

## **ACT: Against Crime Together**

### **INTRODUCTION**

The South African Police Service is committed to creating a safe and secure environment for all people in South Africa. However, this can only be achieved if individuals and communities cooperate with the police by volunteering information on criminals and their activities, and by persons taking reasonable steps to ensure their personal safety. In partnership the police and the community can ACT, **a**gainst **c**rime **t**ogether, to prevent crime.

This booklet aims to provide practical hints that will help enhance your personal safety, to inform you of basic police procedure when you report specific crimes and to provide useful contact numbers that you may need in a time of crisis.

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## **CRIME PREVENTION HINTS**

- 1. PROTECT YOUR POSSESSIONS
  
- 1.1 Safety at home - prevent housebreaking and theft**
- 1 Know all emergency numbers.
- 2 Keep your cellphone in the bedroom.
- 3 Never leave keys in a gate or lock.
- 4 Make provision for good outside lighting. Remember; outside lights that are on during the day draw the attention of thieves.
- 5 Post left in the gate is also a sign of someone not being home. Get a friend or neighbour to keep a regular eye on your property and to remove mail and newspapers.

- 6 Use lighting to your advantage. Lights that are on inside while it is dark outside put you at a disadvantage. Lights that are on outside when it is dark inside will allow you to observe what is going on without being seen yourself.
- 7 Never leave workmen unattended in your home.
- 8 Conduct thorough background checks before employing anyone (permanent or casual workers).
- 9 Be careful what is discussed in front of casual employees.
- 10 Don't leave your garage, front or back door open or partially open - it serves as an invitation to burglars.
- 11 Never open the door automatically whenever the bell rings or if someone knocks. Find out if the person wanting to enter is expected. Unsuspecting domestic workers, garden staff and children are often approached by robbers pretending to be telephone repairmen, electricians, plumbers, TV licence inspectors or repairmen, municipal inspectors and many other professions. In an attempt to gain entrance to the house the robbers may pretend to talk to the owner of the house so as to put pressure on unsuspecting victims to open the gate or door. Persons who are at home by day should be told of these scams. Emphasise the need for security to your domestic worker, so ensuring his/her own safety as well.
- 12 Robbers have on occasion been known to pose as police members. You can identify a police member in the following way: Members must carry an identification card stating the member's name, rank, service number and photograph. If in uniform the member will wear a name plate with the police star on the badge, as well as epaulettes indicating rank. Members in plain clothes and members in uniform may be requested to identify themselves with their identification cards (known as appointment certificates in the SAPS).
- 13 A watchdog is a good early warning system. Keep it visible as a deterrent but beyond the reach of strangers. The unexplained death of a watchdog is a warning sign of a possible burglary. Poisons used to kill or incapacitate dogs are also very poisonous to humans and must be handled with extreme caution, and only by experts.

- 14 Dogs that are outside and can bark at anything that walks by are less effective as “alarm” systems than dogs kept closer to you or inside the house that only bark when someone/something is a direct threat to you.
- 15 If your house alarm goes off or you hear strange noises or your dogs bark switch on the outside lights, and investigate with caution. Don’t go outside before you are sure that it is safe. If you have a ‘panic button’, keep it close at hand and use it if you see anyone on your property that does not belong there. Don’t wait; you can always call to cancel the response.
- 16 Always check the identity of strangers who visit for business purposes, to do deliveries or repairs. Ensure that you stay out of their reach to prevent being grabbed through a closed gate.
- 17 Report suspicious characters who could pose a threat to the police. When employing someone request their identity document and make a copy for safekeeping. Check their previous *employment references*. Expect any contractors that you make use of, for example building contractors, to do the same with their employees.
- 18 Install security gates at outside doors and keep them locked. If possible, fix a door viewer and latch chain.
- 19 When approaching your house entrance by foot or by car ensure that it is safe to enter and that you have not been followed. Be on the lookout for persons loitering at the entrance, vehicles stopping when you slow down or anything unusual at your home.
- 20 Always keep your keys safe to prevent them from being duplicated. Never leave your house keys under a doormat or in a pot plant. Once you have locked your door from the inside, remove the key from the keyhole and place it in a safe place, where it cannot be reached from a window.
- 21 Know your neighbours and build a relationship of mutual trust and support. When going away on holiday inform them, or make arrangements for your house to be watched and unusual activity to be noticed.
- 22 Limit access to personal information, your movements and what is inside your house.

- 23 It is always best to arrange with persons living in the same street as you to be ready at all times to come to the rescue of one another if in danger or if you suspect that there is any kind of criminal activity going on. Exchange phone numbers or signalling methods when you find yourself in distress. Your strength always lies in how many people are able to notice that something is amiss and support you in an emergency. However, be careful not to expose members of the public to danger. If you help your neighbours, do so in a way that does not put anyone at risk - for example by informing the police or a security company. *Help them by informing the SAPS or security company, making a noise and switching on lights, but not by trying to intervene in a situation yourself.*
- 24 Keep cash and valuables in banks or safes.
- 25 Store your firearms in a safe and do not let anyone, including household employees and children, know that you have firearms in the house. A safe out of sight in a cupboard is a good choice.
- 26

*If your house has been broken into -*

- 1 Contact your nearest police station immediately.
- 2 Wait until fingerprints and statements are taken before touching anything.
- 3 Don't allow private security companies to enter the house (unless it is vital for them to do so) or touch anything before the police have investigated the scene.
- 4 Look out for strange footprints in the garden and point them out to the police.
- 5 A list of the make, model, and serial numbers of electrical appliances and other valuable equipment should always be available for investigation purposes.

