



Prevention & Safety Messaging to Supplement the Police Intel Report

This document is designed to support the weekly Intel Report that NSNZ members receive from NZ Police. It offers a series of different prevention message templates that align to the offence types in the report. These can be copied and pasted for use in your newsletters and alerts (the document itself is not to be shared outside Neighbourhood Support), so that our communities receive **positive, proactive, and solution-based information**.

HOW TO FIND THE PREVENTION MESSAGE YOU WANT

We have organised the offence descriptions in the Intel Report into four main categories. Some of the offence descriptions are listed in **orange** in the [Table of Contents](#) to help you find them quickly and match them with the most appropriate prevention messaging.

There are a number of different offence descriptions that you may come across in the Police Intel Report. We have tried to provide messaging to cover the topics that are most likely to come up and be relevant to our Neighbourhood Support community. If you would like assistance with **which set of prevention messages best applies/matches to a certain offence description**, please get in touch with kelsey@neighbourhoodsupport.co.nz.

If there is no messaging suitable for the offence description you want to focus on, please let zelia@neighbourhoodsupport.co.nz know.

This will be an evolving document that can, and will, be added to over time.

[*See an example of how to utilise and personalise the prevention message templates in this document.*](#)



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USING AND PERSONALISING A PREVENTION MESSAGE: AN EXAMPLE

This is an example of how to utilise and personalise the prevention message templates in this document.

Start with a succinct headline:

“Car Break Ins and Theft”

Briefly describe the issue:

“Wellington Police are aware of a spike in vehicle crime in the Miramar area.”

Reassure and engage:

“While high-visibility Police patrols have been increased in the area at night, they need your assistance. If you notice anything out of character or suspicious AND IT IS HAPPENING NOW... call 111. If it is not happening NOW but you have concerns, call 105 or report online at www.police.govt.nz/use-105.”

Provide local context:

“We understand that due to the geography of Miramar (like other Wellington suburbs) many people must park their vehicles on the road and don’t have the option of a driveway or a garage. IF you do – then use them. If you don’t, then do what you can to ensure your vehicle is not a target.”

Encourage action:

“We strongly encourage the following prevention measures:

- | | |
|------------------|---|
| SECURE IT | Installing alarms or steering wheel locks to vehicles if they don’t have them. |
| LIGHT IT | Use of sensor lighting and CCTV to monitor areas where vehicles are typically parked. |
| PARK IT | Consider parking susceptible models in behind newer vehicles on the driveway preventing them being removed. |
| EMPTY IT | Do not leave your valuables in your vehicle. If you can’t remove the item, keep it well hidden and out of the sight of opportunistic thieves. |

For more prevention advice visit www.police.govt.nz/advice/personal-community/protect-property-vehicles.”

Close the loop:

It’s important that the community knows that their actions have helped. Provide an update in a future newsletter. For example:



“Following our big push to keep vehicles safe last month, it is great to see that vehicle crime in Miramar is down. Well done for coming together to make our neighbourhood a safer place to live.”

KEEPING YOUR PROPERTY & BELONGINGS SAFE & SECURE

Preventing Theft or Burglary from your Vehicle:

Thieves search vehicles for cash, credit cards, sunglasses, mobile phones, iPads, laptops, handbags, stereo systems, sports equipment, clothing, and any other valuable property left in a vehicle. Thieves use a range of techniques, but most offending is opportunistic. You can minimise opportunities.

SECURE IT:

- Always lock your vehicle when you leave it.
- Close all windows, including sunroofs.
- Always take keys with you when you leave your vehicle.
- Install a car alarm.
- Protect your vehicle number plates from theft by replacing plastic screws with stainless steel ones. *(NZ Police and Neighbourhood Support hold Safer Plates events in some regions, where you can get the screws replaced for a small cost.)*

LIGHT IT:

- Parking in well-lit areas when possible.

PARK IT:

- When at home, ideally keeping all vehicles in a garage or out of sight.

