has emerged relating to the theft of these cards.

The following information is therefore designed to help you protect yourself against credit and debit card fraud.



Always destroy your expired credit cards.



- *Never write your Personal Identification Number, or PIN number, onto your credit or debit card. If you do this, anybody who may steal or find the card will then automatically have access to your various bank accounts through automatic teller machines. If you select your own PIN number or identification word, stay away from your birth date, name or address: if you lose your wallet with your card inside, these are the first identification numbers or words that a criminal will try! Also, never write your identification number or word onto anything else in your wallet or purse where a thief can find it.*
- *If your house has been robbed, check immediately to verify if any of your credit cards have been stolen. Immediately cancel any credit card that has been stolen—or, for that matter, that has been lost. If you think the credit card has been stolen, inform the Police also.*
- *Record names, account numbers, addresses and telephone numbers of your credit card companies and keep the records in a safe place. Take this list with you when travelling, to make it simpler to notify the card issuers if a card of yours is lost or stolen.*
- *If you have expired cards, or cards that you no longer use, destroy them by cutting them into several pieces. Notify the credit card issuer if you do not wish to be re-issued with the credit card. Also notify them of any change of address.*
- *Know the expiry date of your credit card, and if the new card has not arrived by the due date, make enquiries as to where it might be.*
- *Sign your credit card as soon as you receive it.*
- *Keep your cards in a wallet or folder in such a way that you immediately notice when one of them is missing.*
- *Never leave credit cards in a vehicle. Remember this also applies to your cheque book and driver's licence.*
- *At home keep credit cards out of sight. Cards have been stolen by babysitters, relatives and friends.*
- *Never lend a credit card to a friend. It may be several weeks before you know how much was charged to your account.*

- *Keep sales slips and check them against invoice billing to verify that the right price was charged to your account. Keep all receipts from credit card transactions.*
- *If you are the victim of a credit card fraud, cooperate with the Police and the credit card company investigators. Provide all the information requested.*

When Using Your Credit Card

- *Watch the card during transactions to make sure it's used to print only one slip.*
- *Make sure your card is returned to you immediately after use and that it is your own card.*
- *Tear up the pieces of carbon that the store would normally throw away. Remember that these pieces of carbon have your name and credit card number on them; that information could be used by somebody for a mail order purchase. A criminal could also use that information to duplicate your credit card, and then fraudulently use it.*
- *Don't give information about your credit card over the telephone, even if the caller says he or she is from the bank or credit company.*

Business "Break & Entry" Prevention



Although every opening in your building is a potential point of illegal entry, there are a number of steps you can take to safeguard your business premises against break and entry. As always, the main aim of good quality security is to make it as difficult as possible for a would-be intruder to gain entry to your premises. The following information relates to all types of business premises, whether they be small shops or large factory complexes.

Doors:

All exterior doors should be fitted with good quality locks. For glass doors security wire meshing should be considered. Door frames should be upgraded to make the frame as strong as the actual door itself.

Be wary if the hinges on any of your exterior doors are protruding on the outside. This situation permits easy access to an intruder who only has to remove the hinges and remove the door out of the frame. Have these old hinges removed and replace them with security butt hinges (see "Door Hinges" in the chapter on home security).

Windows:

When securing windows, key-operated window locks or external or interior security bars should be considered; but *consult your local government body or council first* before installing such locks or security bars to your commercial premises. In many cases the use of dead locks and security bars on commercial buildings is restricted by local government acts because of fire regulations.

When considering external security, don't neglect roof openings, air ducts, skylights, hatchways, or sidewalk and basement openings.

Alarm Systems:

For information on alarm systems, consult the chapter on home security. An alarm system is still the best deterrent against "break and enter" offences.

Exterior Lighting:

Make sure exterior lighting is adequate. Light up all entrances and install vandal-proof covers over the lights. Other forms of external lighting should be considered.

Inside Lighting:

Keep the interior of your business well lit. Leave your blinds and drapes open. Install locks on outside fuse boxes. Use a timer to turn your lights on and off while your office is closed.



Yards and Parking Areas:

Post warning signs in your yard or parking area to encourage your customers and employees to always lock their vehicles, and also to lock their valuables in the trunk.