## **1.2 Protect your property, and reject and report stolen goods**

Property crimes such as theft, housebreaking, shoplifting, handbag/cellphone snatching and theft out of motor vehicles lead to unnecessary suffering and impoverishment. If you buy stolen goods, more victims will suffer because purchasing goods obtained in this illegal manner motivates criminals to repeat their actions. As thieves go about stealing

goods to meet the demand for stolen goods, they commit other crimes along their way and may even murder or assault a witness or helpless victim or rape or injure a vulnerable woman or child.

Receiving stolen goods is also punishable by law. Reject any goods you suspect could have been stolen and report the matter to the police on Crime Stop 08600 10111. If they stole the goods and you buy it more victims will suffer.

Taking good care of our valuables plays a role in bringing down property crimes.

- 1 Don't buy stolen goods
- 2 Say no to stolen goods.
- 3 Never leave your door keys hanging in the door. It is easy to make duplicate keys for later easy access to one's premises.
- 4 If you buy luxury goods, cut up the boxes and dispose of them in tied black bags- a branded box is a tell-tale sign of what thieves could find in your house.
- 5 Don't buy trendy items somebody flashes at you in the streets. Honest trade does not operate in that way.
- 6 Never buy expensive brands of perfume, clothing, CDs, DVDs or any luxury goods at bargain prices from dealers with dubious credentials. They are bound to be fake.
- 7 Never leave your car keys in the ignition, even for only a few seconds.
- 8 Never leave valuable items on the car seat. Rather, keep them in the boot of your car.
- 9 Be on the alert when wearing expensive jewellery or carrying expensive equipment.
- 10 Never keep your wallet in the back pocket of your trousers or leave your handbag unattended.
- 11 Always mark your property and keep records of the make and serial numbers, if possible.

### **1.3 Prevent cellphone theft**

- 1 Conceal your cellphone when you are in a public place.
- 2 Never leave your cellphone unattended in a public place.
- 3 Always conceal your cellphone when walking in the street.
- 4 Don't leave cellphones lying on a seat in your cars.
- 5 Never leave your cellphone unattended in your office.
- 6 If you are forced to leave your cellphone in a bag at, for example, a sporting event, put your phone on silent so that it will not attract any attention from passers-by.
- 7 When you are in a public place only answer your cellphone when it is safe to do so.
- 8 Avoid getting tricked into lending your cellphone to someone who wants to make a call.

#### *If your cellphone is lost or stolen*

- 1 If your cellphone is lost or stolen, report the loss to your service provider.
- 2 Request the service provider to block the SIM card to ensure that no further calls can be made. At the same time request that the handset be blacklisted, in this way making the handset inactive - it then cannot be used on any of the networks in South Africa.
- 3 Your service provider will provide you with a blacklisting reference number. Please keep this reference number, as it is the proof that the handset has been blacklisted.
- 4 The next step is to report the incident to the South African Police at a police station. The police will request the blacklisting reference number so that they can open a case.

- 5 If the handset was insured, the incident needs to be reported to the insurance company who will also request the blacklisting reference number.
- 6 Once a cellphone is blacklisted, the handset will no longer be active on any of the networks, making the handset useless. Thus criminals will not have a market for stolen handsets.

#### **1.4 Prevent identity fraud**

Be wary if you lose your identification book (ID). The person who picks it up or steals it could try to impersonate you and steal your good name. He or she could even steal goods and services by applying for credit in your name. Some people have found out that they have been married to illegal immigrants.

If you lose your identity document, driver's licence or passport, you must immediately go to your nearest police station and report the theft and get a case number.

The best way of dealing with identity theft is to prevent it from happening in the first place. The following tips may save your peace of mind:

- X Always keep your ID (identity book), passport and driver's licence in a safe place. Avoid keeping all these items together. If your passport is lost, you can use your ID book to apply for a new passport.
- X Before you disclose any personal information, find out how it will be used. Find out if the information will be kept confidential.
- X When you are requested to fill in personal details on documents, ensure that the company you are dealing with is legitimate. Verify if the representative posing on behalf of the company does indeed work at the company in question.
- X Keep a record of your accounts and follow up if they do not arrive on time.
- X Guard your mail from theft. Remove mail from your letterbox as soon as it has been delivered. If you are going to be away from home, ask a neighbour to collect your mail for you.

- X If you move to a new place of residence, change your address on your accounts without delay.
- X Don't use predictable passwords such as your date of birth or telephone number on your accounts.
- X Carry only the amount of information that you will actually need in your handbag, briefcase, wallet or purse and guard your ID book, credit and/or bank cards.
- X Don't give out personal information on the phone, through the mail or over the Internet unless you have initiated the contact or know whom you are dealing with.
- X Keep items with personal information in a safe place. Tear or shred documents such as credit applications, bank statements and receipts.
- X Don't leave personal information lying around during home renovations or if you employ outside help.
- X If you live with housemates, ensure that your personal information remains private.
- X Give your ID only when absolutely necessary. Ask to use other types of identification, if possible.
- X Request a copy of your credit report from each of the major credit reporting agencies every year. Make sure it is accurate and includes only those transactions you have authorised.
- X If possible, know how much money is available in your bank account on a day-to-day basis so that you can pick up any discrepancies immediately.

*What to do if your ID is lost or stolen*

Go to your nearest police station and report the theft of your identity document immediately. Get a case number. As police stations are open 24 hours every day you do not have to wait for office hours to report the theft. You can also receive a sworn affidavit and incident book (IB) number.

As the theft and subsequent events may have a negative impact on your good name, you need to protect it. You can do this by contacting the SA Fraud Prevention Service on their hotline 0860 10 1248 or website and ask them to register your case. You will then be given a protective registration number to quote when applying for credit in future. You could also consult a representative at any branch of the country's major banks.

## **1.5 Armed robbery**

### **Guidelines on what to do during armed robberies.**

When an armed robbery takes place at a location (store, warehouse, factory, distribution centre, etc), the likelihood of the incident turning violent, resulting in injuries to personnel and customers, can be effectively reduced by the behaviour of the staff and customers.

