



New Zealand
POLICE
Nga Pirihimana O Aotearoa



A Guide to **Crime Prevention**

Safer Communities Together



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Know your neighbours

The most important action you can take to make your place safer is to know your neighbours. Exchange contact details, discuss your crime and safety concerns, and decide what you would do in an emergency.



Let neighbours know when you are going to be away. Swap holiday addresses and phone numbers. Let each other know if visitors or tradespeople will be in your house while you are away.

Be a good neighbour

If your neighbours are away, you can help them by making their house look 'lived in':

- >> Turn on lights at night.
- >> Close curtains at night and open them during the day.
- >> Mow lawns.
- >> Clear mail, especially junk mail and newspapers.
- >> Use their clothesline or driveway.
- >> Keep an eye on their house and walk around it once a day to check it is secure.

Question strangers, but don't say the neighbours are away. Write down their description, and note the time and date.

Write down the registration numbers of unfamiliar vehicles moving slowly or stopping in the street.

Report anything suspicious to your local police station.

If you think a crime is being committed or someone is in serious danger, call the police immediately on 111.

Start a Neighbourhood Support group

Neighbourhood Support helps neighbours to talk to each other and works closely with the Police and other organisations in your community to reduce crime, improve safety and prepare to deal with emergencies and natural disasters.

For more information see www.ns.org.nz



YOUR NEIGHBOURHOOD SUPPORT GROUP

[illegible]

Civil Defence

Civil Defence helps communities prepare for, respond to and recover from disasters. It is not an emergency service that will turn up at your door.

Emergency services could take several days to reach you.

You are responsible for:

- » Preparing your family to survive with sufficient food and water.
- » Staying warm and dry for several days after natural disasters such as floods, fires, tsunami and earthquakes.

Your survival after a major disaster could depend on the food and resources you and your neighbours have between you.

For more information on how to prepare and get through a civil defence emergency, go to www.civildefence.govt.nz



Family violence

Family violence is a crime. It is not a private matter. People in violent relationships often cannot help themselves. They need your help.

In an emergency dial 111 and ask for the Police. Your call could save a life. Ignoring family violence could result in serious injury or death.

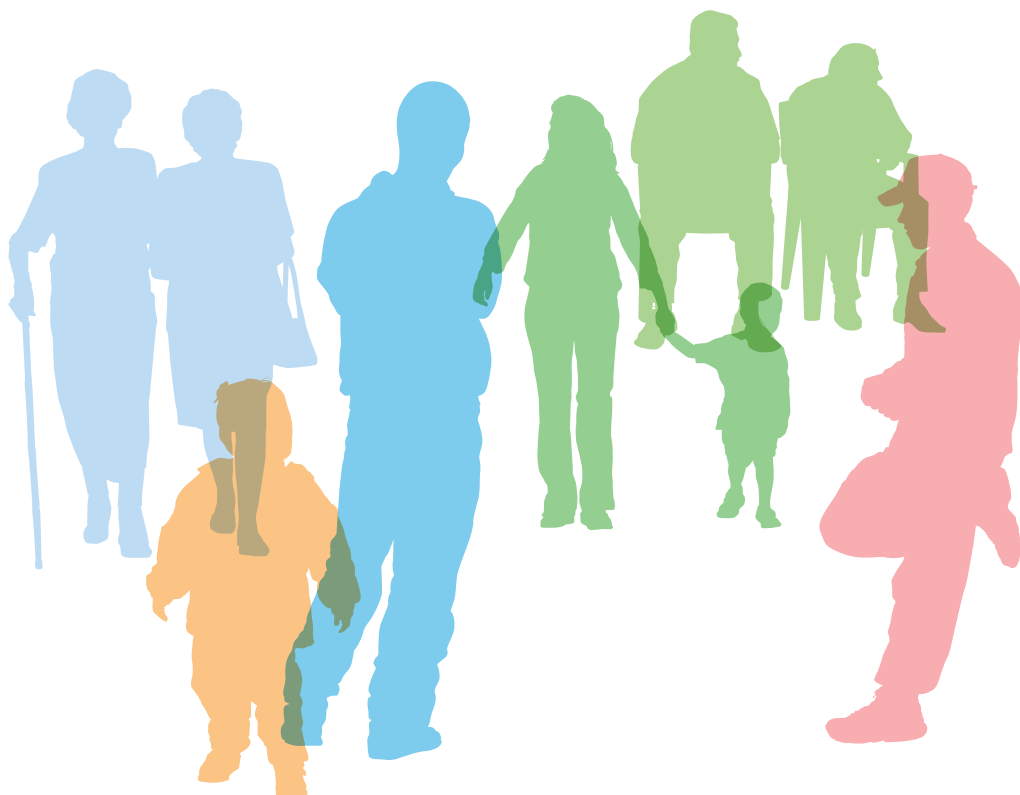
Nearly half of all homicides in New Zealand are family violence related.

