Reporting crime in NSW: four public pathways

What each channel is for, how your report is taken, where the channels connect, and how to follow up. Dashed lines show links between channels.

You have seen, experienced or know about a crime or suspicious activity

000
Triple Zero
Emergencies only

Use when
A life is in danger, a crime is happening now, or it is time-critical (e.g. a chance to catch the offender).

How it's handled
Call from a safe place and ask for police. Give your location and answer the questions. Stay on the line until the operator has what they need. An interpreter can be organised; the Emergency+ app helps give your location.

Following up
Police respond according to the circumstances. If you need to follow up later, call 131 444 or your local police station.

if urgent

131 444
Police Assistance Line
or online: Community Portal

Use when
A crime has already happened and no one is in immediate danger: theft, break-in, fraud, property damage, minor crash.

How it's handled
A customer service representative takes your report by phone, 24/7, and it is then available to your local police. For serious matters they can advise where to report, or arrange for police to see you. Minor crime can also be reported online through the Community Portal.

Following up
You can be given a COPS event number as a receipt; insurers often ask for it. Call 131 444 to add information. Portal users are kept informed by SMS and email.

same system

Local station
Police directly
In person or by phone

Use when
You prefer to report face to face, need help with a report, or have documents or evidence to hand over.

How it's handled
Phone or attend your local station to speak with police. You can bring a support person, and interpreters can be arranged. In some circumstances you may be referred to a station phone that connects to 131 444.

Following up
Contact your local police station about your report. Keep any event number you are given.

1800 333 000
Crime Stoppers
or online form

Use when
You have information about crime and criminal activity and it is not happening right now.

How it's handled
Crime Stoppers provides for the community to report information about crime and criminal activity. Phone confidentially, 24/7, or report online. Online reports are reviewed within 48 hours; urgent matters, call.

Following up
Crime Stoppers is for passing on information. If information involves a child who may be at risk of harm, call 1800 333 000 immediately.

All four channels lead to the NSW Police Force. PoliceLink Command covers Triple Zero police calls, the Police Assistance Line and NSW Crime Stoppers. Each matter is assessed and managed according to its own circumstances.

Independent community resource. Not an official NSW Police Force publication.

Prepared by ARAG to help residents find the right reporting channel. It has not been reviewed or endorsed by the NSW Police Force. Each matter is assessed and managed according to its own circumstances. For authoritative, up-to-date information, read the official NSW Police Force Victims of Crime fact sheets: Call Triple Zero (000) to Report Emergencies · Reporting Crime to the Police Assistance Line 131 444 · Reporting Crime through the Community Portal · Reporting Crime to Crime Stoppers · Reporting Crime to Local Police.

Find them at: police.nsw.gov.au › Victims of Crime › Report Crime and Missing Persons · portal.police.nsw.gov.au · nsw.crimestoppers.com.au