#### **Don't resist!**

Do exactly as you are told. The robbers are in control of the situation because they are armed, and it serves no purpose to resist their instructions - you will only be putting lives at risk.

- **Relax**  
Regulate your breathing, taking long, slow deliberate breaths. This slows your heart rate, and helps you relax.
- **Speak slowly**  
Don't shout or raise your voice to the robbers. They are probably more nervous than you, and it won't take much for them to lose any self-control they may possess.
- **Don't make any sudden movements**  
When you want to do something - even if it is an instruction from the robber - tell him what you are doing- "I am going to take the keys out of my pocket now" - and then do it slowly.
- **Don't set off the siren**  
Activate the alarm only if you can do so secretly. Many armed robberies have turned violent (with hostages taken) because the siren puts the robbers into a panic.  
Also, only set off the alarm if you can do so without the robbers seeing you. Setting an alarm can also trigger a violent response.
- **Don't look the robber directly in the face**  
The robber may believe that you are trying to memorise his features for later identification, and could lead to him shooting you in order to prevent this.
- **Give the robbers time to leave**  
Don't shout or start post-event actions until the robbers have left the premises. Don't try to be a hero. Don't attempt to prevent the robbers' get-away. Many

crime scenes have turned violent as the robbers are leaving, resulting in deaths and injuries to staff and customers.

- **Observation techniques**

Clear information on the robbers assists in the SAPS investigation. However, this should not be done at the risk of your life or that of the persons around you.

- Don't make it obvious that you are observing the robbers.
- Focus on one person at a time.
- Gain an overall impression first:
  - Height
  - Build
  - Firearm or other weapon
  - Clothing
  - Special features - a limp, deformities, birthmarks, etc.
- Then look at details
  - Facial features - round/sharp, eyes close set/wide apart, etc.
- Remember any names used by the robbers when talking to each other
- Remember what they touch, where they walk, any cigarette butts discarded, body fluids deposited, etc.
- Vehicles
  - The same rules apply - overall impression first, and then the details
  - First look at the make and model.
  - Colour
  - Noticeable features
  - Registration number

## **BEST PRACTICE: CASH PROTECTION TECHNIQUES**

It is a fact that some armed robberies in shops and department stores take place with information provided by employees or contractors working in that store.

Very few organised armed robbers will risk their lives or face the risk of being apprehended if they are not well informed and know exactly when the cash is available, and where it is.

Bearing the above in mind and by following the techniques set out below armed robberies in stores will be drastically reduced.

## **THE ALARM SYSTEM**

- Ensure that you have a good alarm system that is well maintained.
- Ensure that the alarm is connected to an armed response company.
- Ensure that you have static panic buttons placed in strategic areas of your store, e.g. in the cash office or strong room.
- Ensure that you have enough portable panic buttons that are worn by all members of management at all times.

- Ensure that the panic buttons are tested weekly.

## **OPENING AND CLOSING PROCEDURE**

- Never open or close your store at exactly the same time every day.
- Try not to follow the same route to your store every day.
- Never open the store on your own.
- Ensure that someone armed with a panic button monitors the opening and closing procedure away from the store.
- Ensure that you have adequate lighting at your entry point.

## **SAFES**

- Ensure that you have an adequately fortified drop safe.
- Ensure that the keys to the drop safe are not kept together or on the premises at the same time, except when cash collections are taking place.

## **CASH COLLECTION**

- Ensure that cash is continuously picked up at the tills throughout the day.
- The cash office must continuously count and drop the cash into the drop safe.
- Cash-ups must be staggered, and not done in one go.
- Never do full cash-up at the end of the trading day.

### **1.6 Prevent cheque fraud by being vigilant**

The use of cheques and drafts as payment instruments are almost as old as banking itself. Their convenience and mobility will result in them still being with us for many years to come. Unfortunately, criminals are opportunists who will abuse the naivety or innocence of anybody and will use any method, including cheques, to enrich themselves at the expense of the unsuspected.

A frequent form of fraud involves major retail deals, whereby fraudsters use fake or stolen cheques to pay for merchandise - costing businesses thousands of rands in losses.

#### **A typical example is as follows:**

A bogus customer orders vehicle parts from a distributor to the tune of R10 000. He pays a minimum deposit and promises to deposit a cheque into the distributor's account as payment for the difference - which he does. The fraudster deposits a fake or stolen cheque, produces a bank deposit slip, and the distributor delivers the goods. There have been a number of instances where the deposit slip was altered to reflect a cash deposit. Only after the goods have been released is the retailer informed that it was in fact a cheque deposit and that the cheque has been returned.

To avoid situations that could cripple your business, banks advise you -

- to be cautious against releasing goods on the basis of supposed proof of a deposit having been made. If the cheque is fake, stolen or altered, the bank will not

honour it;

- not to be exploited by criminals. If your customer states that a cash deposit was made, ask your bank to check that it was in fact cash and not a cheque before releasing the goods.
- that the fact that your bank balance reflects a deposit does not necessarily mean the funds are available or that the cheque will be honoured. A cheque can be returned for a number of reasons such as insufficient funds, if it has been altered, post-dated or has dirty marks. This will take the bank a few days to finalise and until such time no retailer or person should place any reliance on a deposit slip.

### **Accepting a cheque payment**

Some people believe that bank cheques are guaranteed. Banks do not guarantee their own cheques and, although it only happens in exceptional circumstances, bank cheques can be cancelled. However, banks do guarantee customers' cheques which cannot be stopped or cancelled by the drawer provided the conditions are met and the cheque is not stolen. It is for this reason that we recommend that retailers should contact their respective banks to ensure that the cheques concerned are genuine or that the bank had in fact guaranteed a cheque.