If you are a victim of family violence or in a relationship that makes you feel fearful

about your or anyone else's safety, seek help as soon as possible. You have the right to be safe.

If you are a friend or acquaintance of a victim of family violence, you can help by listening and being supportive, ensuring the person and any children are safe, and finding out what help is available in the community.

If you are a friend or acquaintance of a violent person, you can help by telling them it is not OK and assisting them to find help.





For further assistance:

- » **www.areyouok.org.nz** – This website has information about family violence, what it is and where to get help.
- » **Family Violence Information Line** (0800 456 450) provides self-help information and connects people to services where appropriate. It is available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency.
- » **Child, Youth and Family**
Phone 0508 FAMILY (0508 326 459) if you are concerned about a child or young person.
- » **Relationship Services**
Phone 0800 RELATE (0800 735 283) during business hours for further information or to make a booking for counselling.
- » **Women's Refuge**
Phone 0800 REFUGE (733 843) or look in the white pages of the phone book for your local refuge.
- » **Shine 'Safe Homes in NZ everyday'**
Free helpline 0508 744 633 provides information to victims of family violence and to those worried about a friend or family member who might be experiencing family violence.
- » **YouthLaw – www.youthlaw.co.nz** is located in Auckland.
Phone (09) 309 6967 (they accept collect calls made from anywhere in New Zealand by under 25 year olds).
- » **National Network of Stopping Violence** is a network of community organisations working to end men's violence to women and children across Aotearoa/New Zealand.
See **www.nnsvs.org.nz** to find your nearest office.
- » **Jigsaw** is a network of groups that advocate against all form of child harm and neglect, and family violence.
Phone the helpline 0800 228 737.
- » **Community Law Centres** are located throughout the country – look in the white pages of the phone book.
- » **Victim Support** groups are located throughout the country – look in the white pages of the phone book.

Personal safety

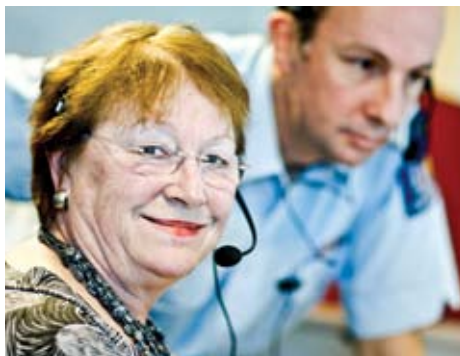
You will probably never have a prowler on your property or face an intruder in your house, but you should have a plan just in case.

If you wake and find an **INTRUDER** in your home...

- » Get out if you can.
- » Dial 111 and ask for the Police.
- » Listen to what the Police tell you.
- » If you have to act – yell or scream! Blow a whistle.
- » Don't try and catch the intruder or block their escape.

If you suspect there is a **PROWLER** outside...

- » Dial 111 and ask for the Police.
- » Listen to what the Police tell you.
- » If you are able to, turn ON all outside lights.
- » Turn OFF all inside lights.
- » Make a loud noise to frighten the prowler away and alert your neighbours.



If you arrive home and think there's a **BURGLAR** inside your house...

- » Dial 111 and ask for the Police.
- » Don't go inside.
- » Go to a safe place and wait for the Police.

To keep yourself safe at home

- » Install a wide-angle door viewer so you can see who is at your door.
- » Keep your doors and windows secure and close your curtains at night.
- » Invest in good quality, secure locks.
- » If you live alone, don't advertise the fact – for example keep your answerphone message generic – “No one is available to take your call” – rather than “I can't take your call”.

