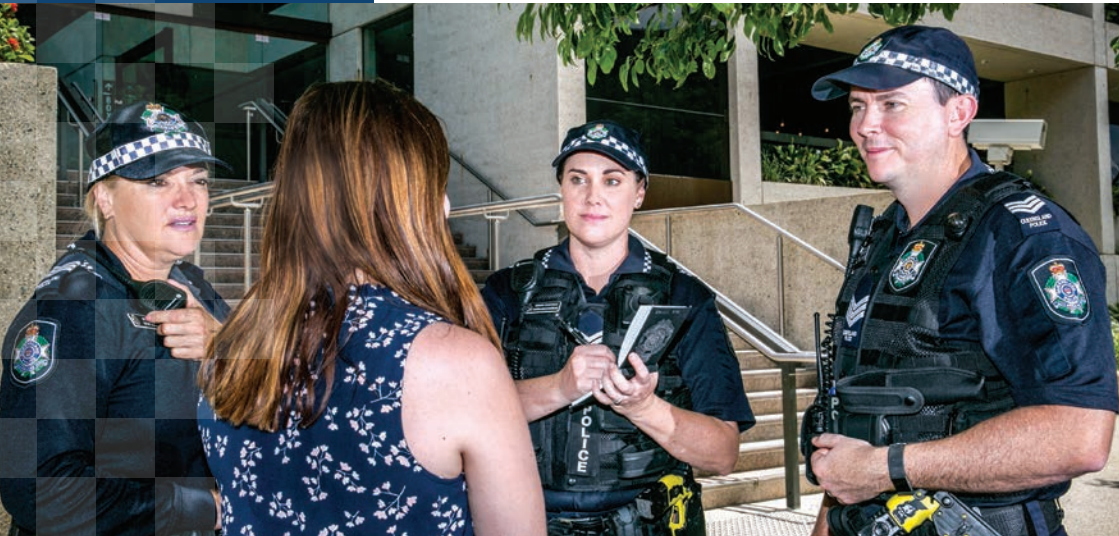


Safer Living for Queenslanders



Prevention Together
Prevent | Disrupt | Respond | Investigate



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This booklet contains only general guidelines. The Queensland Police Service, in providing this information, makes no representations nor gives any warranty or guarantee concerning the safety of persons or property.

You have the right to safety and a life without fear. The Queensland Police Service (QPS) Safer Living booklet provides practical personal safety advice that aims to maximise your safety and enhance your quality of life.

Contents

Core personal safety strategies	4
Dealing with confrontation	7
Situational safety strategies	9
Safety in the home	9
Safety online	11
Safety out and about.....	18
Safety on public transport	19
Safety in the car.....	22
Safety for children.....	24
Safety for seniors.....	25
Safety in the workplace	26
Safety in the social scene.....	27
How you can help others	28
QPS referral.....	29
My safety plan.....	30

Core personal safety strategies

Queensland is a safe place to live however, crime does occur, and this booklet outlines a number of strategies to enhance your personal safety.

Exercise your right to safety

We all have the right to be safe. While it is important you are aware of and exercise this right, be mindful that you also have responsibility for your own safety.

Adopting practical safety strategies can help reduce the risk of victimisation and assist you to respond effectively should your safety be threatened.



Educate yourself about safety risks to help put them in perspective

Keep fear of violence in perspective

Many people have a fear of crime that is disproportionate to the actual risks they face. This can result in unnecessary limitations being placed on their lifestyle and a diminished quality of life. Your own sense of safety and comfort should be your guideline.

It is important to be aware of safety risks and practical strategies to minimise risk.

For example, did you know?

- Women are more likely to be physically or sexually attacked by someone they know, often within the home.
- Men are more likely to be physically assaulted by someone they don't know, often at licensed premises or in a public place.
- The likelihood of being a victim of personal violence significantly decreases with age (from the age of 19 years for females and 29 years for males).

For more information visit:

www.police.qld.gov.au



Demonstrate strong, confident body language and be aware of your surroundings

Be committed

Being committed to your safety is fundamental to maintaining it. Many people have a strong commitment to preserving the safety of their loved ones, often willing to take any action if those people are in danger, but lack the same level of commitment to their own safety.

Be confident

Display an air of confidence, even if it is a bluff. Attackers target vulnerability. The more confident you look the less likely you are to be attacked.

Body language can convey our thoughts reflecting confidence or fear. Stand tall with your head up, shoulders back, walk with a purpose and make brief eye contact with passers-by. Try to appear comfortable in your surroundings.