EMPTY IT:

- Not leaving items (especially valuables) in your car. Thieves will break in for something as small as loose change. If you must leave items in the vehicles, then hide them out of sight; but remember, hiding them is not as safe as removing them.

Trade vehicles are particularly highly targeted by thieves and burglars. Take extra precaution by:

- Not leaving your tools in your trade vehicle. Instead, secure them in a lock-up overnight.
- Recording the serial numbers or engraving all your tools. *(Follow Neighbourhood Support online to find out about 'Tool Engraving Drop-Ins' in your region.)*



Take burglary and theft incidents seriously, if you see anything suspicious contact Police immediately on 105 or Crime Stoppers on 0800 555 111.

Keep in contact with your neighbours and let one another know if you notice any suspicious behaviour around vehicles in your neighbourhood.

Preventing Theft or Burglary from your Home:

Property crime can have a devastating impact. Here we offer some simple steps you can take to make your home and property as secure as possible. Remember LOCKS, LIGHTS, and LINES OF SIGHT.

- LOCKS
 - Secure your doors, windows, sheds, and garages with good quality locks.
 - Install security stays on windows, especially those on ground level.
 - If you have a house alarm, remember to set it.
 - If you're outside for an extended time e.g. in the garden, lock your front door.
- LIGHTS
 - Install motion sensor lights.
 - If you don;t have motion sensor lights, leave an outside security light on when it's dark.
- LINES OF SIGHT
 - Don't provide places for burglars to hide – keep bushes and trees trimmed, and your property well lit.
 - Keep valuables out of sight. If it can be seen, it can be a target.

Other tips:

- Keep receipts, warranties, and valuations in a safe place.
- Take photos or write down serial numbers of your electronic devices and appliances, and keep them in a safe place.
- Take photos or videos of jewellery, art, and other precious items.
- Installing security cameras and/or security camera messaging is often a great deterrent. You can view the CCTV guidelines at www.privacy.org.nz.
- Keep in contact with your neighbours and let one another know if you see anything unusual.
- Help out your neighbours when they are going away (and ask them to do the same for



you) e.g. by bringing in their mail, mowing their lawn, or parking in their driveway. A “lived in” house is less likely to get burgled.

Take burglary and theft incidents seriously, if you see anything suspicious contact Police immediately on 105 or Crime Stoppers on 0800 555 111.

Preventing Theft from your Person:

New Zealand is a safe and peaceful place to live and visit. However, it is still important to know how to ensure yourself and your belongings stay safe.

- When out and about, keep your belongings secure and close to you.
- Keep bags containing valuables, wallets, purses etc close to your body.
- Separate your house and car keys, especially if you have an address on the key ring.
- If you are walking at night, stay on brightly lit, well-used streets as much as possible. If you must take a poorly lit route, walk near the kerb or well away from shrubbery, dark doorways and other places of concealment.
- Be ‘alert’ (take out your headphones) and walk with intent and purpose.

Preventing Rural Theft & Burglary:

We would like to remind rural property owners to make security a priority. A lot of reported thefts are committed by opportunistic criminals looking for an insecure shed, or a farm vehicle with keys left in the ignition. It’s important to ensure your property, including fuel tanks, are secure and locked to restrict theft and tampering.

There are a range of measures you can take to ensure your property is safe and less appealing to burglars and thieves:

- Secure your home, garage, farm buildings, fuel tanks, and vehicles at night and when unattended.
- Record the serial numbers or engrave tools, electronics and valuable items with your licence number. (*Follow Neighbourhood Support online to find out about ‘Tool Engraving Drop-Ins’ in your region.*)
- Install an alarm system and get sensor lights fitted as a deterrent.
- Always lock your property and auxiliary buildings when you leave, even if it’s only for a short time.
- Always lock your vehicles when you leave them and take your keys with you.
- Keep in contact with your neighbours and let one another know if you see anything



unusual.

Take burglary and theft incidents seriously, if you see anything suspicious contact Police immediately on 105 or Crime Stoppers on 0800 555 111.