If in doubt call 111. If you think something is not right, but you are not sure, call 111 and let Police decide.

Complete these charts and keep them by your phone

EMERGENCY	PHONE NUMBER
Police or Ambulance or Fire	111
Traffic incidents	* 555 (cell phones only)
Poison emergency (Poison Centre)	0800 764 766 (0800 POISON)
Next of Kin/Family/Friend	
Neighbourhood Support	
NON-EMERGENCY NUMBERS	
Local Council/Authority	
Community Constable	
Citizens Advice Bureau	
Local Police Station	
Doctor	
School	
Personal Help Services	See phone book, near the front

Out and about

If you're out with friends, look after each other by making sure everyone gets home and that you have a sober driver, if travelling by vehicle.

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.
- >> Dial 111 and ask for the Police.

Be safe in your car...

- >> Park in well lit, busy areas.
- >> Always lock your parked car.
- >> Keep windows up and doors locked when you're driving.
- >> Don't pick up hitchhikers, especially if you're travelling 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 Roadside Assist – call 0800 500 222 or *222 from your mobile.
- >> If other motorists offer you a lift, talk to them through a slightly opened window.
- >> Only if you feel safe, get a lift to a place with people and lights, such as a service station.

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.

If attacked, what should you do?

There's no simple answer – except that your aim should be to escape and get to safety.

- » You may use force to defend yourself, but force needs to be reasonable. Physical skills need to be practised and you can do this by taking part in a self defence course. (See CAB, Yellow Pages).
- » Go to a safe place.
- » Dial 111 and ask for the Police.

Personal safety checklist

Have a PLAN for

- ☐ Returning home alone after dark.
- ☐ Using automatic teller machines.
- ☐ Walking and jogging.
- ☐ If you are followed, threatened, or attacked.

If you are a woman walking alone at night, ALWAYS

- ☐ Keep your handbag close to your body.
- ☐ Keep your cell phone where you can reach it.
- ☐ Walk close to the gutter, not doorways.
- ☐ Keep keys in your pocket (they can be used to defend yourself).
- ☐ Walk facing the traffic.
- ☐ Avoid dark and lonely places.

The law relating to self-defence

“Every one is justified in using, in the defence of himself or another, such force as, in the circumstances as he believes them to be, it is reasonable to use.” (Section 48 of the Crimes Act 1961)

What does this mean? You are allowed to defend yourself from attack, but use your commonsense. The idea is to defend yourself – not to cause injury or get revenge. If you use unreasonable force, you are committing a crime.

Your first concern should always be for your own safety and that of others with you. Never take the law in to your own hands or take unnecessary risks.

Unless it is absolutely necessary to defend yourself to avoid harm, the best thing to do is to move away, avoid a confrontation, call the Police and provide them with a good description.



For older people

As an older person, there are a number of things you can do to keep yourself secure at home. Remember that New Zealand is a relatively safe place to live and it is unlikely that you will ever have an intruder. If you have crime or safety concerns about your neighbourhood then you should get in touch with your local Police who will be happy to discuss these with you. There are a number of other agencies you can contact for help and advice such as the Citizens Advice Bureau and Age Concern.

One of the best actions you can take to make your place safer is to get to know your neighbours. See the front of this booklet for information on Neighbourhood Support groups.

Think ahead

- » Don't open the door to strangers. Install a peephole in your door. If you don't know someone, keep the door closed.
- » Have a phone by your bed.
- » Make an arrangement with a neighbour to phone or visit you if your curtains are still drawn after a certain time in the morning.
- » Have a personal or medical alarm that you can press in an emergency.
- » Never tell someone that you are alone in the house.
- » Get a Life Tube from Age Concern or Neighbourhood Support. In an emergency the red Life Tube sticker on your fridge will alert the police, ambulance or fire service that vital information about you is available inside the refrigerator.
- » Ask for a security checklist from Neighbourhood Support.