Be aware of your surroundings

Continuously surveying your surroundings in a relaxed, positive manner can alert

you to potential danger, enabling you to take action to avoid it. An awareness of your surroundings will also help you identify places or people who may provide assistance, if needed.

Trust and act on your instincts

Your instincts are sound. If you pick up a bad feeling from someone, or if you feel a sense of threat or danger, trust your instincts and remove yourself from the source of potential danger. This could mean walking or running away, or leaving the party or nightclub and going to a place where you feel safe.

Be assertive

Assertiveness is about using direct and honest communication that demonstrates self-respect and respect for others. By communicating assertively in everyday situations, you are indicating to others that you will stand up for yourself and therefore do not present an easy target for potential offenders.

Develop a safety network

Consider developing a safety network of trusted people who are easily contactable and can provide support and advice if you have a problem or if you are concerned for your personal safety. Your network may include friends, relatives, neighbours, work colleagues, community groups and police.

Consider keeping the details of these contacts in a book/diary in addition to any electronic device, i.e. mobile phone or tablet, in case the device is not available in an emergency.

Ensure that your safety network and the contact details are always kept up-to-date.

Have a personal safety plan

A personal safety plan is comprised of safety strategies chosen by you to suit your lifestyle and abilities.

It involves adopting simple preventative strategies (e.g. being aware of your surroundings and adopting positive body language) to reduce the risk of victimisation as well as strategies to respond effectively should your safety be threatened (e.g. calling for help, removing yourself safely from the threat/danger or, if necessary, physically defending yourself).

These strategies should become habits you develop as you routinely implement your plan.



Develop a network of trusted people who will provide support and advice if you have a problem or if you are concerned for your safety

Dealing with confrontation

There is no single ‘right way’ to respond to a confrontation or attack. Every situation is different. Your most effective weapons are your personal judgment and your commitment to preserving your safety. The response you choose should aim to best preserve your safety. This decision should be based on three factors:

1. Your personal strengths

Considering your health, age, size and capability, which of the below response options are you able to execute?

2. The perceived motivations for the attack/confrontation

Is the offender attempting to steal property from you or assault you? If the offender is attempting to rob you, you need to question whether it is worth placing your personal safety at risk for the sake of property that can be replaced. You don’t know the motivation of the offender, their state or strengths, and whether there is more than one.

3. Environmental factors

Are there people around who could provide assistance? Where could you go for safety?

Responses may include:

- Escaping, e.g. by running away.
- Reasoning with the offender.
- Doing whatever the offender tells you to, as you wait for, or create, an opportunity to escape.

- Calling upon passers-by to assist.
- Screaming.
- Handing over property.
- Distracting the offender.
- Contacting police.
- Physical self-defence, if necessary.

Remember, if the first strategy doesn’t work, try something else. Keep taking action until the threat is removed. Report the incident to police as soon as you can and in an emergency, dial Triple Zero (000). If not, think Policelink and report online or via 131 444.

You can help prepare yourself to deal with an incident prior to its occurrence by imagining possible safety threats and visualising how you would respond. Remember to be aware of your surroundings.



Is it worth placing your safety at risk for the sake of property that can be replaced?

Self-defence and the law

In Queensland you have the right to physically defend yourself with reasonable force, provided the force is authorised, justified or excused by law.

The law does not allow you to carry anything that can be described as an offensive weapon. This includes mace or spray dyes, or items that have been specially adapted, such as a sharpened comb, or knife carried for the purpose of self-defence.

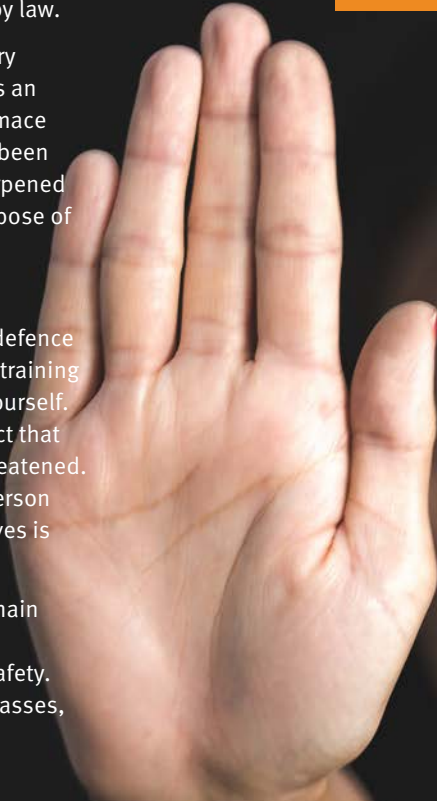
Self-defence courses

It is not necessary to attend self-defence classes or undertake martial arts training to be able to effectively defend yourself. Each person has a survival instinct that acts to preserve their safety if threatened. A crucial factor as to whether a person can successfully defend themselves is their commitment to their safety.