Preventing Theft or Burglary from your Workplace:

If you're a business owner, you're likely aware that burglary and theft can take a serious toll on your bottom line. So what can you do?

- Install an alarm system.
- Check every entry point when leaving your building.
- Keep track of keys.
- Perform background checks on employees.
- Install CCTV cameras. You can view the CCTV guidelines at www.privacy.org.nz.
- Store high value items in a locked case.
- Store smaller, lightweight items that are easy to grab as far away from doors and windows as possible.
- High-risk window display items should be removed when the store is closed.
- To deter burglars from doing a 'smash and grab', consider laminated doors and windows or, even better, tempered glass.
- Install motion sensor lights outside your shop/business/office.
- Evaluate landscaping and outdoor features. (*Read Neighbourhood Support's [Tips for Crime Prevention Through Environmental Design](#)*)
- A well-cared-for property lets a burglar know that a close eye is kept on the premises. Signage should be up to date. All surfaces should be clean, including surrounding areas outside the business.
- Maintain lines of sight to the inside of your shop from the street i.e. don't cover windows with posters.
- Beware of 'ghosting' – when a person follows behind a staff member and gains access to secure areas by slipping through gates or doors before they close.
- Keep in contact with neighbouring businesses and let one another know if you notice anything unusual.

Take burglary and theft incidents seriously, if you see anything suspicious contact Police immediately on 105 or Crime Stoppers on 0800 555 111.

Preventing Mail Theft:



Mail theft is frustrating and creates risk to credit card reputation. Whether it be standard mail or courier delivered parcels and packages, when these items are left, they do become vulnerable to theft. Often credit cards, vouchers/gift cards or valued goods are the target for thieves.

There are a few ways you can discourage mail theft in your neighbourhood:

- Clearing your letterbox in a timely manner is a simple yet effective way to reduce mail theft, especially where mail is easier to see or partially sticking out of the letterbox.
- Putting a hold on your mail delivery if going away can prevent an overflow of mail sitting unattended.
- Providing clear delivery instructions for couriers to leave packages safely hidden or secured within your property so they are not visible from the roadside is a fantastic deterrent.
- If you are unlikely to be home for a couriered parcel and it cannot be easily hidden or secured until you are home, consider having it delivered to an alternative address (i.e. to work or to a neighbour or family member).
- Where practical consider click and collect over delivery.
- Lock-box options for larger packages and standard letterboxes are available if considering replacing or upgrading.
- Installing security cameras and/or security camera messaging near your letterbox or front of property is often a great deterrent. You can view the CCTV guidelines at www.privacy.org.nz.

If you find mail or items you believe to be stolen, please secure the items and either give them to the intended recipient if safely able to do so, or return to the sender (if known), or hand to your local Police Station. It is an offence to keep mail or items that do not belong to you.

If you see suspicious persons or behaviour around letterboxes contact Police immediately on 105 or Crime Stoppers on 0800 555 111. Please also report the issue to NZ Post and advise your neighbours to be vigilant.

Preventing Pet Theft:

Pet owners are increasingly concerned about their pets being stolen from them. We are urging members to keep their pets SECURE, IN SIGHT and SEARCHABLE.

- Pets are easily stolen from a garden when left unattended, even if for just a few minutes. Secure your garden boundary to prevent your dog from escaping or a thief from reaching



in and taking your dog out.

- As well as a lock, consider fitting a bell or small alarm to outside gates and kennels to warn you of any tampering.
- Never leave your pet unattended in a car. It is not just dangerous for their health, but allows them to be easily targeted by thieves.
- Leaving your pet alone outside a shop is another easy opportunity for a thief, even if you are only away for a minute.
- It's important your pet will return when called; if it is not trained to do this, be very careful of allowing them off the lead, especially in unfamiliar areas.
- Make sure your pet is micro-chipped and the registration details are correct and updated.
- Your pet's collar or attached tag should have a your surname and contact details - not the name of the pet.
- Make sure you take pictures of your pet from various angles, especially if they have distinctive markings or features. A further photo of you with your pet can help to prove ownership. Taking photos of your pet in various conditions can also help, such as with a groomed coat or an untidy one.