Don't be tricked

- » If someone you don't know asks to make a phone call from your home, get the phone number and offer to make the call yourself. They don't need to enter your home and you don't need to open the door.
- » Never do business with strangers who come to the door, phone you or contact you via email.
- » Never talk to strangers about your financial affairs.
- » Never give out your name and address or chat if you receive a wrong number phone call.
- » Use tried and trusted tradespeople. Get several quotes. Ask your family to recommend someone, or contact Age Concern.

If you are cheated, tell the Police. You could help the Police catch the criminal, and stop other people from being cheated.

If you suspect an older person is being cheated or abused, contact Citizens Advice Bureau, Age Concern, your community Constable or local Police for advice.

Child safety

Young children require constant supervision. They must never be left alone in a house or vehicle. It is illegal to leave a child under the age of 14 years without reasonable provision for their care.

Know exactly where your child is at all times. If you make use of caregivers, ask for references and visit them often without warning.

Talk with your child often. Listen carefully to your child, and check the exact meaning of their words. Never show alarm or panic. If you believe your child may have been abused, contact Child, Youth and Family or the Police.

If you think someone else's child is being badly treated or abused, contact Child, Youth and Family. In an emergency dial 111. Don't hesitate for a moment to report your suspicions. It is far better to be wrong than for it to be too late.

Your local playcentre, kindergarten, library or Citizens Advice Bureau can provide you with books and information about personal safety programmes for children.

The Police Keeping Ourselves Safe and Kia Kaha programmes taught in schools by Police Education Officers include guide books for parents and caregivers that will help them know how to keep their children safe from abuse and violence.

Babysitters

A babysitter must be at least 14 years old and should be a family member or friend – somebody you trust and your children feel happy with.

Leave emergency numbers by the phone, including the number where you can be contacted and a nearby relative or friend.



Tell the babysitter the exact bedtime routine. Provide any special information about your children – for example, their medicine. Tell the babysitter where to find a torch, clean bedding, clothes and nappies.

Be clear about arrangements including pay, using the phone, having friends visit and making snacks. Arrange to get the babysitter home safely. (If you've been drinking, don't drive. Please provide a taxi.)

Pre-teens

Work out family rules and routines to help your children keep safe. Keep an up-to-date list of contact and emergency phone numbers by the phone or programmed into it, so children can get help if necessary. Teach children to answer the phone politely and briefly. Show them how to take messages and deal with wrong number calls. Teach them not to chat with strangers on the phone, reveal they are alone or let strangers in to the house.

Safely home

Teach your child how to get safely to and from school and other places they go – whether they walk, or bike or go by bus. Make clear rules about getting home.

Go to school with your child so that you can show them the safest route. Teach them to deal with hazards like narrow footpaths or busy roads. If they walk, make sure they always use pedestrian crossings.

Who does your child walk home with? Meet the parents of children in your area, and keep in touch. Teach the children to walk home together in twos or small groups – not alone. If someone is away, make other arrangements.

Visiting friends after school

Check with the friend's parents and confirm arrangements in advance. In rural schools let the teacher know the arrangements too.

Protecting your children from drugs

Drug education starts long before children are faced with temptation.

DARE programmes are designed to enable children and young people to avoid illegal drugs, to make sensible choices about their use of alcohol and other drugs, and to seek help when needed.

DARE promotes positive support and communication between students, Police, school, family and the community.

If your child is going through “Dare to be You” or “Tēnā Kōwhiria” at school, you (or your Neighbourhood Support group) can ask the DARE Foundation to run a work shop for parents. **You will learn:**

- » How to make your child feel special.
- » How to communicate well with your child.
- » How to be a good role model.
- » How to recognise the signs of trouble.
- » How to get help for drug-related problems.

Signs of drug use

WATCH out for

- » Personality changes, moodiness, withdrawal, forgetfulness, confusion.
- » Lying, loss of control, sudden anger, hysteria.
- » Loss of interest in school and sports, falling grades, truancy, rudeness.
- » Unexplained changes in behaviour, dress, friends, places they visit.
- » Red eyes, loss of appetite, weight loss, constant tiredness, hyperactivity.

To help a child or teenager, contact

- » The teacher or principal of your child's school.
- » Your nearest Police station.
- » Child, Youth and Family.
- » Alcohol Drug Helpline 0800 787 797.

