



# 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** – call 131 444 or visit [www.police.qld.gov.au/reporting](http://www.police.qld.gov.au/reporting).

To report information anonymously, call **Crime Stoppers Queensland** on 1800 333 000 or visit [www.crimestoppersqld.com.au](http://www.crimestoppersqld.com.au).



### What Happens When a Property Crime is Reported to Police?

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.

# Safer Together



# Safer Together

## ✓ 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.

## ✓ Support Services:

The Office of the Victims' Commissioner offers the 'Victim's Pathway' online resource to assist Queensland residents in understanding the process involved if they, or someone they support, has experienced property-related crime. This resource provides essential information about victims' rights and available support services. To learn more, visit [www.victimscommissioner.qld.gov.au/pathways/property-crime](http://www.victimscommissioner.qld.gov.au/pathways/property-crime).

There are a range of Government agencies and organisations that provide various types of services and support to victims of property crime, including:

### ConnectCare

1800 574 066

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

### Victim Assist Queensland

1300 546 587

Provides information and financial assistance to victims of violent crime in Queensland.

### Lifeline

13 11 14

24/7 national crisis and suicide prevention support line for all Australians.

### 13YARN

13 92 76

24/7 national crisis support line for Aboriginal and Torres Strait Islander peoples.

### Beyond Blue

1300 224 636

24/7 mental health information and support line for all Australians.



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