Banks offer a service offering special clearance on cheque deposits. The service fee you have to pay when obtaining a special clearance is usually worth your while as it gives you peace of mind. Alternatively, you, the supplier of the goods, should rather wait until the bank has cleared the cheque after the normal cheque-processing period. This period varies from bank to bank and ranges from four to ten working days

If the retailer accepts large numbers of cheques, another option would be to subscribe to the Cheque Verification Service, which will alert you, at the time of accepting the cheque, to whether it is a stolen cheque, or a stopped cheque, or if the account has been closed.

## **1.7 419 SCAM**

### **DON'T BE A VICTIM OF THE 419 SCAM**

The growth in the use of the Internet has led to a substantial increase in the number of emails offering various business opportunities aimed at encouraging the recipient to make large profits from a proposed scheme.

## **WHAT IS THE 419 SCAM?**

- You may be offered the opportunity to help launder unclaimed funds worth millions of US dollars from a non-active accounts (usually from a deceased estate), but these scams also usually refer to government contracts, moneys ceased which would presumably have been frozen, etc. The person receiving the letter is asked to keep this "urgent" business proposal in the strictest confidence.
- The sender is the beneficiary of a large sum of money and requires the recipient's assistance in providing investment vehicles or keeping the money safe.
- They state that for various reasons, their Government prohibits them from depositing the money in their own country, or they may claim to work for a bank holding unclaimed funds.
- For your assistance, the sender is promised that he/she will receive a percentage of the proceeds.
- To qualify, you are required to furnish personal information such as your banking details or you may be asked that your account be used to facilitate the transactions. In many instances you may be asked to provide a deposit to reactivate the "frozen" account.
- These criminals sometimes use the names of banks and their officials to give credibility to their "referrals" or support other aspects of their "too-good-to-be-true" business proposals.
- The offer may even be backed with impressive-looking documentation and letterheads, which may even be genuine letterheads that have been stolen or reproduced.
- Once you are hooked, you will be asked to deposit money to help the transaction take place. This is why this scam is also referred to as advance fee fraud.
- If you make the deposit, you will never see the money again and may be threatened and intimidated to make further deposits.
- Money may also be deposited into your account and you are requested to withdraw the funds less your "fee" and pay this over to them. The money deposited into your account is fraudulent, You are then left owing your bank the money you withdrew.
- The perpetrators are almost always well-dressed and well-spoken.

## **WHAT CAN YOU DO?**

Under no circumstances should you attempt to reply, either by email, phone or post. We urge you to not become another statistic in the 419 scam and to report incidents to the SAPS: Superintendent SC Schambriel

012 393 1203

012 393 1202 (fax)

[hq.commercial@saps.org.za](mailto:hq.commercial@saps.org.za) <mailto:hq.commercial@saps.org.za>

(email)

## **2.1 HOW TO AVOID A HIJACKING SITUATION**

### **TAKE PRECAUTIONS:**

- 1 Be familiar with your environment. Be constantly on the look-out for suspicious-looking characters or vehicles and do not hesitate to report them to the police.
- 2 Know your destination and the directions to it, and be alert if you get lost.
- 3 Ensure that your vehicle is always in good running condition with good tyres and an adequate amount of fuel for your planned trip. Ensure that your spare wheel is always inflated.
- 4 Lock all your doors and shut all your windows before driving off.
- 5 Don't talk on the cellphone while driving, as this will distract your attention.
- 6 Constantly check your rear-view mirror and side-view mirrors for anything suspicious. Be observant of suspicious vehicles. If you notice that you are being followed, drive to the nearest police station.
- 7 If your car is bumped from behind and you do not feel comfortable with the individual/s involved in the situation, drive to the nearest police station for help.
- 8 Undo your seatbelts as soon as you have reached your destination and the car has been switched off. This allows you to react fast in an emergency.
- 9 Never leave keys in the ignition when climbing out of the car to open gates.
- 10 Always park your car in well-attended parking lots. If you will be working late into the night, plan well ahead and avoid deserted parking areas or arrange for someone to accompany you to your vehicle.
- 11 Always walk around your car and inspect it if you have parked somewhere else than in your garage at home. Look for signs of tampering or break-in.
- 12 Don't wait in your car when picking up people. Either get out and lock the car, or drive around the block until they arrive.
- 13 NEVER, EVER pick up hitchhikers.
- 14 Don't fall prey to someone driving by or standing at the stop street, traffic light or roadside pointing out that there is something wrong with your car, as this may be

- a trap to get you to stop or roll down your window and allow easy access to you or your belongings. If possible, drive to a filling station or police station.
- 15 Always alternate your routes and travel schedules to and from work. Remember: Hijackers are professionals and they plan their attacks carefully.
  - 16 Whenever possible, don't travel alone after dark.
  - 17 When dropping off a passenger, make sure he or she is safely in his or her own vehicle or house before departing.

#### *When parking your vehicle*

- Check the rear-view mirror to ensure that you are not being followed.
- Be on the look-out for suspicious vehicles/persons.
- When returning home after dark, ensure that there is an outside light on, or have someone meet you at the gate or door.
- When exiting your vehicle, be cautious and aware of surrounding obstructions and shrubbery that may conceal a hijacker.
- Never sit in your parked car without being fully conscious of your surroundings. Sleeping in a stationary vehicle is particularly dangerous.
- If you think someone is following you, take out your cellphone and pretend to make a call. Say the word police with enough volume for the person following you to hear.

#### *If confronted by hijackers*

The aim is to survive the crime. Accept that you are going to lose a valuable possession, your vehicle.

- 1 Do not lose your cool, threaten or challenge the hijacker.
- 2 Do exactly as told by the hijackers. Surrender your vehicle and move away. Don't reach for your purse or valuables. This may threaten the hijackers and you may get hurt. Leave everything in the vehicle. Remember - the hijackers will be as nervous, if not more so, than you.