Road safety

Teenagers may know how to drive, but they lack experience. Protect them by setting clear rules for when they drive. Set a good example with your own driving habits.

Attending an approved driving skills programme is worthwhile. Drivers learn how to identify and avoid, or handle potential driving hazards. Passing an approved driving course also reduces the time needed to stay on a restricted licence.

When your children go out, check transport arrangements. If necessary, take your children and bring them home – no matter how inconvenient. Teach them never to ride with a driver who has been drinking.

Teenagers and alcohol

Most young people are exposed to alcohol. Many use alcohol to deal with stress, frustration and conflict, or as a result of peer pressure. Yet too much alcohol only makes these problems worse.

Parents have a hard job too. You know the dangers of too much alcohol – fights, car crashes and inappropriate behaviour. But teenagers often reject your advice.

For best results, respect your teenager's opinion, but be honest and firm. Discuss alcohol with your teenagers, set some clear rules together and stick to them. A moderate approach is best – not too strict and not too easy-going.

If you think your teenager has a drug or alcohol problem, contact the Alcohol Drug Helpline 0800 787 797.

If a teenager is unconscious or vomiting continuously put them on their side with their head turned to one side (the recovery position), dial **111** for an ambulance.

Safety

Teenagers are learning to be responsible for their own safety. Clear guidelines are a sign of your love. Talk to your teenagers and be sure to always know what they are doing. Your teenagers are meeting new situations every week. So it's essential to keep talking with them.

Teach your teenagers how to cope with stress. Walking, sport, music and talking about problems can all be effective.

Encourage your teenager to ignore peer pressure if they do not want to do something or they feel uncomfortable. Watch out for the signs that your child



may be getting bullied. School teachers or counsellors can help you with this.

For information on dealing with bullying go to www.netsafe.org.nz or www.nobully.org.nz

Know where your children are and who they are with. Make sure you can contact one another at any time.


Set curfews, for example: 'Be home by ten o'clock'.

Tell your children to refuse invitations from people they don't know. Remind them not to get into a car with strangers.

If your teenager babysits, meet the employers and check all arrangements carefully. See page 11.

Parties and teenagers

Parties are part of teenage (and adult) life in New Zealand. There are however, things you as a parent can do to reduce the chance of things going wrong. Set ground rules when your teenager wants to go to a party, sit down and agree to some conditions. These conditions will obviously depend on their age and your own values. As an example, you might set a limit on the amount of alcohol (if any) your teenager can drink. Contact the host's parents and check



on details such as supervision, time and location, arrangements regarding alcohol and transport. Your son or daughter may give you a rough time about this but it is worth persisting. Tell your teenager that if things get out of control at the party, you will always arrange to get them home safely. Talk about the kinds of things that might happen. They need to be prepared if:

- » The person who was to drive them home is drunk.
- » There is violence or drugs at the party.
- » They are feeling threatened or frightened.

Safety tips

- » Tell them they can phone you at any time and you will come and pick them up.
- » Give them a phone card or get a Home 0800 number so that they can ring you from any phone, even if they have no money.
- » Give them some emergency money so they can get a taxi home.
- » Organise a car pool with the parents of your teenager's friends.

Hosting parties with/for your teenager

- » If you and your teenager are hosting their party, sit down and agree to some rules. Work out: Who is coming, including how many?

For more info on hosting safe parties visit ALAC website www.alac.org.nz

- » How they will be invited?
- » Will alcohol be provided? If so, how much and what kind?
- » What other drinks, food etc will be available?
- » How will you deal with alcohol brought by guests?
- » Who will serve the drinks?
- » What time will the party finish?
- » How will guests get home?
- » Will some guests stay over?
- » Adult supervision – how will this be done and by whom?
- » How will gatecrashers be handled?

Adult supervision is critical at teenage parties. Make sure it is visible but not intrusive. For example, the teenagers could be in the garage while the adults are in the lounge. You may ask that all the guests come through the front door first so that you know who is there. Gatecrashers can be a problem. To prevent this happening, some parents hire security staff or ask a responsible and sober adult relative to deal with uninvited guests. Set a finish time for the party, and have a group of adults work together to wind it up – this can involve other parents coming to pick up their own kids.

