



WESTERN AUSTRALIA POLICE FORCE

COMMUNITY GUIDE



STAYING SAFE
In Western Australia



WA Police Force Website
Emergency
Police Assistance
Crime Stoppers

wa.gov.au/police
000 for life threatening situations
131 444 when police attendance is required
www.crimestopperswa.com.au



A Community Safety and Awareness Guide for Culturally and Linguistically Diverse (CaLD) Communities

***Prepared by Cultural Engagement and Events
Division (CEED)***



► FOREWORD

Western Australia is home to people from many cultures, languages, and backgrounds. A safe community is built on understanding, trust, and cooperation between community members and police. Some people may come from countries where:

- Police are feared rather than trusted;
- Reporting crime can feel unsafe; and
- Cultural or language differences make engagement difficult.

In Western Australia, police exist to protect life, safety, and wellbeing. Everyone has the right to feel safe—regardless of language, culture, religion, or visa status.

This guide has been developed to:

- Explain the role of the WA Police Force.
- Introduce CEED and its community-focused work.
- Increase awareness of common risks and harms.
- Foster prevention and seeking help early; and
- Build confidence in engaging with police.

Knowledge builds confidence. Trust strengthens safety.

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1. WHAT IS THE MISSION OF WA POLICE FORCE?

▶ MISSION

The WA Police Force has the mission to provide trusted and valued policing for the Western Australian community. WA Police Force has the largest jurisdiction on earth; managing 200 police facilities, 15 policing districts, and 9,000 employees across 2.5 million square kilometres of Western Australia.

▶ WHAT POLICE DO

- **Prevent crime:** Collaborate with partners to prevent crime and protect the community.
- **Enforce the law:** Enforce the laws in our community and on our roads.
- **Manage and coordinate emergencies:** Coordinate multi-agency approaches to manage emergencies.

▶ WHAT POLICE ARE NOT

Police are not immigration officers, tax authorities, or debt collectors. Reporting crime does not affect your visa status.

2. WHAT IS CULTURAL ENGAGEMENT & EVENTS DIVISION (CEED)?

► DEFINITION

CEED is a division within WA Police Force that focuses on community engagement, harm prevention, and trust-building with culturally and linguistically diverse communities.

► WHY CEED EXISTS

Some communities may experience:

- Language barriers
- Cultural misunderstandings
- Fear or mistrust of police
- Higher exposure to scams or harm

CEED works proactively through meaningful community engagement to build trust in police, improve understanding and confidence in reporting, and prevent harm before issues escalate.

3. HOW CEED WORKS WITH COMMUNITIES

▶ CEED AS A CONDUIT

CEED works as a conduit between:

- Investigating officers, and
- Community leaders, groups, and associations.

How this helps:

- Police processes are explained clearly and respectfully.
- Community concerns are communicated accurately to police.
- Cultural misunderstandings are reduced; and
- Engagement becomes safer and more effective.

CEED does not interfere with investigations but supports communication and understanding.

▶ WORKING CLOSELY WITH COMMUNITY LEADERS

CEED builds long-term relationships with:

- Community leaders
- Cultural and religious organisations
- Youth and women's groups

This helps share safety information early and encourages trust and reporting.

► **SOCIAL COHESION**

Social cohesion means people feel:

- Respected
- Included
- Heard

Strong social cohesion reduces fear, improves cooperation, and increases safety for everyone.

► **CRIME PREVENTION**

Crime prevention focuses on:

- Education and awareness
- Early identification of risks
- Encouraging early help-seeking

Preventing harm early protects individuals, families, and communities.

► **MEASURABLE COMMUNITY IMPACT**

CEED aims for real outcomes, such as:

- Increased confidence engaging police
- Earlier reporting of concerns
- Reduced misinformation and fear
- Stronger police–community relationships



► **COLLABORATION**

CEED collaborates with:

- Community organisations
- Frontline police
- Government and non-government agencies
- Support and welfare services

Community safety is strongest when everyone works together.

