

Emergency 000

You can also call 112
from your mobile or 106
for TTY services

Tweed Heads Police Station

([www.facebook.com/
TweedByronLAC](http://www.facebook.com/TweedByronLAC))
50 Recreation St
Tweed Heads 2485
07 5536 0999

Crime Stoppers

(www.crimestoppers.com.au)
1800 333 000

Police

Assistance Line

(non-emergency)
131 444

SES (State

Emergency Services)

For emergency help in
floods and storms
132 500

Visit our NHW Facebook page for updates

([on.fb.me/
TweedHeadsWestNHW](https://on.fb.me/TweedHeadsWestNHW))



Tweed Heads West
NHW Newsletter
printing expenses
kindly donated by
Seagulls Club



NEWSLETTER February 2014 Edition

Neighbourhood Watch Area 3 Tweed Heads West

Area Coordinator:
Secretary:
Treasurer:

Peter Sibillart (0404 058 676)
Pam Murphy (07 5599 9692)
Rhonda Miller (07 5536 4515)

www.TweedNeighbourhoodWatch.org.au

Next Community Meeting

Tuesday 12 February 2013

7:00pm at **SEAGULLS** in The Pelican (darts) room

Combating Scams - The Never Ending Campaign

Keeping one step ahead of the various scam types is a never ending affair. Regular readers of these newsletters will already know we've covered various scams in the past, of which previous newsletter editions can be found on the Tweed Heads West page of the Tweed Valley NHW website, and we do so for one simple reason.

**** Scammers don't give up. So we won't either. ****

Keep up-to-date with the latest scams on the ScamWatch website bit.ly/ScamWatch or, if you don't have internet access, chat to your neighbours and other locals about recent scams. Especially the unlicensed trades people scams that are rife in our community.

Keep the Kidsafe Message Going

School holidays may be over for now but that doesn't mean we shouldn't keep the message of **Safe People, Safe Places** going.

There were reported child approaches during the December 2013 / January 2014 school holiday period. Thankfully most of the incidents proved the value of educating children on what to do in those situations when approached and made uncomfortable by those they don't know.

- ⇒ Make sure your parents or another adult you know knows where you are at all times.
- ⇒ Always walk straight home or to the place you are walking to. Walk near busier roads and streets, or use paths where there are lots of other people.
- ⇒ Know where safe places are - a shop, service station, police station, library or school. If you are ever frightened, you should go to one of these places and ask them to call the police.
- ⇒ Learn about safe adults you can look for and talk to if you need help - police officers, teachers at school, adults you know and trust.
- ⇒ Don't talk to people you don't know and never get into a car with someone you don't know. If a car stops on the side of the road and you don't know the person inside, do not stop.
- ⇒ If you are scared and can use a phone, call 000 and tell them you are scared.
- ⇒ If someone tries to grab you, yell out, 'Go away, I don't know you'. This lets other people nearby know you have been approached by someone you don't know.

Find out more on the **Kidsafe NSW** website at bit.ly/KidSafeNSW.

Alarms, Locks and Other Home Safety

Intruders are far less likely to break into a house that has an alarm system. Having said that, there are literally dozens of alarm systems available.

Regardless of how good the alarm system may be, if it is installed incorrectly or is poorly situated, it is of limited use. It is important to have a reputable police licensed consultant install your alarm system and ensure that it complies with the Australian/New Zealand Standards AS/NZS 2201.1:2007. (cont. next page)



www.SeagullsClub.com.au

(... continued) Locks and alarms are both important, and serve different purposes. Whilst an alarm will tell you if an offender has tried to enter your house, your door and window locks will keep them out. Prevention is better than cure. You should fit and use locks to all external doors and windows. More importantly, be sure that your door and window locks are effective before fitting an alarm system.

Coordinator Report

There is a significant increase of reported assault during this 3 month period when compared to this time last year. Break and Enter and Stolen Vehicle numbers are substantially down when compared to the same period last year.

Hopefully the increase in reported assault is due to people deciding to no longer be victims and are reporting incidents of assault. And that the notable decrease of theft relating to homes and vehicles is due to the message of home and vehicle security is getting out there and we're looking out for each other more.

Reported Crime Statistics for October 2013 to December 2013

The numbers:

Assault: 23 incidents over the period.

Break and Enter: 3 incidents over the period.

Stolen Vehicles: 1 incidents over the period.

Stealing: 12 incidents over the period.

Malicious Damage: 13 incidents over the period.

***The only way to reduce crime in the community is by being an essential part of the solution.
See it. Report it.***

Hooning, Street Racing and Trail Bikes

Are you experiencing problems with cars street racing, trail bikes or burnout offences in your street? There is something that you can do to assist your community and Police.

Tweed/Byron Local Area Command have an ongoing operation, "R3", which targets hoon behaviour and dangerous driving offences.

If a member of the Public is not prepared to attend Court (if the offender pleads not guilty) and wishes to remain anonymous, it is difficult for Police to commence a prosecution but, they will still investigate as best as they are able.

If you have information regarding a dangerous driving incident you can report it to operation "R3" by emailing the following details to **tweedtraffic@police.nsw.gov.au**

- ⇒ Time, date and location of the incident
- ⇒ Make, colour and registration number of offending vehicle (if known)
- ⇒ Driver details (sex, age range, description)
- ⇒ What you saw (eg: length of burn out time, length of skid marks, control of vehicle, amount of smoke)
- ⇒ Your name, address and telephone number (unless you wish to remain anonymous)

Or call The Hoon Hotline on 134 666

If you are happy for Police to contact you to obtain any further information but do not wish to attend Court you may still provide your contact details.

Australian Consumer Law (ACL) and Your Rights

We're reminding people of their consumer rights under Australian Consumer Law (introduced 1st January 2011) as there have been some reported mutterings from members of the public who were either unhappy with their recent Christmas purchases or are discovering they have been led astray about the returns process.

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These include your rights to a repair, replacement or refund as well as compensation for damages and loss and being able to cancel a faulty service.

You can ask a business for your preference of a free repair, replacement or refund, but you are not always entitled to one. For example, the consumer guarantees do not apply if you got what you asked for but simply changed your mind, found it cheaper somewhere else, decided you did not like the purchase or had no use for it.

More information can be found on the ACCC website **www.ACCC.gov.au** or NSW Fair Trading **www.FairTrading.nsw.gov.au**

How to...

Report Crime

- In a life threatening or time critical emergency, call Triple Zero (000)
- For non-urgent crime, phone the Police Assistance Line on **131 444** who will take a police report and if necessary, arrange for police to attend
- Crime Stoppers on **1800 333 000** operates 24hrs a day, 7 days a week and allows members of the community to anonymously report criminal or suspicious behaviour or activity. It's a free call and rewards of up to \$1,000 are offered for information that leads to an arrest
- You can visit your local Police Station to report a crime.