

YOUR GUIDE TO A SAFER & MORE SECURE BUSINESS

City of
Melville



Introduction

There is plenty you can do to improve the safety and security of your business.

This guide has been developed to help you know what to do if your business has been a victim of crime, and how to stop it happening again.

We hope you find this guide useful and thank you for doing your bit to achieve a **Safer Melville**.





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Important Contact Numbers

000

for life threatening situations.

131 444

when police attendance is required.

1800 333 000

to report anonymously to Crime Stoppers.

1300 653 643

City of Melville Community
Safety Service (CSS).

IMPORTANT CONTACT NUMBERS



My business has been broken into

WHAT SHOULD I DO?

1. Call the police and follow their instructions regarding entering your premises and/or starting to clean up.
000 for life threatening situations.
131 444 when police attendance is required.
1800 333 000 to report anonymously to Crime Stoppers.
2. If you have CCTV – review the footage and let police know if it has captured anything relevant.
3. Call the City's **24/7 Community Safety Service (CSS)** on **1300 653 643**. You can ask for extra patrols of your business.
4. Share relevant information with neighbouring businesses – find out about the **Neighbourhood Watch WA Business Watch program**.
5. Put measures in place to prevent being a victim of crime again.
Check out the WA Police Protect My Business
6. Check out the City's engaging video and **Beat Burglar Bill!**



YOUR PHYSICAL PREMISES



My business has been graffitied

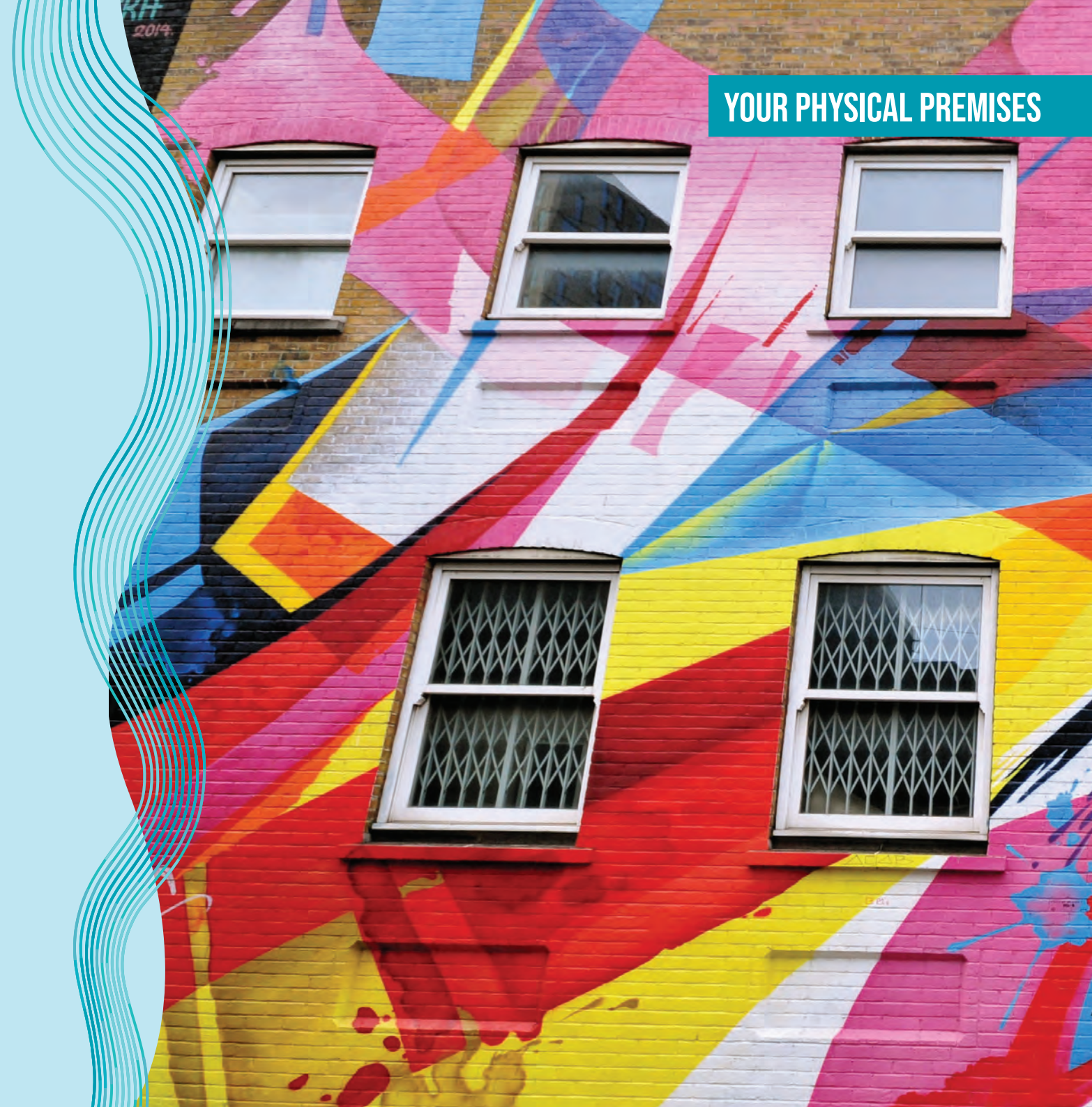
WHAT SHOULD I DO?