4. WHAT IS SUSPICIOUS BEHAVIOUR?

Suspicious behaviour may involve:

- Incidents, events, or situations that seem unusual
- Individuals behaving out of place
- Circumstances that cause concern for safety or wellbeing

If you see suspicious behaviour:

- Do not assume someone else will report it
- Share the information with police or Crime Stoppers
- Your information may help prevent harm

► EXAMPLES OF SUSPICIOUS BEHAVIOUR TO REPORT

You should consider reporting:

- A person carrying property that does not appear to belong to them
- Someone going door-to-door without identification
- Unusual vehicle activity (slow driving, repeated visits, unusual hours)
- Frequent vehicle traffic to and from a property
- People sitting in parked vehicles watching an area
- Anyone attempting to break into a locked vehicle
- Unusual noises such as alarms, fighting, yelling, or gunshots
- A person showing unusual mental or physical behaviour who may require medical or psychiatric assistance

► **GIVING POLICE A GOOD DESCRIPTION**

Providing clear details helps police respond effectively.

Try to note:

- Date, time, and location
- What is happening and where
- What you saw or heard
- Any distinguishing features
- Photos or videos only if it is safe to do so

Do not approach or confront anyone.

► **IF A VEHICLE IS INVOLVED**

If safe, note:

- Colour, make, and model
- Number of occupants
- Driver or passenger behaviour
- Distinguishing marks, graphics, or damage
- Bull-bars, roof racks, tow bars
- Vehicle registration number

► **REPORTING GRAFFITI VANDALISM**

If you discover graffiti:

- Take photos if safe
- Report graffiti on:
 - Your own property
 - Community buildings and facilities (playgrounds, bus stops, benches)
 - Another person's property

Graffiti reports assist councils and police in prevention and clean-up.

► **MOTOR VEHICLE CRIME PREVENTION**

Keep your vehicle safe:

- Park in well-lit and secure areas
- Remove all valuables (wallets, bags, electronics)
- Lock your vehicle and secure your keys, even at home
- Fit anti-theft screws to number plates



5. PERSONAL SAFETY

Personal safety means being aware of risks and knowing when and how to seek help.

▶ COMMON RISK

- Scams, online scams, and fraud.
- Theft and burglary.
- Violence or threats.

▶ SAFETY TIPS

- Be cautious of urgent money requests.
- Never share personal or banking details.
- Trust your instincts; and
- Save emergency numbers on your phone

► NATIONAL SECURITY ADVICE

Advice of what to do during an armed attack.

- Escape: move quickly and quietly away from danger, but only if it is safe to do so.
- Hide: stay out of sight and silence your mobile phone.
- Tell: call the police by dialling Triple Zero (000) when it is safe.

In the event of an attack

 **ESCAPE.** Move quickly and quietly away from danger.

 **HIDE.** Stay out of sight and silence your phones.

 **TELL.** Call the police by dialling 000 when it is safe.

What you do matters.

nationalecurity.gov.au

6. HOME SAFETY

▶ SECURITY THE PROPERTY

- Lock all doors, windows, gates, sheds, skylights, and access points
- Lock your mailbox
- Remove spare keys hidden outside
- Install deadlocks on external doors and windows
- Install alarms, security screens, cameras, and sensor lighting
- Use timers for lights, radios, or TVs
- Install doorbell cameras or peepholes

▶ SECURE VALUABLES

- Install a safe
- Lock away tools and ladders
- Use GPS trackers on vehicles
- Enable "Find My" apps on phones, tablets, and computers
- Keep valuables out of sight
- Record serial numbers and photograph valuables
- Do not leave packaging from new purchases outside
- Use parcel lockers or post offices for deliveries

► PREVENTION CHECKLIST

Make it harder for thieves to hide

- Ensure your property is visible from the street
- Trim overhanging branches and shrubs

If you have been burgled:

- Do not confront the offender
- Get to a safe place
- Do not touch anything
- Contact your insurance provider
- Contact police on 131 444



7. FAMILY AND DOMESTIC VIOLENCE

Family and domestic violence is a threat or violence by a person to a family member. It can be anything to hurt or control a family member and make them afraid.

Family and domestic violence can be hurting someone's body or feelings. It can also be things like stalking (tracking), hurting their mind, pets, money or making them feel alone.

Family and domestic violence includes:

- Physical, emotional, or sexual abuse
- Financial control; and
- Threats or intimidation

Remember family and domestic violence does not always have to be physical. If someone is doing this to you, your family or a friend, use the numbers on this booklet to get support.

Family violence is a crime in Australia. Help is confidential and available. Culture or family pressure does not justify abuse.

If there is immediate danger, call 000.

8. MENTAL HEALTH, MISSING PERSONS, AND SAFE & FOUND

Mental health affects how people think, feel, and behave. People in distress may withdraw, act out of character, or go missing. Support focuses on care and safety, not punishment.