Protecting your property

How to protect your home

Always lock up. Burglars usually enter through unlocked doors and windows. Or they take advantage of weak locks.

- » Install good quality locks – and use them! You must be able to escape easily in a fire or other emergency.
- » Use a reputable locksmith.
- » Lock the front door if you're in the back garden.
- » Lock your house if you are having a rest or doing something that needs a lot of concentration, such as studying or sewing.
- » Lock away tools and ladders, because burglars could use them to break in.
- » Lock garden sheds and your garage, if you can.
- » Sensor lights are an excellent security device because they light up automatically if somebody moves nearby.
- » Keep trees and shrubs trimmed so they don't provide hiding places for burglars.
- » Keep windows secure.
- » Guard your keys. Don't have personal details on your keys (such as your name, phone number or address). Don't leave house keys with your car keys when your car is being serviced.

Don't invite **BURGLARS** in

Never leave notes on a door stating that you are out. When you go away, make sure your home looks 'lived in'.

Security checklist

BEFORE you go out

- ☐ All doors locked.
- ☐ Garage locked.
- ☐ All windows shut securely.
- ☐ Tools and ladders put away securely.
- ☐ Spare keys with neighbour (not 'hidden').
- ☐ Doors clear (no notes on them).

Before you go **AWAY**

- ☐ Tell your neighbour when and where you're going.
- ☐ Cancel mail, paper, milk, etc.
- ☐ Give your neighbour a phone number.
- ☐ Put a lamp on a timer.
- ☐ Curtains open, blinds up.
- ☐ Turn telephone ringer sound down.
- ☐ Lock all doors, close all windows.

Ask your **NEIGHBOUR** to

- ☐ Clear your letterbox.
- ☐ Close your curtains at night.
- ☐ Use your clothesline occasionally.
- ☐ Watch your home.
- ☐ Use your drive occasionally.
- ☐ Report any suspicious behaviour.

Identifying your valuables

When claiming insurance, you must be able to prove you owned the stolen items. Keep receipts, warranties, valuations and a list of serial numbers in a safe place. Take photographs or videos of jewellery, art works and other precious things.

Portable items of high value are the most likely things to be stolen.

Mark your valuables

Burglars are unlikely to steal items that are permanently marked, because they're hard to sell. Engrave valuable items with your driver's licence number, car registration number or phone number.

If you have engraved your valuable property or recorded the serial numbers of items, Neighbourhood Support can provide you with a WARNING sticker to put on a window. The sticker will discourage most criminals from taking your property because they know there is a greater risk of getting caught or traced if they handle and attempt to sell identifiable goods.

Operation Snap

Anyone is able to record serial numbers and other unique identifying details of their valuable goods in an electronic database. For more information and to register your goods, visit www.SNAP.org.nz

Alarms

Alarms are only a back-up for locks, labels and lists. An alarm system can detect a burglar in action, but it can't always keep the burglar out.

If considering an alarm, ask friends or colleagues to recommend a reliable company. When a security person arrives to inspect your property, ask to see their current Security Guard's Licence. If they don't have a licence, send them away.

The law says they must be licensed.

Get detailed quotes and plans from several reputable alarm companies. Make sure your written contract contains a full service agreement. It must also contain normal warranties for equipment and service.

Don't be pressured into buying something in a rush, or let a company 'hard sell' you an alarm system.

Credit card and PIN numbers

Your PIN number is like the key to your safe. Never tell anyone your PIN number. Don't write it down – remember it!

Credit card thieves can empty your bank account. They can use your card to shop by telephone or on the internet without having to sign your name.

If you lose your credit card, immediately inform your bank and cancel the card.

If someone phones about your lost or stolen credit card, never answer their questions. Especially, never tell them your PIN number. The banks will **never** ask for it.

Use your bank

Keep your money in the bank, not at home. Use EFTPOS. Thieves can't use your money machine card unless they know your PIN number. The banks will **never** ask for it.

Most banks offer a safe deposit box service to keep your valuables safe. Your valuables maybe jewellery, share certificates, deeds and other important documents.

