



Information for victims of property crime

Everyone has the right to feel safe.

This resource has been developed by the Queensland Police Service to provide support and guidance to victims of home and vehicle crime.



Reporting a crime

If a crime is happening now, call **Triple Zero (000)**.

If not, think **Policelink** and report online.

Find us at www.police.qld.gov.au/policelink-reporting



What happens when a property crime is reported?

When a crime such as a break-in or vehicle theft is reported to Police, an investigation may occur, including:

- Gathering of evidence and any surveillance footage available,
- Locating, interviewing, and apprehending offender/s,
- If able, returning any stolen property to the victim.



Making an insurance claim

If your property or any valuable items have been stolen or damaged and you have an existing insurance policy covering this property, ensure to notify your insurance provider of the completed Police report.

Your insurance provider may guide you through the claims process and explain what is and isn't covered by your policy, as well as the next steps.

✓ Reviewing your home security

If there was damage to your home, it is important to repair and reinforce entry points. If your keys were stolen, consider arranging a locksmith to change the locks as soon as possible.



Using the camera on your mobile device, you can scan the QR Code to access the [QPS Home Security Guide](#) to assist in enhancing your home security measures.

Are you a homeowner aged 60 years and over?

- The 'Helping Seniors Secure Their Homes' scheme provides financial assistance for eligible homeowners aged 60 and over for the installation of security measures.
- Contact **13 74 68** for more information or visit www.housing.qld.gov.au/initiatives

✓ Support services available

There are a range of Government agencies and organisations that provide various types of services and support to individuals and their families, including:

Connect to Wellbeing – Cairns

1300 020 390

Access to mental health and specialist services

ConnectCare

1800 574 066

Case management and counselling support for victims of non-violent property crime

Lifeline

13 11 14

24/7 Crisis support line

13YARN

13 92 76

24/7 Crisis support line for Aboriginal and/or Torres Strait Islander Peoples



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Scan the QR Code to access additional support and crime prevention information or go to www.police.qld.gov.au/SaferTogetherCairns



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For more information go to www.police.qld.gov.au/SaferTogetherCairns