1. **Report it!** To the WA Police Force Goodbye Graffiti team on the reporting section of the **Goodbye Graffiti website** or on **1800 44 22 55**. If you see an offence in progress call **131 444** for police attendance.
2. **Remove it!** You should remove graffiti as promptly as you can. Prompt removal defeats vandals. If your business is in the City of Melville and the graffiti is visible to the public then the City will remove it for you. Lodge an **online request** for removal with the City of Melville. If you need to remove graffiti from your property you may prefer to remove the graffiti yourself or you may require the services of a professional graffiti removal service. Visit the **Goodbye Graffiti website** for tips on graffiti removal and a registry of professional removal services.

3. If you have CCTV - review the footage and let police know if it has captured anything relevant.
4. Call the City's **24/7 Community Safety Service (CSS)** on **1300 653 643**. You can ask for extra patrols around your business.
5. Share relevant information with neighbouring businesses – find out about the **Neighbourhood Watch WA Business Watch program**.
6. Put measures in place to prevent being a victim of crime again. **Check out the WA Police Security Resources**.
7. Check out the City's engaging video and find out how you can stop **Tagger Tim!**



YOUR PHYSICAL PREMISES



Something has been stolen from my business

WHAT SHOULD I DO?

1. Call the police – take the time to take down a few notes, this will assist police later on.
000 for life threatening situations.
131 444 when police attendance is required.
1800 333 000 to report anonymously to Crime Stoppers.
2. If you have CCTV – review the footage and let police know if it has captured anything relevant.
3. Call the City's **24/7 Community Safety Service (CSS)** on **1300 653 643**. You can ask for extra patrols of your business.
4. Share relevant information with neighbouring businesses – find out about the **Neighbourhood Watch WA Business Watch** program.
5. Put measures in place to prevent being a victim of crime again. **Check out the WA Police Security Resources**



YOUR PHYSICAL PREMISES



Cars parked at my business are being broken into

WHAT SHOULD I DO?

1. Ensure the owner of the vehicle reports the theft to police
000 for life threatening situations.
131 444 when police attendance is required.
1800 333 000 to report anonymously to Crime Stoppers.
2. If you have CCTV, you could review the footage and inform the vehicle owner to let police know if it has captured anything relevant.
3. Share relevant information with neighbouring businesses – find out about the **Neighbourhood Watch WA Business Watch program**.
4. Put measures in place to prevent being a victim of crime again.
Check out the WA Police Security Resources.
5. Check out the City's engaging video and stop **Quick Grab Quinn!**



YOUR PHYSICAL PREMISES



Abandoned shopping trolleys, overflowing bins, and illegal dumping around my business

WHAT SHOULD I DO?