▶ MISSING VULNERABLE PERSONS

Contact police immediately if:

- A child is missing
- An elderly person with dementia or Alzheimer's is missing
- A person with mental health concerns is missing

There is no waiting period.

▶ SAFE & FOUND

Safe & Found is a national initiative supporting the safe return of missing persons through early reporting and coordination.

9. REPORTING HATE CRIME OR HATE-RELATED INCIDENTS

► WHAT IS A HATE CRIME OR HATE INCIDENT?

A hate-related crime or incident is:

- Any incident motivated by hate, prejudice, or bias
- Directed at a person or group because of their identity or perceived difference

Hate crimes and hate incidents are taken very seriously by police.

Reporting helps:

- Protect individuals and communities
- Identify patterns
- Reduce future incidents

► WHAT HAPPENS WHEN YOU REPORT A HATE INCIDENT

- You can tell police where you are and what you experienced or witnessed
- Police may ask for your details:
 - You can choose not to provide them
 - This may affect how an investigation can proceed
- Every report helps build a broader understanding of community safety concerns

You can also report non-urgent hate-related incidents anonymously.

▶ **ONLINE AND SOCIAL MEDIA HATE**

If hate occurs online:

- Take screenshots of:
 - Messages
 - Usernames
 - URLs
 - Any identifying information
- Report abuse directly to the platform
- Report online via:
 - Crime Stoppers
 - eSafety Commissioner (for online abuse)

10. DRUGS, ALCOHOL AND ONLINE SCAMS

▶ DRUG AND ALCOHOL USE

Drugs and excessive alcohol can:

- Impair judgement
- Increase violence and accidents
- Harm physical and mental health
- Damage families and futures

Drug dealing and trafficking are serious criminal offences.

▶ ONLINE SCAMS

Scams often rely on:

- Fear
- Urgency
- Authority
- Greed

If an offer promises easy or fast money, it is likely a scam.

11. REPORTING TO POLICE

You can contact police:

- To provide information
- For insurance purposes
- To formally record an incident
- To seek protection or assistance

You can request a free interpreter at any time.

12. EMERGENCY NUMBERS AND HELPLINES

EMERGENCIES 000	POLICE 131 444	CRIME STOPPERS 1800 333 000
<p>Where life or property is threatened or in danger.</p> <ul style="list-style-type: none">• A serious crime is in progress or just committed• Life or serious injury is threatened• An immediate threat to people or property exists	<p>“Press”</p> <ol style="list-style-type: none">1. Non urgent police attendance.2. To report: <ul style="list-style-type: none">• A disturbance or antisocial behaviour• Something which has happened in the past• A property-related incident for insurance purposes.	<p>Call to report any information about criminal activity or suspicious behaviour.</p> <ul style="list-style-type: none">• Non urgent• Information can be current or from the past• callers can remain anonymous• Report online at: www.crimestopperswa.com.au

13. IMPORTANT SUPPORTED COMMUNITY SAFETY PROGRAMS AND REPORTING INFORMATION

▶ CAM-MAP WA (WA POLICE FORCE)

A secure, voluntary registry of residential CCTV systems that helps police access footage faster.

<https://cam-mapwa.police.wa.gov.au>

▶ SAFE & FOUND WA (MEDICALERT FOUNDATION)

Supports people who may become lost due to dementia, autism, or cognitive impairment.

www.safeandfound.org.au

▶ NIGHT ALIGHT (PUBLIC TRANSPORT - BUS)

A service provided by Transperth if travelling on a bus after 7pm the Transperth Bus can drop you off anywhere along the route even if it isn't at a bus stop.

▶ VICTIMS OF CRIME INFORMATION (DEPARTMENT OF JUSTICE)

Provides support and advocacy services for victims of crime.

www.wa.gov.au/organisation/departments/departments-of-justice/commissioner-victims-of-crime

► TRANSLATION SERVICES

If you require assistance in translating or interpreting resources call the Translating and Interpreting Service (TIS National) on 131 450.

www.tisnational.gov.au/

During any interaction with Police, you may request for interpreter, which the police is obliged to provide free of charge.

► CHECK MY CRIME (WA POLICE FORCE)

A service that allows victims of stealing and damage related crimes to view the status of their offence investigations, record additional items and print an abridged report.