Even so, self-defence courses remain an effective method of building confidence and commitment to safety. When deciding on self-defence classes, consider these guidelines:

- Ensure the instructor delivers empowering messages rather than being fear inducing.
- Check the qualifications of the instructor and obtain a referral if possible.
- Decide what you want to achieve from the classes. There is a difference between martial arts and basic self-defence.

While formal training is not needed to defend yourself effectively, self-defence courses can help build confidence and a commitment to your safety.



Situational safety strategies

The following strategies are provided as a guide only. You are encouraged to consider and implement strategies that most suit your needs and your lifestyle. In all situations, if you feel your safety is being threatened, call Triple Zero (000).

Safety in the home

General advice

- Be familiar with which neighbours you can go to in an emergency before an emergency happens and exchange phone numbers with them.
- If you know your neighbour well, you may wish to work out a communication plan with them to let them know if you are concerned for your safety (e.g. calling them on the phone, yelling out to them or flicking your lights).
- Make your home less vulnerable to would be thieves by putting in place effective home security strategies.

For home security advice, visit the QPS website www.police.qld.gov.au

- Avoid disclosing personal information to strangers by any means of communication.
- Know which doors and windows you can use in an emergency.
- Consider reviewing your personal safety plan regularly.
- Consider, if you live alone, using medical and/or personal safety alarms/devices.



Check the identification of unknown visitors

Visitors to the door

- Open your door only to people you know and trust. Use a peephole or a window to see who is outside and always keep your screen door locked.
- Trust your instincts and if you feel unsure do not allow someone entry to your home. If you feel unsafe call the police.
- Check the identification of unknown visitors, including service repair people, sales people and charity workers.
- If a stranger asks to use your phone, and you would like to help, consider making the call for them while keeping them outside.
- If you are home alone and feel concerned, pretend there is someone else in the house (e.g. yell out, “John, there’s someone at the door!”).

Confrontation in the home

By a known person:

- Firmly advise the person their behaviour is not welcome.
- Order them to leave.
- If they refuse, leave (even if it is your home) and seek help.
- Physically defend yourself (using reasonable force in the circumstances).
- Seek help from an appropriate service.
- Dial Triple Zero (000) in an emergency.



You have the right to be safe

By an unknown person:

When dealing with an intruder in the home, choose the option you believe will keep you the most safe. Options may include:

- Dial Triple Zero (000) at the earliest opportunity.
- Leave the house immediately, with other occupants if possible, and go to a neighbour or somewhere safe to contact and wait for police.

Depending on the situation, you could:

- Turn on all the lights (inside and out) and make as much noise as possible to attract the attention of neighbours and passers-by and deter the intruder, e.g. activate your home or car alarm; or
- Leave the house in darkness and find a safe hiding place or lock yourself in a room and call Triple Zero (000).
- If you are alone, call out to a fictitious person, e.g. Harry! I'm sure I heard something, I'm calling the police.
- If you arrive home and suspect that an intruder is inside, do not go in. Instead call the police.
- If an intruder confronts you, remove yourself from the situation quickly. If you are unable to do this, other strategies may include: reasoning with the intruder; screaming; distracting the intruder to enable your escape; and/or physically defending yourself (using reasonable force).

For further information refer to dealing with confrontation, visit page 7.

Safety online

Protecting your devices

Connecting to a wireless network or 'Wi-Fi' can be convenient and save your data, but there are some challenges you need to be aware of before you connect. When using public Wi-Fi, you need to ensure that you keep your private information safe. Here are some tips to help keep your information safe:

- Make sure the website you are using is secure – it should start with 'https'.
- Avoid file sharing.
- Avoid making financial transactions, including anything which may require you to enter banking details such as online shopping.
- Keep your software up to date, including your anti-virus and operating system.
- Avoid downloading 'updates' and verify any software before downloading.
- Make sure you log off from the Wi-Fi and 'forget' the network once you're done, by going into your Wi-Fi settings, selecting the network and selecting 'forget'.

If you have a wireless network at home, it is essential to secure your network to prevent others from accessing your saved files and information, or even using your data and slowing your connection. Tips to secure your wireless network:

- **Use encryption** - Encryption protects the communications between your router and the devices connected to it by scrambling the data to make it unreadable.



The internet comes with benefits and risks

Unfortunately, most wireless routers have encryption turned off as the default, so take the time to activate it.