1. Report abandoned shopping trolleys – visit the City's **littering and illegal dumping page** for more information.
2. If you witness illegal dumping, report it to the City – visit our **littering and illegal dumping page** for more information.
3. Report overflowing bins to the City's Environmental Health Team – visit our **public health page** for more information.



YOUR PHYSICAL PREMISES



People surrounding my business

WHAT SHOULD I DO IF THERE IS SOMEONE BEGGING AT MY BUSINESS?

There is no longer a criminal offence for begging. If someone is begging on your premises you can ask them to leave. If they do not leave you can call police on **131 444** and consider issuing a banning notice. Check out the **WA Police Security Resources** for more information.

WHAT SHOULD I DO IF THERE ARE PEOPLE EXPERIENCING HOMELESSNESS SLEEPING AT OR NEAR MY BUSINESS?

People experiencing homelessness have the same entitlements as other members of the community to be in a public place, as long as they respect the right of local communities to live in a safe and peaceful environment.

Visit the **City of Melville homelessness webpage** for information on assisting people experiencing homelessness, what can be done if there is evidence of anti-social or illegal behaviour, and much more.

WHAT SHOULD I DO IF I SUSPECT PEOPLE ARE DEALING DRUGS NEAR MY BUSINESS?

Report it anonymously to police via Crime Stoppers WA! You can make a **drug related report** online or call **1800 333 000**.



YOUR PHYSICAL PREMISES



Ensuring the safety of my staff, customers, and patrons

You have a responsibility to provide a safe environment for your staff and customers. Access the **WA Police Force Security Resources Fact sheets** and find out about risk-management strategies to keep you, your staff and others safe. You can also use these fact sheets below to train your staff on numerous issues.

- **Armed robbery prevention** - training package to raise awareness of and prevent armed robbery.
- **Cash handling** - safe procedures to reduce risk.
- **Customer management** - strategies to mitigate the risk of violence.
- **Cybercrime** - strategies to protect your business online.
- **Fraudulent transactions** - how to deal with payWave/PayPass fraud and suspect bank notes.
- **How to prevent hold-ups.**
- **Incident report form** - a great guide for the type of information that should be captured following an incident.
- **Personal safety tips** - to avoid being a victim of crime.
- **Your rights as a citizen.**
- **Banning notices.** Check out the **WA Police Security Resources** for more information.

PROVIDING A SAFE ENVIRONMENT



How does the CSS improve safety at my business?

SECURITY AUDITS

The CSS offers local businesses a security audit at no extra cost. One of the CSS officers will audit the external areas of your business and apply Crime Prevention Through Environmental Design (CPTED) to provide recommendations to improve the safety and security of it.

Visit melvillecity.com.au/css for more information or call the CSS on **1300 653 643** to request a security audit of your business.

EXTRA PATROLS

The CSS offers extra patrols to all businesses in the City of Melville. If you have been a victim of crime and would like piece of mind that someone is keeping an eye out for your business you can ask for the CSS to do extra patrols around your area. Please note these patrols will only be for areas of your business that are on public land.

For example, CSS will not enter and patrol private car parks and properties. Visit melvillecity.com.au/css for more information or call the CSS on **1300 653 643** to request extra patrols.

CSS HOT SPOT PATROLS

The CSS receives daily crime statistics from local police and uses this information to direct their patrols. If there has been a burglary near your business then rest assured that the CSS will be informed by local police and will commence patrols of the area. During these patrols they don't only act as a visual deterrent but they also look out for and report suspicious behaviour to police.

THE COMMUNITY SAFETY SERVICE (CSS)



How do I improve the area around my business?

TOWN TEAMS

A **Town Team** is an organisation that includes businesses, landowners and residents working collaboratively with their local government to improve a place or area.

Contact the Community Development Coordinator – Places on **9364 0666** or **melinfo@melville.wa.gov.au** to find out more.



IMPROVE THE AREA YOUR BUSINESS IS IN



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- Cybercrime fact sheet
- Drug related incidents – how to report
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- Fremantle District – WA Police Force Facebook
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