Deny burglars access to your roof or to your windows: leave all ladders, pallets, boxes, crates and stationary vehicles away from the building walls.

Deny them a place to hide by keeping grass and shrubs trimmed, and by having all rubbish or debris cleared away from your premises.

Equipment and Tools:

Unsecured tools or equipment may be used by a thief, in addition to stealing them, on your doors, safe, security room and cabinets. Consequently all tools and portable equipment should be secured in locked drawers or cabinets at the close of each business day. Large equipment should also be secured.

Fences and Gates:

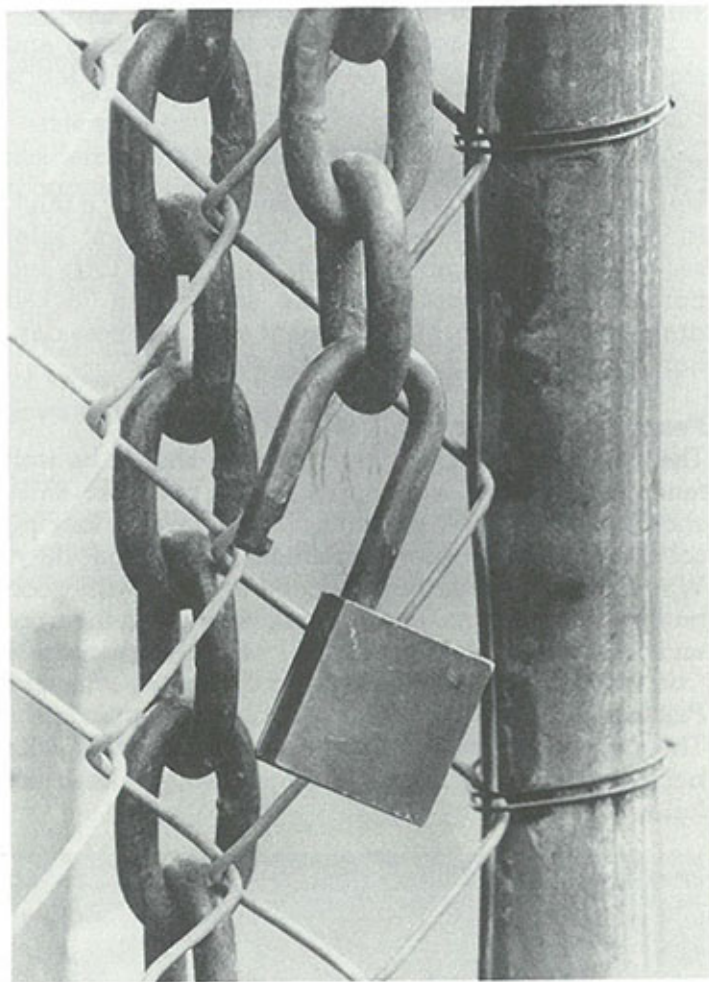
The entire perimeter of your property should be well fenced with barbed-wire topping where possible. Gates should have a pre-determined opening and locking schedule, with one person responsible for that duty. When not in use, gates should be secured with good padlocks and chains. Display your address on the front and rear of the building as well as on your doors.

Padlocks:

The most common assaults on padlocks are made with bolt-cutters or pinch bars. Padlocks should have the following:

- *a hardened shackle;*
- *a heel and toe locking;*
- *at least five tumblers in the cylinder; and*
- *a solid one-piece body.*

All padlocks should always be locked when the gate or cabinet is open; to prevent any unauthorised person removing the padlock, have a key made and then return it. Also remember that the chain or hasp you use with the padlock must also be of high quality hardened steel.



Padlocks should never be left hanging in the open position.

**Safes:**

Standing safes should be well illuminated and clearly visible from outside the building. The combination side should be turned away from windows.

Anchor your safe firmly to the floor. A light should be kept burning over the safe in full view from the street at night.

Use a money safe for currency and a record safe for documents. Be sure that resistance of the money safe is compatible with the needs of your business.

Limit the number of persons having access to keys and combinations. Consider changing locks and combinations when any of these people terminate employment.

Make sure your safe is torch- and drill-resistant.