- **Change the default password** - When you purchase your router, it will have a default password already set up. You should change this password as it can be identified by others fairly easily. This can be done by accessing the control settings of your router or refer to the user guide.
- **Change the name of your wireless service** - Most wireless routers will automatically transmit their network name (known as a SSID) to others in the nearby area. You can choose to disable this so that people cannot see that your wireless is active. This can be done by signing onto your router administrator and changing the setting to 'off'. If you choose to leave it on, so that people who visit your home can connect to it, make sure you change the name of your wireless service to something which doesn't reveal your personal information.



Online safety is just as important as personal safety

It is important to keep your operating system up to date so that you are protected from vulnerabilities as they are identified. These updates also allow your computer to run new features to improve performance. Most operating systems allow you the option of turning on automatic updates.

Malicious software, or 'malware', is a common risk when using the internet. Malware is a software you can be tricked into installing which will track what you are doing or freeze your device, forcing you to pay a 'ransom' to have it unlocked.

Malware can be spread in a variety of different ways - through links or attachments in emails, by clicking on pop-ups or even through social media. It might also be

spread by using a portable storage device in your computer or laptop which is infected. There are some simple ways you can protect your computer from malware and viruses.

Don't forget that your mobile device needs just as much attention as your desktop computer or laptop. With the use of apps, banking, social networking and other personal accounts on your mobile device, you need to make sure your device is as secure as possible.

Make sure you follow the below tips for your devices:

- Use a strong password/passphrase (see protecting your accounts).
- Use spam filtering software available from your email account provider.
- Be careful not to click on links in suspicious emails.
- Do not open emails from unknown senders.
- Avoid giving out email addresses or mobile numbers unless you know how that information will be used.

Protecting your accounts

Your online accounts might store personal information about your age, where you live, your relationships or financial information. Having strong security for your accounts can help protect you from unauthorised access, extortion identity theft or fraud.

ThinkUKnow is an Australian Federal Police initiative, aimed at educating students about online safety. When it comes to creating a password, ThinkUKnow's top tips are:

- Try not to use obvious choices like your birthday or name.
- Longer passwords are better - consider using a passphrase with 12 or more letters, including four different words.
- Swap some of the letters for numbers or characters.
- Create different passwords/passphrases for each account you use.

Location is another piece of personal information people need to carefully manage the sharing of online. Most commonly used on smartphones, location services such as geotagging and 'checking in' on social media can reveal where we are at any time. This information can then accidentally be shared with anyone.

Geotagging refers to the embedding of location data, such as GPS coordinates, in images taken on smartphones and tablets.

Most people post to social media from their mobile devices particularly smartphones, all of which have GPS. When a photo is taken with the GPS on, metadata is automatically embedded into it revealing location and time it was taken – known as geotagging. This can also occur in comments posted on social media, or instant messages.

Commonly used location features:

- 'Check ins' might be used by Facebook users who want to announce their location to friends.
- Snapchat live maps.

What can be done:

- Turn off the location in the device 'settings' for apps that don't require a GPS.
- Discourage young people from sharing their location on social media, such as through 'checking in'. Talk to your friends about 'tagging' you if they 'check in' to locations. Look at the privacy policies of the sites and applications you use.

Online security

Many banks now have ‘mobile banking’ which allows you to access your bank account through an app. Some banks also have ‘tap and pay’ or ‘tap and go’ features you can enable on your smartphone.

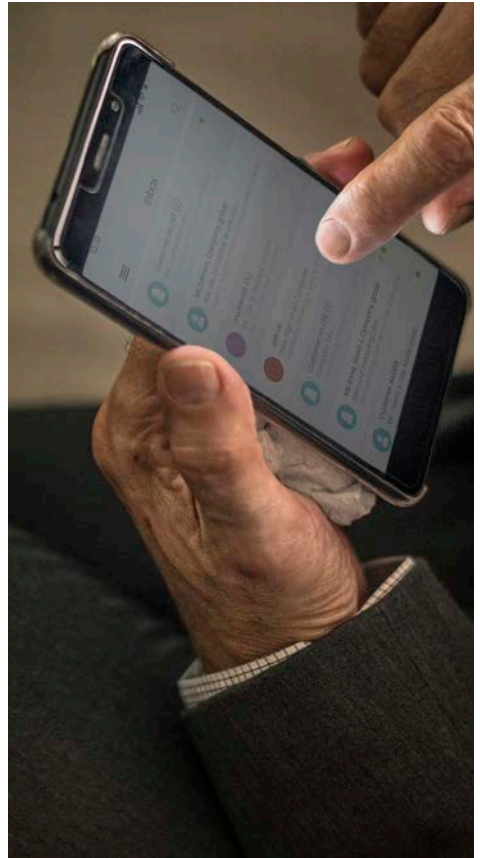
You need to protect your smartphone or mobile device just as you would your home computer or laptop.

