



VICTORIA POLICE

CRIME PREVENTION HAS BECOME EVERYBODY'S RESPONSIBILITY.



9PM ROUTINE

Collect. Lock. Leave.
9pm safety routine.



Scan for VicPol website.

SOMETHING TO THINK ABOUT -

Crime Prevention plays an important role in crime rates. Many victim related crimes can be avoided. Although we all should be able to go about our daily lives safely and without fear we should all exercise caution and practice in preventing crimes. Crime prevention is a powerful tool available to everyone.

The majority of home burglaries are opportunistic, burglars targeting those houses they perceive as providing the easiest and quickest access points. A recent study found that security and accessibility were the top priority for burglars. Houses with minimal security were considered prime targets. Thieves also look for houses that provide seclusion from the street and where there is a lack of activity. In the majority of cases, opportunistic thieves will simply look for open and unlocked doors and windows - and they find them. The top four most common mistakes made by home owners include:

- Leaving doors/windows unlocked (recently 70% of burglaries committed were without forced entry)
- Leaving valuables in view from outside.
- Leaving keys on benches/key hooks
- Leaving out parcels/mail

Social media is also a concern with some thieves being known to “scope out” unoccupied premises this way. Be sure to keep personal information to a minimum when using sites such as Facebook and Twitter and avoid posting status updates that inform others of your movements.(Holidays)

The most effective theft deterrents were found to be:

- Having a dog
- Security doors
- Working alarm systems
- Lights being on inside the house
- Locks on windows.
- High visibility of property from road
- Sensor lights
- Locked Gates
- CCTV with mobile phone alert.

Importantly, get to know your neighbours. They will be able to assist in noticing any suspicious activity around your premises and collecting mail and moving rubbish bins when you are away for an extended period of time.

IF IT HAS A LOCK – LOCK IT !



Home burglary

Key crime prevention tips

- Secure the property.
- Secure valuables.
- Make it look like someone is home when you are out or away.
- Make it harder for thieves to get in without being seen.

Burglary prevention checklist

Secure the property

- Lock all doors including the internal and external garage door, windows, gates, sheds, pet doors, skylights, and access points.
- Lock your mailbox.
- Remove any spare keys hidden outside your home. Do not leave keys in window locks.
- Install deadlocks on all external doors and windows. Remember to unlock the deadlock when you are inside, so you can get out if there is a fire.
- Install a peephole (door viewer) to see who is at the door.
- Install a security screen door, monitored alarm system, cameras, and sensor lighting.
- Do not leave items at the door.
- Leave out a dog bowl or lead, even if you do not have a dog.
- If someone knocks on the door, make noise to show you are inside.

Secure valuables

- Install a safe to store valuables.

- Install GPS trackers/tags on vehicles such as cars, motorbikes, and quadbikes.
- Keep tools and ladders locked away so thieves can't use them to access your home.
- Backup computer data.
- Install a 'find my' application on devices such as phones, computers, and tablets.
- Keep valuables away from windows.
- Record serial/model numbers and photograph any valuable items.
- Mark your property with a unique personal code in the top right-hand corner of the item or near to the manufacturer's serial number. Do NOT use your ATM PIN.
- Maintain a list of serial numbers, model numbers, unique personal code and specific features of your property. Keep the list in a safe place.
- Photograph valuable items.
- When you buy new items, don't leave boxes on the nature strip, this lets thieves know what you have inside.

Make it look like someone is home when you are out or away

- Cancel any newspaper subscriptions.
- Ask a neighbour to collect your mail (including junk mail), or have your mail diverted.
- Ask a neighbour to take out and bring in your bins.
- Ask a neighbour to occasionally park their car in your driveway.
- Ask a neighbour to mow your lawns



and maintain your garden.

- Set timers to turn on lights, the radio, and/or TV at appropriate times. Consider varying the times these turn on and off.
- Install a video doorbell to remotely interact with someone who rings the door bell.
- Do not advertise your holiday plans online. Do not upload holiday photos until after your return.
- Consider getting a house-sitter.
- Turn down the volume on your telephone so thieves cannot hear it ringing.

Make it harder for thieves to get in without being seen

- Make sure your house is visible from the street.
- Cut overhanging branches and trim shrubs back to make it harder for thieves to hide.