Protect your vehicles

BIKE checklist

- ☐ Use a strong chain and lock.
- ☐ Lock your bike every time you leave it.
- ☐ Lock your bike in a shed at night (don't leave it lying around).
- ☐ Keep a record of the frame number.
- ☐ Etch your driver licence number, if you have one, on the bike frame.

MOTORCYCLE checklist

- ☐ Use an ignition lock.
- ☐ Lock your helmet.
- ☐ Use a strong thick chain and lock.
- ☐ Use a quality padlock.
- ☐ Consider an alarm or other anti-theft device.

BOAT and CARAVAN checklist

- ☐ Store out of sight if possible.
- ☐ Secure a dinghy with a security chain.
- ☐ Use a security rated padlock.
- ☐ Keep keys in your house (never 'hidden' outside).
- ☐ Etch the registration number and/or your driver licence number on the boat or caravan and on the boat trailer.
- ☐ Mark valuable equipment for identification.
- ☐ Use a wheel or tow ball lock.
- ☐ Consider an alarm or other anti-theft device.



Identify your property now

Complete this property record. Store the sheet, together with photographs (or video) of your valuables, in a separate place from your valuables.

Property record

First Name

SurName

Insurer

Policy No. (if known)

[illegible]

Reporting a crime



If you think someone is committing a crime, or property or people are in danger, dial 111 immediately.

- >> Ask for the Police.
- >> Be prepared to say what is happening and where it is happening.
- >> Give your name, address and telephone number.
- >> Stay on the phone – don't hang up.
- >> Stay calm. Keep watching.
- >> Don't approach anyone that you think may be a criminal: it could be dangerous.
- >> Don't touch anything. You could be spoiling evidence.
- >> Write down what you saw. The checklist below will help you to remember details.

Checklists

Suspicious VEHICLE

- ☐ Registration number.
- ☐ Caravan/truck/van/motorcycle.
- ☐ Colour.
- ☐ Make or model.
- ☐ Direction of travel.
- ☐ Rusty? Damaged?
- ☐ Was it marked? Any writing on it?

Suspicious PERSON

- ☐ Male/Female
- ☐ Age
- ☐ Race
- ☐ Skin colour, complexion
- ☐ Height
- ☐ Body type: fat/thin/muscular
- ☐ Eyes: colour/shape and size/glasses
- ☐ Face: thin/round/long
- ☐ Mouth: small/wide
- ☐ Lips: thick/thin
- ☐ Moustache/beard
- ☐ Hair: black/brown/fair/blonde/grey/bald
- ☐ Hair: curly/straight/long/short
- ☐ Clothes –
Top: Long/short sleeves, colour?
Bottom: Shorts/jeans/other, colour?
- ☐ Shoes
- ☐ Jewellery
- ☐ Scars
- ☐ Tattoos
- ☐ Special behaviour...
(Limps, twitches, etc)

Internet safety

Internet fraud, spam and scams can affect anyone at any time. Being aware of what to look for and knowing what to do is important to protect yourself and your family.

The Department of Internal Affairs (DIA) has established an Anti-Spam Unit to investigate complaints about spam from the public and act against New Zealand spammers.

See www.spam.govt.nz

The Orb, Reporting Crime online

Netsafe, The Orb, Reporting Crime Online.

www.theorb.org.nz

The Orb was developed by NetSafe and partners in 2010 to offer all New Zealanders a simple and secure way to report their concerns about online incidents – including scams and frauds, spam messages, objectionable material, privacy breaches and problems whilst shopping online.

Safety online

- » Make sure you have a security program on your computer to deal with potential threats and viruses. While, this may not protect you every time it does help.
- » If you receive a scam email check the Ministry of Consumer Affairs' Scamwatch service to see if there is a warning about that particular scam. If there is, delete the message immediately. See www.consumeraffairs.govt.nz/scamwatch
- » Don't reply to a scam message. A reply only serves to confirm that your email address is active and ready for further "offers".




- » Notify the spammer's Internet Service Provider (ISP). If spamming is against the ISP's policy for email account holders, the ISP may block the sender.
- » Notify your own ISP or IT support. They may be able to advise you about whether filters can be placed on your email.