Here are some common ways criminals might try and get your personal or financial information.

- **Spam:** Spam involves unsolicited, commercial, electronic messages being sent to an email account, mobile phone or via social media. These messages may contain advertisements for goods or services, attempts to capture banking or credit card details, or may even contain malware.
- **Scams:** Scams are most commonly received through email. Some examples of online scams include unexpected money or winnings, fake charities, dating and romance scams, or the buying and selling of illegitimate products. The most common type of scam through email is known as ‘phishing’.

Phishing scams attempt to trick people into providing personal information, particularly financial details, to enable them to commit fraud.

- **Fake phone surveys:** You may receive unsolicited phone calls designed to trick you into revealing personal information.



Keep your identity protected at all times online

- **Malware:** Malware is software which you are tricked into installing that will track what you are doing. Ransomware is a type of malware which freezes your device and forces you to pay a ‘ransom’ to have it unlocked. These programs may be sent to you through websites or pop-ups which you can click on, or through email or social media messages.

You can prevent becoming a victim by knowing how to protect your personal and financial information.

ThinkUKnow's top tips for keeping your information safe:

- Lock your smartphone with a pin and make it hard for others to guess it. Your birth date may not be a good idea.
- Log out of your account or app when you have finished banking.
- Only use official apps.
- Use spam filtering software available from your email account provider.
- Use a passphrase with 12 or more letters, including 4 different words.
- Swap some of the letters for numbers or characters.
- Create different passwords/passphrases for each account you use.
- Read the privacy policy for any site you provide personal information.
- Report any suspicious activity to your banking or financial institution immediately.
- Be careful not to click on links in suspicious emails.
- Do not open emails from unknown senders.



Be alert for suspicious online activity

ThinkUKnow's top tips for online shopping:

- Shop at secure websites - A secure website can be identified by “https” or a padlock symbol at the start of the web address.
- Research the company before making a purchase.
- Read the purchase policies.
- Use a safe method of payment.
- Think about what personal information you share.
- Save a copy of the transaction information.
- Be wary of heavily discounted goods or services.

Scams are not unique to the internet. Online scams may intend to defraud you of money or steal your personal details. Scams are most commonly received through email.

Criminals send out millions of fraudulent spam emails to random email addresses in the hope of enticing someone to respond.

Here's some scams to look out for:

- Unexpected money or winnings.
- Fake charities.
- Dating and romance scams.
- Buying and selling of illegitimate products.



If you don't expect it, suspect it.

ThinkUKnow's top tips for avoiding scams:

- Read the terms and conditions carefully before agreeing to any offer.
- Check your credit card and bank account statements regularly.
- Be careful not to click on links in suspicious emails, and don't open emails from people you do not know.
- Use spam filtering software available from your email account provider.
- Do not give out your email address or mobile phone number unless you know how that information will be used.
- If you haven't heard of the website or company before, do some quick research.
- Ensure websites you are using begin with https, or have a padlock symbol.
- Be aware of what information you are giving out when you are purchasing an item online. Does this website really need your birth date?
- Ensure all of the security features and anti-virus on your devices have been updated.
- Use different passwords/passphrases for different accounts, especially those which contain banking details. Use at least 12 characters and use a series of unrelated words to make a 'strong passphrase'.
- And remember — if you didn't expect it, suspect it.

For more information, visit the QPS website www.police.qld.gov.au

Protecting yourself from abuse online

Personal image sharing, sexting or ‘sending nudes’ is the creating, sharing, sending or posting of sexually explicit messages or images via the internet, mobile phones or other electronic devices.

Some young people may engage in this activity to show intimacy with their partner, in the hope to attract a partner or to express themselves to others.

If a young person is sent a sexual image, they need to respect that it is not their image. They don’t own it and have no authority to share, show or send it to someone else. It can also be an offence to store this material. There are serious legal consequences if content is being shared with the intent to deliberately harm, embarrass or to humiliate someone. This includes threatening to do something with someone’s images which might cause them distress.

Image-based abuse can occur when someone threatens to distribute private or sensitive material. Often the only leverage others have is embarrassment—consider this when you are thinking about how you will manage the situation.

What can I do?