- 3 *Answer any questions truthfully*, especially with regard to firearms. If the hijacker finds out or suspects that you have lied to him, he is more likely to turn violent and unleash his frustrations on you physically.
- 4 Even in your shocked and terrified state, try to listen to and understand exactly what the hijackers want from you.
- 5 Try to remain calm at all times and do not show signs of aggression. Keep your hands still and visible to the hijacker, to give him or her the assurance that you do not intend fighting back. Whatever movement you make, do it slowly.
- 6 Gather as much information as possible without posing a threat. How many hijackers are there, what they are wearing, their ages and any facial and physical features. This does not mean staring at your attackers, making it obvious that you are looking at ways of identifying them.
- 7 If you have a baby sleeping in the back seat, which they may not have noticed, tell the attackers. Do the same if you have a pet in the car.
- 8 Phone the police immediately after the hijacker(s) has(have) left the scene.
- 9 Know the full description and registration number of your vehicle and call, or have someone call, the SAPS emergency number 10111.
- 10 Immediately proceed to stop all bank accounts that may be accessed through the loss of any personal belongings, blacklist your cell phone, report your ID stolen, and change the locks to any door keys that have been taken.

## **2.2 Prevent smash-and-grab incidents**

People who pounce on unsuspecting drivers have turned some pleasant rides into nightmares. They smash the window or open an unlocked door and grab whatever they regard as of value.

Whether your vehicle is moving or stationary, bear the following in mind:

- 1 Lock all your doors and close all the windows. Thieves steal handbags and other valuables by opening car doors or even by breaking windows while your car is stationary at traffic lights or stuck in slow-moving traffic.
- 2 Don't have bags, cellphones, briefcases or other valuables visible in the vehicle. Lock all valuables in the boot of your car or behind the seat if it is a bakkie.
- 3 Be constantly on the look-out for suspicious-looking characters. Don't hesitate to report them to the police.
- 4 When approaching a red traffic light at night, slow down so that you only reach it when it turns green and therefore do not need to stop.
- 5 Be wary of people standing at traffic lights or intersections. They may be innocent but perpetrators mix with these people while waiting for an opportunity to pounce. They may even point to something being wrong with your vehicle to get you to open your window or get out of your vehicle.
- 6 Never open your vehicle window or door for any stranger.
- 7 If you encounter obstacles in the road such as rocks or tyres, do not get out of your vehicle to remove them. Immediately reverse and drive off in the opposite direction.
- 8 Thieves target car parks. Always park your car in attended parking lots.
- 9 When parking at night, ensure that you always park in a well-lit area.
- 10 Never sit in your vehicle without being fully conscious of your surroundings. Sleeping in a stationary vehicle is particularly dangerous.
- 11 Always remove radios, CDs or cassette players, if possible.
- 12 Never leave any children alone in a vehicle, not even for a moment. Take them with you, wherever you go. Children often innocently allow access to your car and belongings to criminals and put themselves in danger.

### 3. SAFETY WHILE GOING ABOUT YOUR ACTIVITIES

#### 3.1 Safety at the ATM

- 1 Avoid isolated ATMs and using the ATM late at night. Try to select an ATM in well-lit, busy areas.
- 2 There is safety in numbers. Avoid withdrawing money from an ATM when you are alone.
- 3 If you feel unsafe at an ATM or you are suspicious of individuals loitering in the vicinity of the ATM, trust your instincts, go away and use another ATM.
- 4 Never write down your Personal Identification Number (PIN) or carry it anywhere near your ATM card. Memorise it and keep it a secret.
- 5 Don't carry your bank cards with your ID, passport or driver's licence in the same wallet or folder.
- 6 Never give your card or your PIN to anyone for any reason - not even a bank official, security personnel or a police official. If you think your PIN might be known to anyone else, cancel your card or change your PIN.
- 7 Write down telephone numbers for reporting lost or stolen cards and keep them in a safe place.

*While doing a transaction at the ATM :*

- 1 Never accept help from strangers when using an ATM.
- 2 Take your time while doing your transaction. Don't be distracted, intimidated, or hurried into your transaction.
- 3 Never let a stranger touch your card. He may have already seen your PIN and is trying to switch your card.
- 4 It is advisable not to insert your card until instructed to do so by the display screen.
- 5 Never force your card into the card slot.
- 6 Be sure no one is looking over your shoulder when you key in your PIN.
- 7 Cancel your card if the machine retains it by calling the card stop number. Be suspicious of anyone offering his or her help. Don't move away from the machine before you have called the card stop number and make a note of the reference provided by the bank.

*After the transaction:*

- 1 Ensure that your own card is returned after the transaction.
  - 2 Wherever possible, keep your cash withdrawals to a minimum. Some banks give you an option to set your daily limit. This protects you against people who may have got hold of your card and your PIN.
  - 3 Don't count your cash in front of the ATM or while walking or sitting in an unlocked vehicle as you may be followed from an ATM.
  - 4 Be watchful of people following you after you have withdrawn your money (on foot or vehicle). Be on the look-out for people who may bump into you or offer you help, as they may want to pick your pockets or handbag. After having drawn money, be extra cautious when arriving at your next destination
  - 5 If you suspect that you are being followed, get yourself to the nearest public place as soon as possible.
  - 6 If you think someone is following you, take out your cellphone and pretend to make a call. Say the word police with enough volume for the person following you to hear.
- 11

### **3.2 Safety for travellers and tourists**

#### **At the airport**

- 1 Stay especially alert and watch your bags and valuables at all times. Don't let anyone but uniformed airline personnel handle or watch your bags. Don't allow clearly unemployed persons to assist you with your luggage.
- 7 Watch out for staged mishaps, for example, someone bumping into you or spilling a drink, as it is often a ploy to divert your attention and steal your bag or passport.