Other things you can do

- If you are going away, register your 'absence from residence' via Services Victoria [service.vic.gov.au/find-services/housing-and-property](http://www.vic.gov.au/find-services/housing-and-property)
- Make it easy for police to find your house by making your house number easily visible from the street.
- Get to know your neighbours. They may recognise unusual activity when you're out.
- Join your local Neighbourhood Watch at nhw.com.au/groups/.

What to do if your home has been broken into

- Do not confront the thief. Get out or find a safe place.
- Do not touch anything.
- Call your insurance company.
- Upload stolen property information to www.propertyvault.com.au.

Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online at www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- Report anonymously to Crime Stoppers on 1800 333 000 or www.crimestoppers.com.au.
- You will need the following information:
 - VINs, serial numbers, model numbers and unique personal codes
 - brand and model
 - distinguishing features (e.g. – custom paint/minor damage/accessories).



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Additional support

- Victoria Police can connect you to counseling and support services.

More information

- Visit: www.police.vic.gov.au/home-and-property.
- Contact the Victims of Crime Helpline on 1800 819 817 or www.victimsofcrime.vic.gov.au.
- Get more tips and advice about preventing residential burglaries from Neighbourhood Watch: www.nhw.com.au/prevent-crime/residential-burglary.

Financial Assistance Scheme

- You may be eligible for financial help through the Financial Assistance Scheme (FAS).
- Help can be for counselling, medical expenses, and loss of earnings.
- To apply visit www.victimsofcrime.vic.gov.au/fas, or call the FAS General Helpline on 1800 161 136.
- The FAS has a dedicated pathway for all Aboriginal and Torres Strait Islander victims of violent crime. To connect with this pathway, visit the FAS website or call the FAS Marra Yattakunar Helpline on 1800 849 778.

For more information, visit
police.vic.gov.au/your-safety





Online bullying and harassment

Key crime prevention tips

- Secure your online accounts.
- Exercise caution when sharing information.
- Watch children's online activity.

Online harassment prevention checklist

Secure your online accounts

- Keep your social media account private.
- Only accept friend or follow requests from people you know.

Exercise caution when sharing information

- Limit the personal information you provide. Be cautious sharing your full name, address, and areas you visit.
- Do not share your workplace or upload photos in your work uniform.
- Be aware of what is in the background of your photos or videos. Your photos may provide clues to places you visit.
- Remove metadata, in particular location, from images before posting them.
- Remember, everything posted online can be reposted or saved by someone else.

Watch children's online activity

- Use parental controls.
- Have open, honest conversations about online risks.
- Report online harassment to the children's school.

What to do if you are being bullied or harassed online:

- Take screenshots.
- Ask the person to stop.
- Ask the person to delete what they have posted or shared.
- Do not respond with mean or hurtful comments.
- Block the person.
- Tell someone you trust.
- Tell the administrator of the website, social media platform or online service, and ask that the information be removed.
- No issue is too small to report.

Report it

- Report cyber abuse (regardless of your age), or image-based abuse to the eSafety Commission: www.esafety.gov.au/report/what-you-can-report-to-esafety.
- Report a cybercrime, incident or vulnerability: cyber.gov.au/acsc/report.
- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- Report anonymously to Crime Stoppers on 1800 333 000 or www.crimestoppers.com.au.

For more information, visit police.vic.gov.au/your-safety





Motor vehicle theft

Key crime prevention tips

- Lock all doors and close all windows.
- Secure your keys.
- Park in a well-lit and secure area.

Theft prevention checklist

Lock all doors and close all windows

- Lock your car, even when at home, in your garage, or leaving your car for a moment.
- Never leave your car running when unattended.
- Close all windows, including the sunroof.
- Keep your car locked while driving.
- Install a car alarm.
- Install anti-theft devices such as an alarm, engine immobiliser, steering wheel lock, wheel lock, on-board diagnostic lock, or a GPS tracker.
- Install a bonnet lock.

Secure your keys

- Never leave your keys or remote in your car.
- Do not put your name and address on any keys – use a mobile phone number.
- Keep spare car keys in a secure place at home or at work.