KEEPING YOUR VEHICLES SAFE & SECURE

Preventing the Unlawful Taking of a Motor Vehicle:

There are simple steps we can all take to reduce our chances of becoming a victim of vehicle crime:

- Always lock your vehicle when you leave it.
- Close all windows, including sunroofs.
- Always take keys with you when you leave your vehicle.
- Park in well-lit areas if possible.
- Install a car alarm, steering lock, or good quality chains for extra security.
- When at home, ideally keep all vehicles in a garage or out of sight.
- Protect your vehicle number plates from theft by replacing plastic screws with stainless steel ones. (*NZ Police and Neighbourhood Support hold Safer Plates events in some regions, where you can get the screws replaced for a small cost.*)
- Keep in contact with your neighbours and let one another know if you notice any suspicious behaviour around vehicles in your neighbourhood..

Preventing the Unlawful Taking of a Bicycle or Scooter:

Top tips for protecting your bicycle or scooter:



- When parking away from home, make sure your bike is locked to a heavy-duty piece of street furniture, and where possible with the lock or chain off the floor.
- Make sure the lock you use is the correct size and difficult for thieves to access to break it.
- Never leave loose items such as helmets or other possessions with your bike.
- At home, lock bicycles in a secure garage or shed if you have one, otherwise use a good quality U-lock or chain and padlock to a ground anchor.
- Consider using two different types of security, as often tools to attack one type aren't so applicable to others.
- Mark your bicycle frame with your postcode in two separate locations if possible, one of which should be hidden.
- Take a photo of your bike and make a note of the make, model and serial number.

Preventing the Unlawful Taking of a Motorcycle or Moped:

To protect your motorcycle or moped think LOCK, CHAIN, COVER.

- LOCK:
 - Use a disc lock to help secure the front brake disc, or a grip lock to secure the brake and throttle controls. You could also use a D lock on the front wheel to stop it being wheeled away.
- CHAIN:
 - Use a chain lock through the back wheel (the front wheel can be removed). Chain to something heavy, ideally even when in a garage. You can fit specific attachments to lock your motorcycle/moped to at home.
- COVER:
 - Thieves often 'shop' for particular models. Using a cover instantly makes it less attractive to them. A cover also provides another time consuming obstacle for the thief.

Further tips:

- Set alarm if it has one.
- Use a designated motorcycle parking place with a stand and security loop if you can.
- Mark your motorcycle/moped with its vehicle identification number.
- Add a 'kill switch' which prevents the start button from working unless pressed.
- Never leave loose items such as helmets or other possessions with your motorcycle/moped.



KEEPING YOURSELF & YOUR BELONGINGS SAFE FROM HARM

Keeping Yourself Safe in Public:

New Zealand is a safe and peaceful place to live and visit. However, it is still important to know how to ensure yourself and others feel safe.

- When you go out and about, go easy on the alcohol.
- Charge your phone fully beforehand and keep it where you can reach it.
- Tell someone where you are going and when you'll be back.
- Walk facing the traffic.
- If you are walking at night, stay on brightly lit, well-used areas as much as possible.
- If you must take a poorly lit route, walk near the kerb or well away from shrubbery, doorways and other places of concealment.
- Be 'alert' (take out your headphones) and walk with intent and purpose.
- Do not isolate yourself.

If you think someone is following you:

- Keep looking ahead and walk briskly.
- Cross the road and see if they follow.
- If they do, go to the nearest place where there are people.
- Call 111 and ask for Police.

If a driver stops and asks you for directions:

- Be polite but stay out of reach.
- If you don't trust them, walk away quickly in the opposite direction.
- Don't accept a lift from a stranger.
- Remember, in an emergency, dial 111.

