



Reporting of theft/shoplifting incidents

Reporting incidents to police

In the event of a theft/shoplifting incident, please contact ACT Policing on **131 444** to report the incident. Depending on the type and nature of the incident, police may not physically attend in the first instance.

If you have made a citizen's arrest and detained a person who you believe has just committed an offence, you must contact ACT Policing as soon as practicable and advise you have someone in custody. In almost all circumstances, police will attend the scene.

If you **do not** have anyone in custody, and are calling to report an incident, please provide ACT Policing with the following information:

- the date and time of the incident;
- what items were taken and their value;
- the name of the staff member who witnessed the theft;
- if there is CCTV footage in store; and
- a description of the person/s involved.

You will be provided with a seven-digit incident number beginning with P, and the incident will be added to a log, ready for dispatch. When the job is dispatched to a patrol, police will contact you via telephone to discuss the incident. Police may not need to attend the scene. If this is the case, the staff member who witnessed the theft will be requested to attend the police station. The easiest way to facilitate this is to make an appointment with the investigating officer.

Attend the police station

When the staff member who witnessed the theft attends the police station to provide a statement, they will need to provide:

- a detailed statement to police about what they saw and what was taken
- any in-store CCTV footage
- a receipt showing the items taken and their value
- a willingness to attend court to provide evidence if required.

The officer taking the statement will provide you with a job card containing their contact information. They will make regular contact with you regarding the progress of the investigation.

If there is CCTV available from a third party location (for example shopping centre security or a nearby residence), police will facilitate the collection.