The four channels side by side

Not sure which to use? If anyone is at risk or it is happening now, call 000. Otherwise 131 444 will take the report or point you to the right place.

	000 Triple Zero	**131 444** Police Assistance Line + Community Portal	**Local station** Police directly	**1800 333 000** Crime Stoppers NSW
Purpose	Emergency response	Non-urgent crime reports and police enquiries	Face-to-face reports, statements and evidence	Information about crime and criminal activity
How to reach it	Phone 000, free, 24/7. TTY 106 or National Relay Service.	Phone 131 444, 24/7 (interstate 1800 725 631), or online at portal.police.nsw.gov.au.	Visit or phone any police station. Hours vary by station.	Phone 1800 333 000 (24/7) or report online.
Information it handles	Where you are (street, nearest cross street, locality) and what is happening. Answer the operator's questions.	Crimes such as break and enter, fraud, stealing, malicious damage, stolen vehicles, lost property and some minor crashes. You can add to an earlier report.	Any crime you prefer to report in person. You can bring a support person.	Information about crime and criminal activity.
How it's handled	Your call is directed to police. Stay on the line until the operator has the information they need.	Taken by a customer service representative and made available to your local police.	Taken by police at the station. In some circumstances you may be referred to 131 444.	Taken confidentially. Online reports are reviewed within 48 hours.
Your identity	You give your location. Your phone company's address details may be used to send help.	You give your details.	You give your details.	Report confidentially.
What you receive	A police response, according to the circumstances.	A COPS event number can be provided as a receipt (insurers often ask for it).	Ask for an event number for your records.	No receipt or event number.
Following up	For later follow-up, call 131 444 or your local station.	Quote your event number. Portal users are kept informed by SMS and email.	Contact your local police station.	Crime Stoppers is for passing on information. Child at risk of harm? Call immediately.
Connects to	Same NSW Police Force system.	Use 000 if it becomes an emergency.	May refer you to 131 444.	If it is happening now, call 000 or local police.

Interpreters can be organised on 000 and 131 444, and at police stations. Victims of crime have rights under the NSW Charter of Victims Rights.

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Prepared by ARAG; not 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 at police.nsw.gov.au › Victims of Crime › Report Crime and Missing Persons.