Park in a well lit and secure area

- Park off the street. A locked garage is best or a driveway if you don't have a garage.
- If parked in a driveway, consider the installation of a sensor light and CCTV.
- If you need to park on the street, park in a well-lit area.

What to do if your car has been stolen

- Do not confront the thief. Your safety is more important than your possessions.
- Call your insurance company.

Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online at www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- You will need the following information:
 - registration number and state registered
 - vehicle make, model, year, body type and transmission (automatic or manual)
 - colour of body and upholstery
 - engine and VIN number
 - accessories fitted (for example, radio/speakers, anti-theft devices, LPG tank).

Vehicle tracking

- Owners of some modern cars can track their car's location through a mobile phone application.
- Your car dealer can tell you if this is available, and how to access the application.
- If your car is stolen, police may ask for your login information.

For more information, visit
police.vic.gov.au/your-safety





Theft from motor vehicles

Key crime prevention tips

- Remove all valuable items.
- Lock all doors and close all windows.
- Park in a well-lit and secure area.

Theft prevention checklist

Remove all valuable items

- Do not leave any valuables in your vehicles. If you must leave valuables in your car, secure them out of sight in the boot or a locked glove box.
- Remove GPS and dash cam units. Wipe the suction mark off the window.
- Do not leave documents in your car – your address may be used to locate your home and break into your car or home later. Documents might be used to steal your identity.
- Do not leave house keys or garage door openers in your car – they may be used in home burglaries.
- Install anti-theft screws on number plates.

Lock all doors and close all windows

- Install a car alarm.
- Lock your car, even when parking at home or leaving your car for a moment.
- Close all windows, including the sunroof.
- Lock external toolboxes and equipment, if they can't be removed.

Park in a well-lit and secure area

- Park off the street. A locked garage is best or a driveway if you don't have a garage.

- If parked in a driveway, consider the installation of a sensor light and CCTV.
- If you need to park on the street, park in a well-lit area.

What to do if your car has been broken into

- Do not confront the thief. Your safety is more important than your possessions.
- Do not touch anything.
- Call your insurance company.

Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online at www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- Report anonymously to Crime Stoppers on 1800 333 000 or www.crimestoppers.com.au.

For more information, visit
police.vic.gov.au/your-safety





Carjacking – Rideshare Safety

Key crime prevention tips

- Confirm details of account holder to ensure they are correct.
- Secure personal items out of sight.
- Be mindful of end of trip destinations.
- Be wary of unexpected detours and unplanned destinations.
- Constantly assess personal safety before and during trip.

Driver Safety checklist

Lock all doors and close all windows

- Keep one ear free if using headphones. Don't wear headphones while driving.
- Be aware of your surroundings. Look around and keep your head up.
- Pay attention to people around you. Report it.
- Keep your car locked while driving.
- Install anti-theft devices such as an alarm, engine immobiliser, steering wheel brake lock, a wheel lock or a GPS tracker.
- If you believe that you are being followed, do not drive home. Drive to a Police Station or petrol station as these will usually have CCTV and staff present.

What to do if your car has been stolen

- Do not confront the offender/s. Your safety is more important than your possessions.
- Call Triple Zero (000)
- Do not touch anything. Isolate areas where the offender/s stood, touched, spat or bled.

- If there are witnesses, ask them to stay until Police arrive.
- While you wait for Police write down everything you remember.
 - Hair colour
 - Weight
 - Height
 - Clothing/hats/facial coverings
 - Accent
 - Tattoos/piercings/scars
 - Did the offender use or threaten to use weapons
 - Did the offender leave anything behind.
- Call your insurance company.

Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- You will need the following information:
 - registration number and state registered.
 - vehicle make, model, year, body type and transmission (automatic or manual).
 - colour of body and upholstery.
 - engine and VIN number.
 - accessories fitted (for example, radio/speakers, anti-theft devices, LPG tank).



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Vehicle tracking

- Owners of some modern cars can track their car's location through a mobile phone application.
- Your car dealer can tell you if this is available and how to access the application.
- If your car is stolen, police may ask for your login information.
- Secure your phone – use a password, pin, fingerprint or Face ID.
- Install anti-loss apps such as 'Find My Phone'.

