

# Who do I contact and how?

There are so many phone numbers and reporting options out there, it's quite a challenge to remember them all and know who to contact in different circumstances.

It's certainly not black & white because there are so many situations that you might find yourself in, but we hope this helps you make the right decision when you need to make a report.

Firstly, try our [Make The Right Call](#) information sheet for a quick breakdown of when you should contact Crime Stoppers, police or emergency services. This includes details for the deaf or hard of hearing community.

Reflecting the trend towards online communications, over 60% of contacts to Crime Stoppers are made using our online report form, with phone calls slowly fading in popularity. Either way, you can tell us what you know without saying who you are, unless you're comfortable to do that.

Some of you might find phone calls more personal, talking to an operator who can guide you through what you saw or heard, to assist with police investigations. Or you may prefer to report online, going through a carefully structured form and having time to think about your response. You can also upload relevant images to support the information in your report.

Making an online report to Crime Stoppers is very easy on our website. But, if you think you'll be needing to share information more than once or twice, you can download our [Eyes on the Street](#) app from the Apple and Google play stores and have that handy on your phone or computer. The report form in the app is almost identical to the one you'll find on our website but also allows you to have a copy of the report emailed to you.

## **Other organisations using the Crime Stoppers WA anonymising platform**

As well as sharing information with us, you can also contact some government agencies who recognise the importance of anonymity and use our technology. Your report will go directly to them, not via our Contact Centre team.

For information about suspicious behaviour or illegal activity relating to the following matters, you'll find a customised report form on our website.

**Prisons** – this could include details of drug trafficking into prisons, staff misconduct or issues in correctional facilities. Your report goes directly to Corrective Services.

**Scams** – do you have information about scammers and how they're operating? Your report goes directly to WA ScamNet.

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**Environment** – this might be about illegal dumping, pollution, landfill levy, illegal clearing of vegetation, the plastic bag ban or other environmental issues. Your report goes directly to Dept of Water & Environmental Regulation.

**Grant Fraud** – are you aware of actual or potential grant fraud? Your report goes directly to the Small Business Development Corporation's Investigations and Inquiry Unit.

**Illegal Fishing** – FishWatch want to know about illegal fishing activity, whether that be commercial, recreational or sales. Your report goes directly to the Dept of Primary Industries & Regional Development.

**Illegal Agriculture** – AgWatch is interested to hear from you about issues such as the illegal sale, importation and movement of plants, animals (including bees), agricultural items and produce. Your report goes directly to the Dept of Primary Industries & Regional Development.

An online search may list several places where you could report illegal activity, so who should you contact? There are hotlines or online forms to report terrorism, domestic abuse, workplace misconduct and border security issues to name just a few. But Crime Stoppers can be used as a complementary service where anonymity is important to you, and you may not be convinced this is being offered elsewhere. If you provide us with information which needs to be transferred or shared with other organisations, we will ensure this happens.

But please don't share information on our Facebook page. Police don't have time to sift through social media to see what images, videos or comments have been posted in your community. They might use it once they have specific leads pointing to a particular suspect or organisation, but they need you to report your suspicions to Crime Stoppers, not just in community safety forums or local groups.

Victims of crime should not use Crime Stoppers but report the incident to police on 131 444.

There is a difference between anonymity and confidentiality and we have been trusted by the WA community for nearly 30 years not to track, record or access your identity.

We want your issue to be resolved as quickly and efficiently as possible, so please use Crime Stoppers as an information-sharing service, but where police assistance or attendance is needed at the time, call 131 444.