- 8 Carry your purse close to your body, or your wallet in an inside front pocket. Better yet, wear a money pouch under your clothes. When paying a porter be aware of snatching thieves.
- 9 Keep a separate record of the content of checked luggage. Keep anything of value in a bag that stays with you at all times.
- 10 Avoid displaying expensive cameras, jewellery and luggage that might draw attention. Your aim should be to blend in with the crowd.
- 11 When seeking directions, proceed to marked information counters only.
- 12 Don't pack valuable items in your check-in luggage. Thieves are quick to spot a person who appear lost and will approach such a person in order to steal from them.
- 13 Make sure you are not being followed when leaving the airport and be fully aware of your surroundings when you arrive at your destination, including your permanent residence.

#### **At the hotel (Accommodation)**

- 1 Ensure that identifiable hotel staff assist you with your luggage on arrival at hotel.
- 2 Don't leave your luggage unattended unless it is locked away in your room.
- 3 Store valuables in the safe deposit box.
- 4 Keep your room locked at all times.
- 5 Hand in the key at the desk when you leave the hotel.
- 6 If someone knocks, check who it is before opening the door.
- 7 Make sure that luggage is only given to the hotel's bell staff and a receipt is issued for stored luggage.

#### **In the street**

- 1 Plan your route beforehand.

- 2 Don't stop people to ask for directions or check your map on the street.
- 3 Try not to look like a tourist by making obvious that it is your first time in the area.
- 4 It is better to explore in groups and stick to well-lit, busy streets.
- 5 If you find yourself alone, try to refer to yourself as part of a group.
- 6 Avoid drawing attention to yourself by wearing expensive jewellery and visibly carrying valuable items such as cameras, a cellphone and binoculars.
- 7 It is definitely not advisable to carry large sums of money around. Carry just as much money as you require for the day.
- 8 Leave copies of your travel documents in the hotel safe and take your passport, driver's licence or ID with you. Don't take all three items with you at the same time.
- 9 Keep your handbag and cellphone with you and don't leave them unattended.
- 10 Always keep an eye on what is going on around you.
- 11 Never allow young children to wander off.
- 12 If you think someone is following you, take out your cellphone and pretend to make a call. Say the word "police" with enough volume for the person following you to hear.
- 13 Don't confront a person who is following you. You may, alternatively, just get yourself to the nearest public place as soon as possible.
- 14 Avoid going out unnecessarily after hours.
- 15 If you want to call a taxi, your hotel or the nearest tourism information office can recommend a reliable service.
- 16 A police official or a traffic officer will be glad to direct you if you get lost.

## **On the road**

Practise the same preventative skills you do in parking lots or garages at home.

- 1 Become familiar with your route before you start the trip. Get a map of the route and study it.
- 2 Make sure your rental car is in good working order. Learn how all the windows, door locks and other equipment work before you leave the lot. Keep your maps and rental agreement concealed, not lying around on the seat or the dashboard where others can see them.
- 3 Keep car doors locked while you are driving.
- 4 Store luggage in the boot (trunk) of the car where it is out of sight.
- 5 If your car is bumped by another car, think before you get out. If you are in doubt or feel uncomfortable, signal to the other driver to follow you to a nearby police station or a busy, well-lit area where it is safe to get out.

## **In the car**

Plan your route in advance.

- 1 Keep the doors locked at all times and wind the windows up.
- 2 Don't leave your cellphone or other devices where they are visible from outside the car.
- 3 Lock your valuables inside the boot (trunk) before your departure.
- 4 Don't ask strangers to take a group picture, no matter how friendly they seem.
- 5 At night, park in well-lit areas.
- 6 Don't hitchhike.
- 7 If in doubt about the safety of an area, call a police station for advice.

### **3.3 How to avoid being mugged**

Unfortunately, muggings are one of the common crimes that unaware people fall prey to in streets and shopping malls. The following are some of the simple measures that you can take to prevent being robbed. Look around you and be aware of your surroundings. Remember, an area is not safe just because you are familiar with it.

- 1 If you are waiting to be collected, don't wait outside. Always try to wait inside a building.
- 2 Walk around assertively and confidently. You must always try to make eye contact with the people around you.
- 3 Carry your bag around your neck and diagonally across your body. Don't carry it hanging over one shoulder. Alternatively, clutch your bag and keep it in front of you.
- 4 Put your wallet in an inside coat or the pocket of your front pants, not a back pocket.
- 5 Walk in well-lit busy streets and walk in a group, if possible.
- 6 If you know or suspect that a pedestrian is following you, go to the nearest well-lit or busy area and call the police.
- 7 If a vehicle follows you, never try to outrun it. Turn and walk in the opposite direction. React by yelling or shouting, if possible.
- 8 Carry money or phone cards for emergency phone calls.
- 9 Hide your cellphone and don't walk around talking on a cellphone, as it will distract you from what is going on around you.
- 10 Avoid going out unnecessarily after hours.
- 11 Avoid taking short cuts through deserted areas such as parks, empty areas and passages.
- 13

### **3.4 How to avoid becoming a victim of rape**

- 1 Avoid walking alone as much as possible. Your best defence is having other people nearby.
- 2 If you walk alone, plan your route carefully. Take note of stores or restaurants that are open should you need to ask for help.
- 3 Stay in well-lit areas as much as possible.
- 4 Walk on the side of the street facing the traffic.
- 5 If you work late, don't go to your car alone if you can avoid it. Ask somebody to escort you to your car.
- 6 Have your keys ready when you approach your car or home and get into the car or enter your home immediately.
- 7 Never pick up hitchhikers of either sex.
- 8 Don't leave food or drinks unattended in public places.
- 9 Don't accept drinks or food from strangers. They could be spiked - say "No".
- 10 Don't leave a party or a social event with someone you do not know or have just met. Say "No".
- 11 Don't hitchhike.
- 12 When you get home and find that a door or a window has been forced open while you were absent, do not enter. Call the police.
- 13 Never allow people that you do not know into your house.
- 14 Alcohol may be legal but it impairs your judgement, which could make you more vulnerable. Do not trust people who encourage inebriation. Warn your children about the dangers of drinking. If you are going to a place where alcohol will be difficult to avoid, make sure to have a friend (s) with you and look after each other. This is especially important for women, young girls and young men.
- 15 Don't rely on a ride home from someone who is going to drink; as you will be faced with an unsafe situation.

