



Safer Together

My vehicle was stolen, what should I do next?

Having your vehicle stolen can be stressful and costly. It's normal to feel overwhelmed, and support services are available to assist you. Visit the Queensland Police Service website and search "support for victims of crime".

Report

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

If not, think Policelink – call **131 444** or visit police.qld.gov.au/reporting.

To report information anonymously, call Crime Stoppers on **1800 333 000** or visit crimestoppersqld.com.au.

Take note

Once you make a report to police, you will receive a QP number. This number is linked to your report, keep it handy for insurance and investigator enquiries. A QP number may take a couple of days to generate.

Insurance

Contact your insurer even if your vehicle hasn't been recovered. **Don't have insurance?**

- Queensland residents: You may qualify for the Towing of Motor Vehicle Scheme. Visit police.qld.gov.au and search 'Towing of Motor Vehicles Scheme'
- Non-Queensland residents: Check if other insurance (e.g. travel or home) covers your loss. If uninsured, you may be liable for towing and storage costs.

Provide key information to police



1. Towing Permission

- Granting permission may make you liable for towing/storage costs.
- If no permission is given, you must arrange towing yourself.
- Vehicles causing traffic hazards will be towed at your expense.



2. Towing Details

- Provide the address for towing and your preferred towing company.
- Inform the towing company of your insurer.



3. Car Keys

Confirm if all sets of keys are accounted for.



4. Contact Person

Please provide current contact details for the appropriate person to notify if the vehicle is located, and ensure private numbers are answered.



5. Forensic Examination

Grant permission for police to photograph or fingerprint your vehicle, home, or property.



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What happens next?

Police are investigating your report. You may or may not hear from investigating officers during the process.

What should you do now?

- Avoid touching items the offender may have handled (e.g. entry points, broken glass). If necessary, wear gloves or use a cloth to minimise contact.
- Forensic Officers will contact you if they need to attend the scene. They may delay attendance until daylight for optimal evidence collection.

Crime prevention is everyone's responsibility, however there are a number of steps you can take when out and about to improve your safety.

Keep watch in your neighbourhood - If a serious crime is happening now, call **Triple Zero (000)**. If you notice any suspicious activity, report it immediately to Policelink online.

Review your home security - Consider a review of your current home security measures. Vehicle keys are often stolen from unsecured homes. Store your keys, wallet or purse out of sight.

Maintain your vehicle security - Always lock your vehicle and remove valuables. Where possible use secured parking or park in a well-lit, highly visible area.

Protection starts with prevention, learn how to best secure your home, vehicle and property by visiting:
police.qld.gov.au/safety-and-preventing-crime

Frequently Asked Questions



What if my vehicle is found damaged?

Notify your insurer and get towing approval.

Send repair quotes to the investigating officer to assist with court proceedings.



How do I clean fingerprint dust?

Use a dry cloth to remove excess dust, then a damp cloth for residue.



When can I collect my recovered vehicle?

Police will contact you when it's ready for release. If insured, check with your insurer before collecting.



How will I know the court outcome?

Police will update you if charges are laid and provide court outcome details.