- Talk to your child about respectful relationships and direct them to trusted sources of information about sex and relationships.
- Consider seeking advice from a health professional or your child’s school. Schools have mandatory reporting obligations to police and should have an e-smart policy.
- Talk about some tactics your child could use if they feel pressured to send an image.
- If you believe the incident is malicious or may be a result of grooming, contact your local police immediately.

Where can I report?

If a person is in immediate danger call Triple Zero (000).

The following cybercrimes can be reported to ReportCyber at www.cyber.gov.au/report:

- Cyber abuse.
- Online image abuse.
- Online shopping fraud or romance fraud.
- Identity theft.
- Email compromise.
- Internet fraud.
- Ransomware or malware.

Cyberbullying (if you are under 18), image-based abuse and illegal and harmful content can also be reported to the eSafety Commissioner at www.esafety.gov.au.

Child exploitation and abuse material and child grooming can be reported to the Australian Federal Police at afp.gov.au or the QPS - Policelink (131 444).

Acknowledgement - The information in the safety online section is taken from ThinkUKnow Australia. ThinkUKnow is Australia’s first and only nationally delivered, law enforcement led, online safety program. For more information on online safety visit the ThinkUKnow website (www.thinkuknow.org.au/).



Be aware of your surroundings

| Safety out and about

General advice

- Be aware of your surroundings. Especially when using headphones or speaking on your mobile.
- If strangers approach you, use your feelings of safety as a guide. Remove yourself from the situation if you feel unsafe. It is better to be rude than unsafe.
- Carry a mobile phone.
- Avoid areas where you don't feel safe, e.g. short-cuts through parks or vacant land or areas in darkness.
- Walk in the opposite direction to the traffic.
- Where possible, use busy, well-lit streets.
- If confronted by a 'flasher' try to avoid acting shocked or upset, instead take a description and report the incident to police.

Protecting your money and valuables

- Keep cash and valuables you carry to a minimum.
- Use a bag that can be secured, e.g. with a zip.
- Hold your wallet or handbag close to you.
- Carry your bag on the side closest to the buildings, away from the road.
- Avoid leaving your bag in a shopping trolley, on the back of a chair, under a table in public places or on the hook of a door in a public toilet.
- Use ATMs located in public view.
- Check the front of the ATM to ensure there are no signs of tampering.
- Be discreet when entering your personal identification number (PIN).
- Count and secure your money discreetly.

Safety on public transport

General advice

- Avoid unnecessary waiting and plan your travel by consulting the TransLink website or app.
- Advise a responsible person of your expected arrival and route.
- Wait wherever you feel the most comfortable and safe, such as in a well-lit area near other people.
- If you feel your safety is threatened by a fellow passenger:
 - Respond assertively, e.g. 'Leave me alone, or I will report you'.
 - Move.
 - Seek help from other passengers by asking specific people for assistance rather than making a general call for help.
 - Activate an emergency button or use an emergency phone, if available.
 - Report the incident to the bus driver, train guard, police or to the transport company.
- When leaving public transport, be alert to who gets off with you.
- Have a plan to get to your car or home when you get off public transport.

Consult a timetable to avoid unnecessary delays

Public Transport

- Sit wherever you feel the most comfortable and safe. If the train is empty, or nearly empty, consider sitting near the train guard or driver.
- In an emergency, seek help by alerting the guard or pushing the emergency contact button for assistance.
- Guardian Train services have private security officers on board for the duration of the service. Check your train timetable for details.
- Emergency phones are available at all stations, on many busway station platforms and in some car parks.
- Core Safety Zones (blue-and-white striped safety line on the platform) are waiting areas available at some stations that guarantee a number of security features such as camera surveillance, enhanced lighting and access to an emergency phone.





Taxis/Ride Sharing

- Book a taxi via the app, phone, SMS or internet in preference to hailing one. A record is kept by taxi and ride share companies of all bookings made.
- If possible, catch a taxi from a Secure Taxi Rank (staffed by experienced taxi rank marshalls and security guards, and in some locations CCTV surveillance is in place).
- Don't get into a taxi or ride sharing vehicle if the driver makes you feel uncomfortable. You are within your rights to select another taxi/vehicle.
- In the case of taxis, take note of the taxi company and fleet number (displayed on the inside front windscreen or the left and right guards, adjacent to the doors).
- In the case of ride sharing, take note of the vehicle registration and make sure it matches the one on the ride sharing app.
- If you are walking a friend to catch a taxi or ride sharing vehicle, consider letting the driver know that you have noted their details e.g., Look after my friend, Mr/Ms Yellow Cab No.43.
- Some taxi companies allow you to SMS the details of your trip to them, which they record. Contact your local taxi company to determine if this service is available.