Additional support

- Victoria Police can connect you to counselling and support services
- You may be eligible for financial help through the Financial Assistance Scheme (FAS)
- Help can be for counselling, medical expenses and loss of earnings
- FAS does not provide compensation for lost or damaged property. To apply, visit www.victimsofcrime.vic.gov.au/fas

For more information, visit
police.vic.gov.au/your-safety





Protecting your belongings in public

Key crime prevention tips

- Keep valuables Light, Held Tight and Out of Sight.
- Be aware of your personal security when using ATMs and mobile phones.

Theft prevention checklist

Keep it light

- Take only what you need.

Hold it tight

- Always zip your bags closed.
- Do not leave your valuables unattended.
- Keep bags facing away from passing traffic.
- Put your bag where you can see it.
- When seated, keep your bag on your lap or with the strap looped around the table or chair leg. Do not loop it over the back of the chair.

Keep it out of sight

- Keep bags zipped up so your valuables cannot be seen.
- Put your purse or wallet away immediately.
- At the gym, put your keys and wallet in a lockedable locker, in your bag or keep them with you.

ATM security

- Use ATMs located inside buildings, supermarkets or other busy, well-lit locations.
- Be aware of any suspicious people and do not use the ATM if you feel unsafe.
- Check the card slot for any signs of tampering, such as an attached object.

- Cover the keypad with your other hand when entering your PIN.
- Never write your PIN down or store it in your phone.
- Only withdraw as much cash you need at the time – immediately place cash in your purse or wallet.
- If your card is not returned by the machine, alert your bank immediately.

Mobile phone security

- Keep your phone locked when not you are not using it. Enable the auto lock feature.
- If you are reporting a stolen mobile phone, you will need your device model, and serial number and/or IMEI number. The serial and IMEI number are available on the back of the phone or sim tray, via the phone or linked devices' settings app or from your mobile provider.
- Install anti-loss apps such as 'Find My Phone' or 'Find My Device'.
- Keep one ear free if using headphones.

What to do if your property has been stolen

- Do not confront the thief. Your safety is more important than your belongings.
- If your wallet is stolen, contact your bank to cancel your cards.
- If your mobile device gets stolen, contact your service provider.



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Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online at www.police.vic.gov.au/police-assistance-line-and-online-reporting.
- Protective Services Officers (PSOs) and Police Officers are on platforms and trains until the last train.

For more information, visit
police.vic.gov.au/your-safety





Online safety tips

Key crime prevention tips

- Secure your physical devices.
- Secure your internet connection.
- Exercise caution when sharing information.
- Protect your online information.

Online crime prevention checklist

Secure your physical devices

- Keep your devices in a safe place.
- Record your device model and serial numbers.
- Mark your property with a unique personal code in the top right-hand corner of the item or near to the manufacturer's serial number. Do NOT use your ATM PIN.
- Maintain a list of all any serial numbers, model numbers, unique personal code and specific features of your property. Keep the list in a safe place.
- Photograph valuable items.
- Cover your webcam when not in use.
- Install a 'find my' application on devices such as phones, computers, and tablets.
- Backup all data regularly.
- Erase hard drives before disposing of devices.

Secure your internet connection

- Ensure your internet or WiFi connection is password protected.
- Make your home WiFi a hidden network using the internet provider or device privacy settings.

- Install up-to-date anti-virus and/or anti-spyware software.
- Install and use a firewall.
- Allow automatic updates on your device software.

Exercise caution when sharing information

- Do not give out personal information on in-coming calls. Call the company back using a publicly available number.
- Only provide the information you need to. No seller needs your Medicare or Tax File Number.
- Consider using a secondary email address for non-private purposes.
- Avoid using public computers for online shopping and banking.
- Use the S.T.O.P method to identify scam or 'Phishing' Emails. Is the Email?
 - **S**uspicious – unexpected, has spelling errors and/or doesn't look right
 - **T**elling you to click on something or provide personal information
 - **O**ffering something amazing
 - **P**ushing you to act quickly.

Protect your online information

- Delete suspicious emails.
- Don't click on links or download anything sent from people you don't know.
- Use strong passwords for different applications and online accounts – use numbers, letters (upper and lower case as well as symbols).



- Don't allow the computer to save passwords.