Key Control:

Keep a record of all keys issued. Master keys and extra duplicates should be locked away for safekeeping. When a particular key is needed *everyone* must sign for its use. Sign out all keys and collect them when employees leave your company. Use a code not descriptions to label keys.

Shatter Resistant Security Films:

Due to "smash and grab" offences and vandalism involving shops becoming an increasing problem, a shatter-resistant security film has recently been developed.

The security film is tough polyester, and it is applied internally to windows. The product can be used by shopkeepers with a great deal of success in combating "smash and grab" offences.

Should an offender attempt to enter premises by smashing the shop window, the shatter-resistant film will hold the glass together upon breakage. The offender will then be discouraged, and any further attempt to break in will greatly increase his or her chances of being caught.



Shatter-resistant security film is a good deterrent against vandalism and "smash and grab" offences.



Other Handy Security Hints

- *Leave empty cash drawers open after hours to prevent damage.*
- *Keep an accurate inventory of all valuables.*
- *Inspect all closets, bathrooms and other hiding places before you leave.*
- *Your blank cheques, cheque protector, credit card machines and similar property should be secured in your safe at the end of each business day.*
- *And if you discover a break-in, call the Police at once. Do not disturb the evidence.*



Leave cash registers open after hours to show there is no cash on the premises.

Victims of Crime



Often the effects of crime on people in the community are not acknowledged, and the victims are simply forgotten. For many people, however, being the victim of a crime can be a very painful ordeal. From household burglary, purse snatching and car theft, through to more serious crimes such as rape, those involved can suffer serious emotional trauma.

The way that a crime affects each of us differs from person to person. The effects often depend on such different factors as the seriousness of the crime, the type of help received at the time the crime took place, others' responses to the crime, the type of person we are, and so on.

There are, however, definite patterns in the

responses. The initial response to a crime is often that of *shock*. We *can't* believe that such an event, whatever it may be, has happened to *us*.

There are in fact several beliefs that are shattered. Firstly, we like to believe that the world is a safe place to live in. Secondly, we tend to believe that crimes happen to other people, not us. Thirdly, we like to think that we are all "good" people, and that bad things do not happen to good people. When a person becomes the victim of a crime, all of these beliefs, to a greater or lesser extent, can be shattered.

The sense of shock can last for hours, days or weeks, depending on the extent of personal injury. This injury can be either physical or psychological. The shock of physical injury, while traumatic for the victim, is often alleviated by the fact that physical complaints can be treated medically. Psychological injury is more difficult to explain or detect. Nevertheless, it is experienced by many people and often it is unnoticed by the victim's friends and family.

Soon after the sense of shock has worn off, many victims feel a great sense of *anger*. This anger can be directed at many different things. Victims are angry that the crime took place; they can feel anger towards the criminal or about the situation in general. Sometimes this anger can be transferred onto others. Victims can be angry with the Police, with family members, with no-one in particular, and everyone in general.

For many victims this anger is brought to the surface by the sense of *loss* that they feel. It could be loss of property, loss of a sense of trust, loss of a sense of protection and security. Some victims move between their sense of loss and their angry feelings for a long time.

For those victims who have been seriously affected by a criminal event, the feelings of shock, anger and loss can lead to great tension and *anxiety*. A common anxiety is that the crime will happen again. As a result of this some victims become hyper-vigilant, overly



protective of their property and of themselves. For example, in the case of some victims who have had their home robbed while out of the house we may quite possibly see them proceed to turn their house into a fortress—a fortress that they are too afraid to leave, becoming reluctant to ever go out in case the home is again burgled.

Sometimes the victim's state of anxiety affects his or her sleep patterns during the night. If the victim has actually seen the criminal—for example, in the case of an armed robbery—the criminal's face often comes back into the minds, even into dreams. All of this can take a long time to overcome.

As a result, victims of crime need all the help we can give them.

Helping Victims

Sometimes the type of help needed is as simple as a kind word. Others may need someone to listen to them. The more victims are able to tell "their story" of the event, the faster they will recover. This type of "debriefing" greatly assists victims in recovering from the trauma of the event. Some victims need to talk about the crime over and over, as a way both of releasing some feelings they have about the crime and of recovering from the shock of the event.