- View the status of your investigation
- Record additional items of property missing

www.wa.gov.au/service/security/law-enforcement/check-my-crime

► FREEDOM OF INFORMATION (FOI)

The FOI Act provides a general right of access to documents held by the WA Police Force. The release of these documents is subject to a number of exemptions prescribed by the FOI Act that, depending on your circumstances, may limit the usefulness of the document to you.

www.wa.gov.au/service/security/law-enforcement/apply-wa-police-force-freedom-of-information



▶ **COMMUNITY ASSOCIATIONS**

www.omi.wa.gov.au/communities-and-networks/community-associations

▶ **BIKELINC (CRIME STOPPERS WA)**

Police and the community can help return your bike or e-rideable to you if it's lost or stolen.

www.bikelinc.com.au

► FAMILY VIOLENCE INFORMATION AND SUPPORT

FAMILY VIOLENCE INFORMATION AND SUPPORT

Service	Phone Number
Crisis Care	1800 199 008
Women's Domestic Violence Helpline	1800 007 339
Men's Domestic Violence Helpline	1800 000 599
1800 Respect - National Sexual Assault, Domestic Family Violence Counselling Services	1800 737 732
Q-Life – LGBTQI+ Counselling Line 3pm - Midnight	1800 184 527
Kids Helpline	1800 551 800
Elder Abuse Helpline	1800 655 566
Sexual Assault Resource Centre (SARC)	08 6458 1828 1800 199 888 Free from landlines
Alcohol & Drug Support Line	1800 198 024
Translating and Interpreting Service	131 450
Telephone Interpreter Service	1800 131 450
Luma - For Her Health & Wellbeing	08 6330 5400
Ishar - Multicultural Women's Health Services	08 9345 5335
Multicultural Women's Advocacy & Support	08 9328 1200
Communicare	08 9251 5777




 Find Family Violence Support Services in your area

► FAMILY VIOLENCE INFORMATION AND SUPPORT

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Family and Domestic Violence is a threat or violence by a person to a family member. It can be anything to hurt or control a family member and make them afraid.

Family and Domestic Violence can be hurting someone's body or feelings. It can also be things like stalking (tracking), hurting their mind, pets, money or making them feel alone.

Remember Family and Domestic Violence does not always have to be physical. If someone is doing this to you, your family or a friend, use the numbers on this card to get support.

If you require Police attendance,
please contact **131444** or
in an emergency call **000**

Scan this QR code to hear this information
in your local language



FAMILY VIOLENCE RESTRAINING ORDER

You can make an application at any court. A list of court locations can be found at www.magistratescourt.wa.gov.au

FAMILY VIOLENCE SERVICES

You can get help from legal services for support when applying for a Family Violence Restraining Order or if you are involved in a Family Violence matter.

Call **1800 600 476** between 8.30am - 4.30pm Monday to Friday or email familyviolenceservice@justice.wa.gov.au

More information can be found at
www.justice.wa.gov.au/fvs

► CYBERCRIME REPORTING

Australian Cyber Security Centre (ACSC) – ReportCyber

For:

- Hacking/unauthorised access
- Online scams/fraud involving technology

ReportCyber: www.cyber.gov.au/report-and-recover/report

ACSC homepage: www.cyber.gov.au

When Not to Report Cybercrime Online

Do **not** report online if:

- A court order is already in place
- A physical crime has occurred (e.g., stolen devices/cards)
- You received a scam call/email but had no personal or financial loss

► SCAM REPORTING

Scamwatch (ACCC)

Best for:

- Collecting reports about scams to warn others and to take action to stop scams
- Phone, email, SMS, social media, interstate & overseas scams
- Scam alerts and prevention information

Scamwatch: www.scamwatch.gov.au

WA ScamNet (WA Government)

- For scams affecting people living in Western Australian.
- Provides scam examples, alerts, newsletters and phone support.

WA ScamNet: www.scamnet.wa.gov.au

▶ OTHER GOVERNMENT REPORTING CHANNELS

ASIC – Financial & investment fraud

<https://asic.gov.au>

ATO – Tax scams

www.ato.gov.au/scams

APRA – Superannuation fraud

www.apra.gov.au

Department of Home Affairs – Migration fraud

www.homeaffairs.gov.au

Services Australia – Centrelink, Medicare & Child Support fraud

www.servicesaustralia.gov.au/individuals/online-help/fraud

Department of Veterans' Affairs – Entitlement fraud

www.dva.gov.au

Your Bank – Compromised banking details

Contact your bank immediately via their official website or phone line.

14. FINAL MESSAGE TO THE COMMUNITY

WA Police Force and CEED are committed to:

- Respectful engagement
- Preventing harm
- Building trust
- Strengthening social cohesion