Keep safe in your car:

- Keep windows up and doors locked when you're driving.
- Don't pick up hitchhikers, especially if you're traveling alone.
- If other motorists seem to be in trouble, think carefully before you stop and help.
- If people try to block your way, drive on slowly and carefully and keep the doors locked.
- If your own car breaks down, sit inside it with the doors locked. If you have a cell phone you can call a friend or AA Roadside assistance – call 0800 500 222 or *222 from your



mobile. Roadside assistance is available to AA members, or can you pay and join over the phone from the roadside.

- If other motorists offer you a lift, talk to them through a slightly opened window.
- Only if you feel safe, take a lift to a place with people and lights, such as a service station.

Keeping Yourself Safe at Home:

New Zealand is a safe and peaceful place to live and visit. However, it is still important to know how to stay safe, to ensure yourself and others feel safe.

One of the best actions you can take to keep yourself safe at home is to get to know your neighbours by joining a Neighbourhood Support Group. If you are not already part of a Neighbourhood Support Group in your area, now is a great time to join www.neighbourhoodsupport.co.nz.

Other home safety tips include:

- Don't answer the door for someone you don't know or don't want in your home. Ask for identification if they say they represent a company.
- Secure your doors, windows, sheds and garages with good quality locks.
- Install security stays on windows, especially those on ground level.
- If you're outside for an extended time, e.g. in the garden, lock your front door.
- Remember, in an emergency, dial 111.

For older people, you may also want to consider:

- Having a phone by your bed.
- Arranging with a neighbour to phone or visit you if your curtains are still drawn after a certain time in the morning.
- Having a personal or medical alarm that you can press in an emergency.
- Only discussing financial personal details with people you know and trust.

Keeping Yourself Safe Online:

As our world becomes increasingly connected digitally, it's more important than ever that we stay aware of potential threats to our safety online. Here are some simple online safety tips:

- Never give out your passwords, log in details, or account info.



- Don't respond or click on any links to verify your account information, even if it looks like it's from a real organisation.
- Never share personal or financial information by text or email.
- Do not respond to texts from unknown numbers, or any that appear suspicious.
- If a 'friend' sends you a text with a suspicious link, call them to make sure they weren't hacked.
- If a business or organisation sends you a text that you weren't expecting, call them to verify its authenticity using the phone number on your bill or statement (or their official website).
- If you receive an email from a business or organisation and suspect it might not be from who it claims, look carefully at the email address and firstly cross reference it to those provided on the official website. If still not sure, call the phone number listed on the official website and clarify that the email was sent from someone within the organisation.
- Only shop on trusted and verified websites.
- Be wary of unexpected deals, contests, or log in requests.
- Back up your data so it can't be lost.
- Check and adjust your privacy settings.
- Log out after using a shared computer.
- Install anti-virus software and updates.
- Report abusive or harmful content.

If you receive suspected spam content you can report it to the Department of Internal Affairs:

- Report email spam by **forwarding to reportspam.co.nz**.
- Report text spam for free on your phone by **forwarding the spam text message to 7726**.

You can also contact Netsafe for help with the steps to take should you fall victim to a scam or cyber bullying by submitting a report on netsafe.org.nz/report or by calling **0508 NETSAFE** or emailing help@netsafe.org.nz.

Keeping Our Children Safe:

New Zealand is a safe and peaceful place to live and visit. However, it is still important to know how to ensure yourself and others feel and stay safe. We're all responsible for keeping children safe in our families and communities.

Advice for families, whānau, and caregivers:



- Listen carefully to your child – take notice of anything unusual and discuss what they can do if it happens again.
- Always know where your child is, and only leave them with trustworthy people. Consider asking caregivers for references.
- Show your child how to get safely to and from school and other common places. Teach them to walk with friends, not alone.
- Stay in touch with local parents and know who your child walks home with.
- Provide your child with a list of useful contacts and emergency phone numbers.
- Discuss with your child how to identify and report unsafe behaviour.
- Encourage your child to take action when they feel uncomfortable, unsafe or scare – they may be able to talk to a trusted adult, teacher, or Police officer.

