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# Who to call when

When something unexpected happens, it can be tricky to know which service is the right one to call. So, we've put together this handy guide to help you out.



Make sure you have the free Emergency+ app installed on your phone so you can pinpoint your location in an emergency, especially if you're in an unfamiliar area. You can even call Triple Zero (000) from the app.

## Report suspicious activity

Behaviour is suspicious, not people.

Just because someone you don't know is walking down your street or sitting in a car, doesn't mean they're suspicious. But if they are looking into multiple car windows and trying door handles or going through home mailboxes or trying to enter your neighbour's house when you know they're not home – that's suspicious.

It's when a person is doing something that seems unusual and out of place from what's normal.

If you see suspicious behaviour, report it to police as soon as possible.

Recording some of these details may help police catch a crook:

- time
- date
- location
- what happened
- description of suspicious vehicles, especially any features such as damage, colour, bumper stickers, rego number and modifications
- description of suspicious people

Only take photos if you can do it safely.



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### Triple Zero - 000

Call Triple Zero (000) if you need immediate fire, police or ambulance assistance, if a crime is happening right now, if life or property is being threatened, if someone needs urgent medical help or if you see flames.

**If English is not your first language**, call Triple Zero (000), then once you have been transferred to the emergency service you need, ask for an interpreter in your preferred language.

**If you are deaf or have a speech or hearing impairment**, you can make an emergency call by using a TTY to call 106. You can also ask the National Relay Service for a captioned relay, internet relay, SMS relay, video relay or voice relay call to be transferred to Triple Zero (000).

### Victoria SES - 132 500

Call the Victoria SES during a storm or flood if a tree has caused structural damage to your home or vehicle or is preventing access to your home, if your roof is damaged, or if your property is flooded or about to flood.

**If someone's life is in danger, call Triple Zero (000)**

### Crime Stoppers - 1800 333 000

Or report at [www.crimestoppersvic.com.au](http://www.crimestoppersvic.com.au)

Call Crime Stoppers to report crime information confidentially, provide information about people, incidents or vehicles of interest to police or information that could prevent a crime.

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



### Police Assistance Line - 131 444

Or report at [www.police.vic.gov.au](http://www.police.vic.gov.au)

Call the Police Assistance Line if you don't need police to attend straight way - to report non-urgent crimes or events anytime, anywhere, such as theft, property damage or lost property, to register a party or absence from residence, or for general police enquiries.

### Neighbourhood Watch Victoria

- (03) 8335 6002

or email [hello@nhw.com.au](mailto:hello@nhw.com.au)

Call or email for information on how you can help protect yourself, your family, your home and property from crime, create safer, stronger, closer communities or to join or start a local Neighbourhood Watch group. Do not call to report a crime.



### EPA Pollution Hotline - 1300 372 842

Call to report rubbish that has been dumped illegally on private or public land that's not a licensed tip or waste facility. You can also report it to your local council. Don't hesitate to report multiple times. The quicker that rubbish is removed the better.



### Complaints about neighbours

**Call your local council**

If you have an issue with your neighbour that is not related to crime, try to talk to your neighbour first. If the problem persists, and it relates to a local law issue, call your local council. If it's related to criminal behaviour, call the Police Assistance Line on 131 444. If it's about a loud party in the early hours that is in progress, call Triple Zero (000).