*Keep in mind: Most victims know the rapists. You have the right to say "No". Do not leave the care of your children to anyone you are not 100% sure of. People known to the family commit most child rapes.*

### **3.5 Safety while shopping**

- 1 Avoid carrying large amounts of money.
- 2 Never leave valuable possessions in the trolley.
- 3 Don't allow your children to go to a public toilet on their own.
- 4 Put your wallet in an inside coat or the front pants pocket, not a back pocket.
- 5 Carry your bag around your neck and diagonally across your body. Don't carry it hanging over one shoulder. You can also clutch your bag and hold it in front of you..
- 6 Be alert when the cashier is scanning your items as the customer before you could put some of your items in his/her shopping bag.
- 7 If you are paying in cash, make sure that you do not take out more money than is required.
- 8 Teach your children that one does not eat food in the shop before it is paid for.
- 9 Hold your smaller children by hand as they may go missing in busy shopping malls.
- 10 Put your shopping bags in the boot of your car if you want to do some more shopping.

### **3.6 Say "No" to drugs**

- 1 Different people respond differently to the same drug.
- 2 The more drugs you take the more you will need to feed the habit.
- 3 It is not weak people who become drug users but drug users who become weak.
- 4 Life can be tough but using drugs only makes it tougher.
- 5 Look out for symptoms of drug abuse.
- 6 If you are already using drugs, seek help now before it is too late.

- 7 If you know of someone who needs help, call one of the SANCA offices.
- 8 Say “No” to drugs.

#### **4. SAFETY FOR CHILDREN**

Parents or children’s caretakers must take responsibility for the children and ensure their safety at all times. Keep an open line of communication and trust between parents and children; children and the school, and know your children’s friends.

*Teach your children...*

- 1 basic safety rules and to follow the rules and instructions well;
- 2 to trust the police and that they are their friends;
- 3 to only approach uniformed police officials and/or marked police cars;
- 4 never to approach a vehicle unless they are absolutely sure they know the occupants;
- 5 never to accept a lift from strangers;
- 6 not to talk to adults they do not know;
- 7 never to accept sweets, money or ice cream from a stranger;
- 8 always to let you know where they are;
- 9 to avoid giving your home telephone number to strangers;
- 10 to walk to and from school and bus stops in groups;
- 11 to stay close to you, especially at swimming pools, beaches or busy shopping centres;
- 12 not to wander off, to avoid lonely places, and not to take short cuts through alleys or deserted areas; and
- 13 not to hitchhike.

Parents must be observant so that they can identify any abnormal behaviour from their children.

When you go to crowded public places such as shopping malls or beaches, ensure that your child(ren) has your cellphone or telephone number with him/her in case he/she gets lost.

*Home alone...*

For children to be less vulnerable to dangerous situations they must -

- 1 not be left alone at home or elsewhere where they can become susceptible to abuse, alcohol and drugs;
- 2 be taught how to give directions to your home in case of emergency;
- 3 be taught never to let a caller at the door or phone know that they are alone. Teach them to say “Mom or Dad can’t come to the phone or door right now”;
- 4 be taught to carry a house key with them in a safe place. Don’t leave it under a mat or on a ledge outside the house;
- 5 be taught to keep the doors and windows locked;
- 6 know their parents’ and the police’s numbers;
- 7 know their home street address; and
- 8 know that its OK to say “No” when they are faced with uncomfortable situations.

*If threatened or in an emergency, teach children to respond appropriately.*

They should -

- Σ run away;
- Σ yell loudly;
- Σ tell you exactly what is happening.

Examples:

- Σ Help, this is not my Dad or Mother.
- Σ Help, I am being kidnapped.
- Σ Help, call the police.

## 5. SAFETY FOR TEENAGERS: BE SMART, BE SAFE

The supreme law of South Africa, which is the Constitution, guarantees the rights of all children under the age of 18 years in South Africa, including children from other countries.

Children have the right to be cared for and to feel safe. It is also important for children to follow basic safety rules so that they are less vulnerable to dangerous situations.

- 1 Always **check first** with your parents or the person in charge before you go anywhere or get into a car, even with someone you know.
- 2 Always **check first** with your parents or a trusted adult before you accept gifts and favours from anyone, especially from strangers.
- 3 Always **take a friend** with you when you go places, especially unknown places.
- 4 **Know** your address, telephone number and your parents' work telephone numbers, as well as their cellphone numbers.
- 5 **Say "No"** to anyone who approaches you with "wonderful" job offers or who makes advances towards you that make you feel uncomfortable.
- 6 **Know** that you can **tell** your parents or a trusted adult if you feel scared, uncomfortable or confused.
- 7 It's **OK** to **say "No"** - and know that there will always be someone who can help.

*When you feel like running away from home ...*

There is a solution to every problem no matter how hopeless the situation may seem. So, if you are thinking about running away, **don't!**

Running away from home can be a frightening experience - for you, your parents, your friends and your loved ones.

You may fall victim to:

- 8 alcohol abuse;
- 9 drug abuse;
- 10 crime;
- 11 sexual exploitation, pornography and/or prostitution;
- 12 rape,
- 13 child abuse:
- 14 assault; and even
- 15 kidnapping or abduction.

*Instead of running away from home, do the following:*

- 16 Keep an open line of communication and trust between you and your parents, your friends, your loved ones and your teachers;
- 17 Try and resolve the problems that may prompt you to run away;
- 18 If you are unable to deal with family or personal problems effectively, seek the assistance of a trained professional.