It's also important for children to know how to identify unsafe behaviour and what to do if they feel unsafe. We encourage parents or other caregivers to talk to children about what inappropriate behaviour and actions look like, rather than the "types of people" that could cause harm.

Advice to give to your children:

- Tell someone if you feel uncomfortable, unsafe or scared.
- If you feel uncomfortable, remove yourself from the situation.
- Trust your 'gut instinct'.
- If the first person you ask doesn't help, keep trying until someone does.
- If you see anything suspicious, don't hesitate to call 111.

Dealing with Suspected Harm to Others:

If you suspect someone close to you is a victim of family violence, it's okay to get involved – you could save their life. You could ask them:

- Are you OK?
- Is someone hurting you?
- Is there anything I can do?

Other advice includes:

- Always calling the Police if you think someone is in danger.
- Talking to others about having a safety plan
- If someone opens up to you, listen and take what they are saying seriously
- If someone is reluctant to open up and report their harm, don't tell them what to do – let



them make their own decisions, however long it may take. Give support, not advice.

KEEPING YOURSELF SAFE ON THE ROADS

Managing Manner of Driving Issues:

Whether you're a new driver or have been driving for decades, road safety is everyone's responsibility. We all need to do our part to look out for ourselves and those around us when behind the wheel. After-all, lives depend on it.

Here are our top road safety tips for drivers:

- Buckle up and slow down. Not only is it the law for all passengers to wear seat-belts, about 1/3 of all road deaths were unrestrained. The social cost of motor vehicle injury crashes is more than \$3 billion a year.
- Make sure to drive to conditions
- Stay alert for pedestrians, animals, and cyclists
- Play it safe, don't sneak in at the end of a yellow light
- Maintain a generous distance between cars.
- Use headlights, indicators, fog lights, and hazards as needed.
- If it's flooded, forget it! Find another route.
- Keep your tank at least half full, especially in rural areas.
- Stay up-to-date with road closures, flooding + forecasts.
- Check your tyres regularly.
- Avoid sudden braking.
- Stay alert and aware of other motorists.
- Always have your mobile phone on you (but never use it whilst driving)

If you're a pedestrian or cyclist:

- Wear bright colours + lights to remain visible.
- Don't cause a fright, use appropriate crosswalks.
- Keep to sidewalks / bike paths as much as possible.
- Stay alert and aware of motorists.
- Don't use your phone as you are crossing the road.

GENERAL SAFER COMMUNITIES MESSAGING

A connected community is a safe community. Make your community a safer place by



getting to know your neighbours. If you are not already part of a Neighbourhood Support Group, now is a great time to join www.neighbourhoodsupport.co.nz.

- Find ways to connect and bring your neighbours together. Discuss issues affecting your community. Neighbourhood Support NZ have a 'Neighbourhood Support Plan' which is a great resource for helping identify what is important to your area and how you can help one another.
- Look out for your neighbours and reach out to people who may not have a support network.
- If you're concerned about the welfare of someone in your community, don't hesitate to let Police know.

CRIME REPORTING

Reporting an Emergency:

In an emergency, call 111. Calling 111 is free from public telephones and mobile phones. When you call 111 you will be asked which emergency service you want: Police, Fire or Ambulance.

For Police an emergency is anything that is happening now, or has just happened, where:

- People are in danger.
- Property is in danger of loss or damage.
- A crime is being, or has just been committed, and the person or persons responsible for it are nearby.
- There is a major public inconvenience.

Reporting a Non-Urgent Crime or Situation:

Use the 105 non-emergency number to report situations that don't require immediate Police or Emergency Services' attendance.

105 is a nationwide, 24-hour per day, 7 days per week service that's available via phone and online.

You can use 105.police.govt.nz to report:

- theft in a public place



- theft from a car
- intentional property damage
- shoplifting
- lost property

If you need to talk to us about something else then you can call 105.

If you can't decide whether it's a real emergency and you're still worried, call 111 and ask. They will help you work out what to do.