In the taxi/ride sharing vehicle

- Sit wherever you feel most comfortable and safe. The left rear, diagonally opposite the driver is recommended.

Take note of the taxi company and fleet number



- You are entitled to specify the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with. Ride sharing apps will display the proposed best route on a map in the app.
- Stay alert to your surroundings and avoid disclosing personal information to the driver. Let the driver know if you feel the conversation is inappropriate.
- When you reach your destination, it is up to you if you would like the driver to use the taxi lights to illuminate the path to your door.
- You may ask to be dropped a couple of houses away if you are uncomfortable with the driver knowing your address.
- If your safety is being threatened by the taxi/ride sharing driver, ask the driver to stop. You may choose to make up an excuse to do so or leave when the vehicle stops at a traffic sign or lights.
- If the driver refuses to stop:
 - Read out the fleet number (in taxis) and advise the driver you will report him/her if they don't stop.
 - Call out to someone on the street to attract attention and seek assistance.
 - For ride sharing, use in-app safety features.
 - Scream/yell at the driver to stop.
 - Do whatever you believe will best preserve your safety.

Safety in the car

General advice

- Ensure your car is in good condition and has plenty of oil, petrol, water and enough tyre tread to avoid unexpected breakdowns.
- Consider an emergency safety kit for your vehicle comprising of a pen, torch, note paper, portable phone charger, spare change/money, contact numbers, including a breakdown service.



Parking

- Park in well-lit areas as close as possible to your destination.
- Lock your car whenever leaving it and remove any valuables or ensure they are out of sight.
- Remember to check your vehicle is secure and be wary of people loitering nearby your vehicle.
- Secure your keys either on your person inside your bag where they are not easily accessible, i.e. don't clip them to the outside of your bag.
- Have your key ready when you return to your car to enable quick access. Before you enter check first (including the back seat) to ensure all is in order.



Driving

- Keep doors locked and your valuables out of sight.
- Plan your route. Where possible stay on main roads. If travelling in an isolated area tell someone where you are going and your estimated time of arrival.
- Avoid picking up hitchhikers.
- If you are being followed, or encounter an aggressive motorist, drive to a populated area, such as a service station, and seek assistance. It is best not to agitate an aggressive motorist by returning abuse or violent gestures.
- If a passing motorist indicates that you should stop, continue driving to a populated area before getting out to check your vehicle. If you do stop to talk with a stranger, stay in the car with the doors locked and engine running and talk through a closed window. Drive away if you feel threatened.
- If stopped by police who are not in uniform and have an unmarked car, ask to see their identification through your closed window.
- If someone gets into your car, try to attract attention and help from others, e.g. drive with the horn on, activate the hazard lights and/or stop somewhere that will attract attention.

If your car breaks down, use a mobile phone to call for help

Breakdown

If your car breaks down, seek help and find somewhere you feel the safest to wait for assistance to arrive. You might:

- Pull off the road to a safe place (so as not to impede other traffic).
- Call for help on a mobile phone and wait either in the locked vehicle or at a nearby populated area.
- Leave the vehicle to seek help from a nearby house or business. In this instance, take the keys, lock doors and secure your valuables. Trust your instincts. You may feel more comfortable to stay outside and ask the occupant to call for help on your behalf.
- If in an isolated area, you may choose to flag down a passer-by and ask for assistance. If you feel more comfortable, return to your vehicle, lock your car and talk through a closed window.





Safety for Children

The QPS wants children to be safe. We aim to provide you with a greater awareness of personal safety issues facing children and offer information and strategies to help keep children safe and reduce the risk of them becoming a victim of crime.

For information addressing a wide range of children's safety issues including online safety, bullying, and child abuse visit the QPS website at www.police.qld.gov.au and search 'Children's Safety'.

Ensure kids know police can help if they are unsafe



Ensure you report any behaviour which could be elder abuse.

Safety for Seniors

The QPS recognises the valuable role older Queenslanders play in our community and their right to safety and a lifestyle without fear.

There is a mistaken belief within the community that older people are vulnerable to crime and live in fear. The reality is quite different in Queensland, in Australia and around the world.

Statistics show the older you get the less likely you are to become a victim of crime. Seniors are more experienced and wiser; they tend to spend more time at home and with family and are less likely to place themselves in high-risk situations.

Despite this low risk, it is still important that seniors recognise risky situations and take precautions to protect themselves and their property.

Elder abuse is a crime that can take many forms. If an older person is being harmed or neglected by a person they trust, that's elder abuse. Sadly, most elder abuse is committed by family members and may remain hidden. Elder abuse is everyone's responsibility and only by working together can it be prevented.