Other things you can do

- When shopping online:
 - Check for the closed padlock symbol which shows it is a secure site.
 - Use a secure third-party payment facility.
 - Read the terms and conditions before paying.
- When banking online:
 - Do not open emails or click on links asking for your banking details. Banks never ask for your banking details in emails
 - Report suspicious emails to your bank.
 - Do not provide your banking information by email.
 - Always log off when you are finished.
 - Regularly monitor your account transactions.
- When using social media:
 - Limit the amount and type of personal information you put online.
 - Don't advertise your holiday plans online.
 - Set the security and privacy settings to limit access to your account and check the settings regularly.
 - Regularly update your privacy settings

What to do if you are a victim of online crime

- Report a cybercrime, incident or vulnerability: cyber.gov.au/acsc/report.

Additional resources

- Stay Smart Online – Australian Government: www.cyber.gov.au.

- Consumer Affairs Victoria provides information about online shopping: www.consumer.vic.gov.au.
- Scam Watch – Australian Competition and Consumer Commission: www.scamwatch.gov.au.

For more information, visit
police.vic.gov.au/your-safety





Scams

Key crime prevention tips

- Know how to spot a scam.
- Check the facts.
- Be cautious with direct contact.
- Protect yourself.

Scam prevention checklist

- A scam is an attempt to intentionally mislead a person, usually for financial gain.
- Scams can come via mail, email, telephone, over the internet and door-to-door.

Know how to spot a scam

- If it sounds too good to be true, it is probably a scam.
- Use the S.T.O.P method to identify scam or 'Phishing' Emails. Is the Email?
 - **S**uspicious – unexpected, has spelling errors and/or doesn't look right
 - **T**elling you to click on something or provide personal information
 - **O**ffering something amazing
 - **P**ushing you to act quickly.

Check the facts

- Check the company website to confirm offers.
- Check the company has a telephone number and/or email address.
- Check if the company has an Australian Business Number or Australian Company Number at Abr.business.gov.au.
- Don't rely on glowing testimonials provided by the seller.

Be cautious with direct contact

- Do not respond to unsolicited offers and deals.
- Do not respond to requests for your personal information.
- Do not use phone numbers provided in unsolicited emails. Search for company's publicly available phone number.
- Do not click on a link provided in an unsolicited email. Type in the web address or search for the company by name.
- Do not give out personal information on incoming calls. Call the company back using a publicly available number.

Protect yourself

- Never send money or bank details to claim a prize.

Other things you can do

- When shopping online:
 - Check for the closed padlock symbol which shows it is a secure site.
 - Use a secure third-party payment facility.
 - Read the terms and conditions before paying.
- When banking online:
 - Do not open emails or click on links asking for your banking details. Banks never ask for your banking details in emails
 - Report suspicious emails to your bank.
 - Do not provide your banking information by email.
 - Always log off when you are finished.
- Regularly monitor your account transactions.



- When using social media:
 - Limit the amount and type of personal information you put online.
 - Don't advertise your holiday plans online.
 - Set the security and privacy settings to limit access to your account and check the settings regularly.
 - Regularly update your privacy settings.

What to do if you have been scammed

- Call your bank to report the incident.

Report it

- Report door-to-door scams, scams from interstate or overseas, financial or credit card scams, and scam emails: [cyber.gov.au/acsc/report](https://www.cyber.gov.au/acsc/report).

Additional resources

- Stay Smart Online – Australian Government: www.cyber.gov.au.
- Consumer Affairs Victoria provides information about consumer scams: www.consumer.vic.gov.au/resources-and-tools/scams/consumer-scams.
- Scam Watch – Australian Competition and Consumer Commission: www.scamwatch.gov.au.

For more information, visit
police.vic.gov.au/your-safety





Personal safety on a night out

Key safety tips

- Plan your night.
- Drink safely and within your limits.
- Take care of your friends.

Personal safety checklist

Plan your night

- Charge your phone and take a portable power bank with you.
- Take your ID.
- Take enough money for food and transport. Cards are safer than cash.
- Leave other valuables at home or at your accommodation.
- Plan your transport to and from the venue.
 - Nominate a designated sober driver.
 - Check public transport times before you leave so you don't have to wait.
- Take the name, address and phone number of your accommodation with you.
- Write down your friends' phone numbers, in case you lose your phone.
- Tell someone where you are going and when you will be home. Tell them if your plans change.