Initially, the best way to assist victims of crime is to give them the time and space to talk about their experience.

Where victims are given *immediate emotional support*, recovery is hastened. This support can take the form of simply being present after the event and providing company through to assisting the person to talk about the effects of the trauma if they wish to do so. We must remember that different people respond differently to each situation. What may be viewed as a minor incident by one person may be a major event

in the life of another.

Sometimes, unwittingly, we can cause more trauma to victims by asking them questions about the event—questions that are irrelevant, or that imply blame. For example, refrain from asking a person who has just had their car stolen: "Why did you leave the car unlocked?" This could be viewed as a statement of blame, and would therefore not be helpful at all. We all realise that there are times we make mistakes, and victims do not need reminding of that.

Because recovery for victims can take time, it is helpful to the victims if we can remember that fact, make them aware of it, and try to convey our understanding of it. Particularly when there is no visible physical injury, it is easy to forget that a person may still be experiencing some trauma.

Where You Can Find Assistance:

For a minority of people, professional assistance is sometimes required after a crime has taken place. Where the effects continue for a long time, then help should be sought. Local community health centres or general practitioners should be called in when it seems that this type of help is required.

In some Neighbourhood Crime Prevention areas, Victim Support groups have been established as a way of assisting recovery. Neighbourhood Crime Prevention groups are increasingly becoming aware of the need to assist victims in their local areas. An increase in community awareness of the needs of victims and active community response to these needs will undoubtedly assist victims of crime in recovering from the trauma they have suffered.

A number of formal bodies have already been set up to assist victims of crime, and most Police Forces have officers attached to Police districts to assist victims of crime. A simple call to your local Police station will enable you to immediately make contact with either the relevant person or the relevant authority.



What Can You Do?

- *If you have a local Neighbourhood Crime Prevention group active in your area, then encourage members to develop a directory of community resources which could help victims of crime.*
- *Visit a neighbour who has been a victim.*
- *Accompany a neighbour who has been a victim to court to give general support. Court can be a very unnerving experience, especially for somebody who has just been the victim of a crime, no matter how minor the offence.*
- *Organise a Victims' Support group in your workplace or encourage your employer to set one up.*

Victims' Rights:

In recent years, there has been a great deal of discussion and debate generally about human rights. What we must remember, however, is that victims of crime also have rights. Community groups, and Neighbourhood Crime Preventions groups are already becoming more and more active in this regard. Representatives of Neighbourhood Crime Prevention areas and other community groups are currently attending courts to note penalties handed down for specific crimes. The idea is, should it be felt that somehow the penalty has not taken into account the full effect of the crime on the victim, then representations can be made to the relevant authorities—not only on behalf of the actual victim, but also on behalf of the community itself.

If you are the victim of crime, remember the following:

- *You have a right to be treated with compassion and dignity.*
- *You have the right to be protected against intimidation from your attacker.*
- *You have a right to be informed about the actual progress of your case.*

- *You have the right to be informed about victims' services and victims' compensation laws in your community.*
- *You have the right to be treated with dignity in court, and to be given reasonable notice as to when you may be required to give evidence.*
- *You have the right to have your property returned promptly if it is not further required as evidence.*