Child safety online

Teaching your children to use a computer has its benefits but you can't always be there to monitor their web browsing activities. Making sure you are aware of the content your child is looking at is important for a safe and secure cyber environment.

Since 1998 the New Zealand Police and the Internet Safety Group (ISG) have been working together on the NetSafe programme to educate the community about cyber crime.

Netsafe offers resources and assistance to all New Zealanders regarding information and communication technology safety and provides education on how to keep you safe while using the internet. Police Youth Education Service staff work with NetSafe to help students, parents and school



staff with internet safety advice through education programmes such as Keeping Ourselves Safe and Kia Kaha.

Here are some helpful tips on how to keep you and your children safe:

- » Install software on your computer which blocks restricted content so your children cannot access certain sites.
- » Be aware of who your children are making contact with. If they are not your children's actual friends then question their cyber friendship.
- » Make sure you know which social networking sites your child is on and what information they are posting.
- » Educate your child about the internet and make sure they know how to be safe, eg don't post personal information on social networking sites.
- » Do not allow your children to use the computer in private areas of your home.
- » If you or your child becomes suspicious about a person cease contact immediately.

Social networking sites

Be aware of the risks of having a social networking profile. Here are a few suggestions on how to 'Facebook' safely:

- » Read through the privacy options carefully, and make sure you thoroughly understand your rights.
- » Set your profile to private so only the people you want to see your profile can.
- » Only invite or accept 'friends' or people you already know – if they're not your friend in real life, why would they be your Facebook friend?

Be aware that whatever you share online may never truly go away, so be careful about what you share online.

Keep in mind that whatever private information you post is there for people to see. Don't post your address, phone number, or other personal information you don't want everyone to know.

Other agencies that can offer further advice and support are:

- » **Netsafe**
www.netsafe.org.nz
- » **Department of Internal Affairs**
www.dia.govt.nz
- » **NZ Customs Services**
www.customs.govt.nz
- » **Victim Support**
www.victimsupport.org.nz
- » **Ministry of Consumer Affairs**
www.consumeraffairs.govt.nz/scamwatch

Keeping your identity safe

Identity crime is one of the fastest growing types of crime in the world, and is defined as any offence involving the misuse of a personal identity. The majority of identity crime is committed with the help of computers.

Identity crime often involves criminals obtaining information from:

- » Bank and credit card numbers
- » Passports
- » Names
- » Addresses
- » Driver's licence details
- » Log-on details for other services

Criminals then use this information to commit fraud and theft. Opportunities in this area are increasing as more people use the internet to conduct business and interact socially.

Identity crime has no geographical boundaries – victims and offenders can be on opposite sides of the world. This makes it difficult for Police to investigate the crime, catch the perpetrator or help the victim.

Prevention advice

- » Don't give out personal information over the phone, personally or via computer unless you have initiated the call and verified that the person or organisation you are giving it to is legitimate.
- » Never record your PIN numbers for your eftpos/credit cards etc on the card or on any document or slip inside your wallet.
- » Guard your mail – lock your letterbox, be aware of what to expect via mail and follow up with the NZ Post if you stop receiving mail (it may have been redirected).



- » Dispose of personal information securely (shred papers, wipe/remove computer hard drives before sale).
- » Minimise identification documents carried around – including what you leave in your car on a daily basis – these are valuable items.
- » Check bank and credit card statements for unauthorised transactions. Be prompt in reporting any discrepancies to the bank.
- » Check your credit card transactions. If you notice any unauthorised credit card activity follow this up with the issuer immediately.
- » Be very wary of how much personal information you post on publicly accessible websites. Personal information can be misused in a variety of ways by identity criminals, some of whom trawl websites. Information placed on the internet can remain accessible forever even if the original posting is removed.

**TELL
US
WHAT
YOU
KNOW
NOT
WHO
YOU
ARE**



Crimestoppers is an independent charity dedicated to providing a way for people to pass on information about crime to the authorities and remain anonymous. If you have information about crime and, for whatever reason, you don't want to contact the New Zealand Police or any other law enforcement agency directly, please call **0800 555 111** or use the encrypted web form at:

www.crimestoppers-nz.org

Safer Communities Together

For more detailed information, visit the “safety tips”
section of the Police website www.police.govt.nz

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