Drink alcohol safely and within your limits

- Eat before you go out. Eat while you are drinking.
- Drink within your limits. Space out alcoholic drinks with non-alcoholic drinks.
- Never mix alcohol and drugs.

- Never drink alcohol and drive. Do not get into a car driven by somebody who has been drinking alcohol.
- Never accept a drink you haven't seen the bar staff pour.
- Don't leave drinks unattended and keep an eye on your drinks. Remember: even soft drinks can be spiked.

Take care of your friends

- Walk away from conflict or dangerous situations. Take your friends with you. Do not retaliate or allow yourself to be provoked.
- Stay with your friends. Do not get isolated.
- Do not leave friends alone with somebody they've just met.
- Recognise when a friend has had too much alcohol to drink and encourage them to slow down.
- Never leave a drunk person alone. Seek help from venue staff or sober friends if you are worried about someone.
- If someone passes out, hits their head or gets punched, call for an ambulance on Triple Zero (000).

One Punch Can Kill

- A head injury can lead to death or serious brain damage, if left untreated.
- A person can seem fine but deteriorate later.
- Call for an ambulance on Triple Zero (000) or encourage them to go to the hospital. Stay with them.
- Tell the police, one punch attacks are serious.



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What to do if you feel unsafe

- If you are travelling home by yourself, ring a trusted person and talk to them until you are safely home.
- Protective Services Officers (PSOs) and Police Officers are on platforms and trains until the last train.
- You can notify police of unwanted sexual and anti-social behaviour on public transport by texting 'STOPIT' to 0499 455 455.

Report it

- For emergencies, to report a crime in progress, or for immediate police attendance, call Triple Zero (000).
- For non-emergencies, call the Police Assistance Line on 131 444 or report online at www.police.vic.gov.au/police-assistance-line-and-online-reporting.

For more information, visit
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SCAMWATCH

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Types of scams

Report a scam

Get help

Scam statistics

News & alerts

About Scamwatch



Types of scams
Identify and protect yourself



Report a scam
Seen a scam or fallen victim?



Get help
What to do next

SCAMWATCH.

SCAN FOR WEBSITE



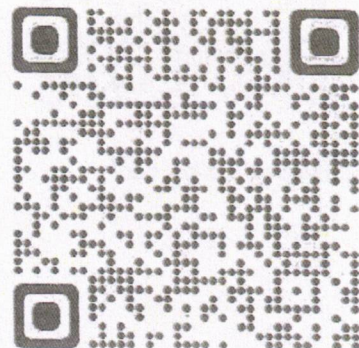
ARE YOU A VICTIM OF CYBERCRIME?

ReportCyber
is the place to securely
report cybercrimes



CYBERCRIME.

SCAN FOR WEBSITE





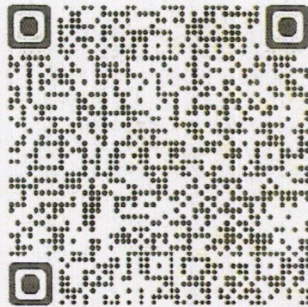
National
Anti-Scam
Centre

The Little Black Book of Scams

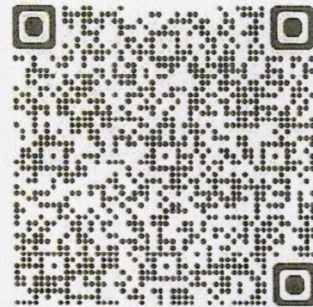
A revised version of your guide to spot,
avoid and protect yourself against scams.



الكتاب الأسود حول الرسائل الاحتيالية



防诈骗小黑皮书



घोटालों की छोटी काली पुस्तिका



Sổ Bia Đen Trò lừa đảo



El pequeño libro negro sobre estafas

REPORT NON-URGENT CRIMES ONLINE



WHEN YOU NEED US, BUT NOT THE SIRENS



Theft



Property
damage



Lost
property



Partysafe



Absence from
residence

To report it online go to police.vic.gov.au or scan the QR code



VICTORIAN POLICE



VICTORIA
State Government

131 444



POLICE
VIC.GOV.AU