**TELEVISIONS • RADIOS • STEREOS • TAPE RECORDERS
• CASSETTE PLAYERS • VIDEO RECORDERS • COMPACT DISC**

<i>Item</i>	<i>Model & Make</i>	<i>Serial No.</i>	<i>Cost</i>

**STOVE • REFRIGERATOR • DISHWASHER • WASHING MACHINE
• CLOTHES DRYER • FREEZER • FOOD MIXER etc**

<i>Item</i>	<i>Model & Make</i>	<i>Serial No.</i>	<i>Cost</i>

BICYCLES

<i>Make</i>	<i>Colour</i>	<i>Frame No.</i>	<i>Cost</i>

PERSONAL COMPUTER

<i>Make</i>	<i>Model No.</i>	<i>Serial No.</i>	<i>Cost</i>

AUTOMOBILE • 4WD • MOTORCYCLE • MOTOR SCOOTER

<i>Make</i>	<i>Colour</i>	<i>Reg No.</i>	<i>Engine No.</i>

CAMERAS • WATCHES • BINOCULARS • SPORTING EQUIPMENT

<i>Item</i>	<i>Model & Make</i>	<i>Serial No.</i>	<i>Cost</i>

**SEWING MACHINE • HAIRDRYER AND
OTHER ELECTRICAL APPLIANCES**

<i>Item</i>	<i>Model & Make</i>	<i>Serial No.</i>	<i>Cost</i>

POWER TOOLS • LAWNMOWER etc

<i>Item</i>	<i>Model & Make</i>	<i>Serial No.</i>	<i>Cost</i>

GUNS

<i>Make & Type</i>	<i>Calibre</i>	<i>Serial No.</i>	<i>Cost</i>

Boat Details

Name _____ Reg. No _____ Hull Ser. No _____

Length _____ Beam _____ Type: *Sail / Power.*

Construction: *Timber / Aluminium / Steel / Fibreglass*

Hull type: *Monohull / Catamaran / Trimaran*

Hull: Colour _____ Deck colour _____ Cabin colour _____

Anti-fouling _____ Boot topping _____

Sail No _____ Sailmaker _____

Rig: *Sloop / masthead / fractional / Ketch / Schooner / Yawl / other* _____

Engine Details

Diesel / Petrol inboard / Outboard / Inboard outboard

Horse power _____ Manufacturer name _____

Serial No _____ Model No _____

Equipment details

Radios.

1. Type _____ Model No _____ Serial No _____ Value _____

2. Type _____ Model No _____ Serial No _____ Value _____

3. Type _____ Model No _____ Serial No _____ Value _____

Equipment

Compass Make _____ Model No _____ Serial No _____ Value _____

Depth Sounder _____ Model No _____ Serial No _____ Value _____

E.P.I.R.B. _____ Model No _____ Serial No _____ Value _____

Radar _____ Model No _____ Serial No _____ Value _____

Sat. Nav _____ Model No _____ Serial No _____ Value _____

Stove _____ Model No _____ Serial No _____ Value _____

Fire Extinguishers _____ How many _____ Serial No _____ Value _____

Winches _____ Size _____ Value _____

Other equipment _____ _____ _____ Value _____

Hold-up Details

NAME OF BUSINESS	
BUSINESS ADDRESS	
PHONE NO.	
APPROXIMATE TIME OF OFFENCE	
VEHICLE USED	
MAKE	
COLOUR	
DIRECTION OF TRAVEL	
MODEL REG. No.	
NUMBER OF OFFENDERS	MALE FEMALE
DESCRIPTION OF OFFENDER/S	
OFFENDER/S	
<i>Clothing</i>	
SHIRT OR TOP	
TROUSERS OR DRESS	
FOOTWEAR	
<i>Description</i>	
SEX	AGE
BUILD	HEIGHT
ANY DISTINGUISHING FEATURES (TATTOOS, BEARD, ETC.)	
WEAPON	

THE NEIGHBOURHOOD CRIME PREVENTION HANDBOOK

The fully illustrated, comprehensive guide to

- Personal and Child Safety • Home Security
- Neighbourhood Watch and Community Policing
- Business Security • Motor Vehicle Protection
- Plastic Card Fraud • Rural and Marine Security
- Armed Hold-up Awareness
- Crime Victim Support Schemes
- General Crime Prevention Methods



Pat Daley was a member of the NSW Police Force for 15 years, working mainly with the Public Relations and Crime Prevention section on all aspects of home, business and personal security, and eventually becoming Deputy Chief of that section. During this time he became widely known

to the public for his reporting of police news to the media. In 1984 he was appointed a member of the co-ordinating committee which launched the highly successful **Neighbourhood Watch** programme in New South Wales, subsequently becoming joint State coordinator of the scheme. He later launched the **Business Watch** programme.

Pat Daley left the NSW Police Force in 1986 and his work in the security industry since has taken him everywhere throughout Australia and New Zealand.

He has also worked closely with Police and consultants in the United States, United Kingdom and Canada. A foundation member of the NSW Security Institution, he is currently an Executive Director at the Mulvihill Security Group — Australia's largest privately owned security company.