The QPS has developed a range of seniors' safety and elder abuse resources to keep older people safe and to provide options for advice and support. To view, visit the QPS website at www.police.qld.gov.au and search 'Seniors Safety' and 'Elder Abuse'.

The Elder Abuse Helpline also provides free confidential advice, support and referral to anyone experiencing abuse, suspecting or witnessing abuse of an older person. To contact the Helpline call **1300 651 192** or visit www.eapu.com.au

Safety in the workplace

General advice

- Be alert for suspicious people hanging around work premises. Check the identity of unknown visitors.
- Restrict access to employee areas and secure personal valuables.
- Avoid giving personal details or business information to strangers.
- Avoid leaving money unattended or unsecured.
- When banking, vary the routine (e.g. time and person banking). Be discreet in how you carry the takings.
- Be alert for suspicious packages. Contact police if a suspicious package is received.
- Lock doors and windows in areas that are unoccupied.
- If you are working offsite, tell someone where you are going, who you are with and the estimated time of your return.
- Remove employee identification when leaving the workplace.



If possible, when working early or late, walk with a group to your car



Your safety in the workplace is important

Working early or leaving late

If you arrive or leave work in darkness or if you feel unsafe:

- Walk with a group, or ask a colleague or security guard to walk you to your car.
- Arrange a lift with a family member, friend or colleague or be involved in a carpool.
- Park in a populated, well-lit area, as close as possible to your workplace.
- Stick to routes that are populated and well lit. Do not take shortcuts through dark or isolated areas.
- Advise someone if you are working late and let them know what time you expect to be home.

Safety in the social scene

Intoxicating substances

Consuming alcohol and other drugs (including illicit drugs and medications) will lessen your judgment, reflexes and awareness of your surroundings. It is also important to understand that being around people who are consuming alcohol or drugs poses a heightened safety threat.

If you are going to be drinking alcohol or are with friends who are, consider the following:

- Plan how to get home safely. If you plan to drive, don't drink.
- Plan ahead and determine how many drinks you will have and stick to the plan. Don't drink to a level where you are no longer in control.
- Eat before and during drinking to slow the absorption of alcohol into your bloodstream (avoid salty foods).
- Alternate alcoholic and non-alcoholic drinks.
- Avoid shouts - drink at your own pace.
- Avoid mixing drinks.
- Avoid top-ups - finish each drink before you have another.
- Get involved in other activities, e.g. dancing or playing pool.
- Avoid mixing alcohol and drugs (whether they are prescription or non-prescription).
- Don't leave the venue with people you don't know or trust - stay with and look after your friends.
- Avoid situations that may lead to confrontation or conflict.

Spiked drinks

Drink spiking is when alcohol or another substance is added to someone's drink without them knowing, often leaving them seriously vulnerable to abuse within a very short period of time.



Tips you might consider to minimise the risks of drink spiking:

- Take your own drinks to parties.
- Avoid leaving drinks unattended.
- Only accept drinks from trusted people.
- Watch your drink being poured.
- Don't accept an open container of drink from anyone.
- If you feel very drunk in a disproportionate amount of time to the amount of drinks that you have consumed, immediately tell a friend or someone in authority.
- Consider keeping your drink covered at all times eg: hand or coaster over a glass or thumb over a bottle to reduce the risk of drink spiking.
- Drink spiking is an offence and should be reported to police.

For more information, visit the QPS website at www.police.qld.gov.au and search 'Drugs and Alcohol'.



How you can help others

If you become aware someone needs assistance, do something.

You can help by:

- Calling the police - If there's immediate danger, call Triple Zero (000), if not, Pause. Think. Search Policelink online.
- Verbally or physically intervening (depending on the circumstances and the perceived threat to your own safety).
- Providing support to a friend/acquaintance in need.
- Referring the person to police or other agencies that may assist them.

While you are developing good safety strategies for yourself, consider making the community safer by:

- Being a good neighbour.
- Being a good safety network member for others.
- Being friendly, not aggressive (unless your personal safety is threatened).
- Reporting personal safety concerns to the police.
- Consider joining your local Neighbourhood Watch Group. There are a number of online and/or face to face meeting groups across the state. Visit the Neighbourhood Watch Queensland (www.nhwq.org) website for more information.

QPS referrals

Reporting

Some people are reluctant to report incidents, such as those described in this booklet, to police. The QPS encourages all people who have been a victim of crime or witness to a crime to contact police at their earliest opportunity.

Further personal safety information and advice:

Visit the QPS website (www.police.qld.gov.au) or contact your local police District Crime Prevention Coordinator.