*When you go out on a date...*

- 19 Don't allow anyone to touch you in a way that makes you feel uncomfortable - be firm and clear and say **"No"**!
- 20 Don't leave a party or social event with someone you do not know or have just met - say **"No"**!
- 21 Ask friends for help if someone ignores you when you say **"No"**!
- 22 Remember: most rape victims know the rapist. You have the right to say **"No"**!

14

*Break the silence on sexual offences...*

Sexual offences involve sex without consent, unwanted sexual touching, or being forced to engage in humiliating sexual activities.

No one has the right to force you into sexual activity, no matter what your relationship with this person is. This means no-one can force you to have sex, or touch you in a sexual way without your consent, or force you to perform sexual activities you find unpleasant or humiliating.

You have the right to say “**No**”!

Report criminal activity to SAPS Crime Stop 08600 10111

In an emergency call the SAPS emergency number 10111

Childline 0800 05 55 55 renders a professional service

*Remember - You are **strong, smart** and have the right to be **safe**.*

## **6. WIPE OUT GUN VIOLENCE**

Violence against women and children is one of the biggest challenges that South Africa is facing at the moment. The weapons that are most commonly used to kill women and young people between the ages of 15 and 35 are firearms. Firearms are also frequently used in domestic violence. Research has shown that women and children often fall prey to violence in around their places of residence. In most instances, the victim knows the offender.

Many children injure or fatally wound others or themselves with firearms that have been left unattended by irresponsible firearm owners.

The Government and the SAPS are doing everything in their power to fight violence against women and children by means of legislation. The Domestic Violence Act, 1998 (Act No 116 of 1998) and the Firearms Control Act, 2000 (Act No 60 of 2000) give women and children all over South Africa a real chance to be protected against violence.

*What can you do when you or someone else is exposed to violence at home?*

- 1 The Domestic Violence Act, 1998 allows you to obtain a protection order against any form of domestic violence from your nearest magistrates' court or police station.
- 2 Please do not be scared to report any acts of violence or abuse that take place in your home to the SAPS.
- 3 The SAPS will come to your house if you inform them that you are being treated in a violent or abusive manner.
- 4 When the SAPS members arrive at your house, tell them if there is a firearm in the house. The SAPS will search the premises and seize any firearms that are found.
- 5 If the abuser has a firearm, the SAPS will establish whether he or she has a firearm licence. If he or she does not have a licence, the police will charge him or her with the illegal possession of a firearm.

*How does the Firearms Control Act, 2000 protect a person against violence?*

The Act determines the following:

- 1 Before a person is granted a firearm licence, he or she must obtain a competency certificate by writing a test and undergoing practical training in the handling of a firearm.
- 2 The SAPS checks the background of every person who applies for a firearm licence.
- 3 The SAPS will not issue a competency certificate to a person if he or she is dependent on any substance, mentally unstable or shows a tendency towards violence.

To protect yourself and your children, it is important to inform the SAPS of any matters that could influence their decision to grant a firearm licence to someone you know.

The SAPS can declare a firearm owner unfit to possess a firearm if -

- 1 a final protection order in terms of the Domestic Violence Act, 1998 has been issued against him or her;
- 2 he or she has threatened to kill or injure himself, herself or another person by means of a firearm or any other dangerous weapon;

- 3 he or she is mentally unstable, displays violent behaviour or is dependent on any substance such as drugs or alcohol; and
- 45 he or she does not store the firearm in a safe place.

NB: To enable the SAPS to start an investigation to declare a person unfit to possess a firearm, the SAPS must obtain a statement under oath from a witness.

A person will automatically be declared unfit to possess a firearm if he or she has been convicted in court of -

- 1 any offence involving violence or sexual abuse;
- 2 any offence mentioned in the Domestic Violence Act, 1998 where the person is sentenced to imprisonment without the option of a fine; and
- 3 the abuse of alcohol or drugs and dealing in drugs.

*What can you as a parent do to protect your children against firearm violence?*

- 1 Teach your children about the dangers that they might encounter, dangers such as hot stoves, poison, fire, and firearms.
- 2 Teach your children that a firearm is a deadly weapon and not a toy.
- 3 Make sure that your firearms are kept in a firearm safe and that your children do not get hold of the keys to the safe.
- 4 Teach your children that an air gun is still a dangerous weapon. Although air guns have been deregulated, the abuse of an air gun is regarded as an offence.
- 5 If you decide that your children are ready, you can train them in the safe handling of a firearm. The person who trains them must preferably have the skills to train children in the use of firearms. An adult should be present whenever a child uses an air gun.

If you have very small children, it is advisable to teach them the following basic safety rules if they see a firearm at home, at a friend's house or anywhere else:

- 16 Stop!
- 17 Don't touch.
- 18 Leave the area.
- 4 Tell an adult.

Help us wipe out gun violence to make South Africa a safe place where our dreams for a prosperous future will become a reality.

Protect yourself and your children. Report illegal firearms or firearm abuse. Phone Crime Stop at 08600 10111. You might save someone's life!

## **6.1 Safekeeping of firearms**

Firearm owners must see to it that their firearms are kept safely at all times. A firearm must always be under your direct control or must be locked away in a firearm safe. This means that a firearm must be kept in a safe at all times when it is not carried on your body. The minimum requirements with which firearm safes must comply can be obtained from the SABS or the relevant Designated Firearms Officer.

Persons whose firearms are lost or stolen because of their negligence will be criminally charged, and can be declared unfit to possess a firearm.

## **6.2 Safekeeping of another person's firearm**

Only a person who already has a firearm licence may hold another person's firearm in safekeeping. He or she must have written permission from the person in possession of a licence, permit or authorisation for the specific firearm. An SAPS 539 form must be completed and be endorsed by the Designated Firearms Officer concerned. The firearm must be kept in a prescribed safe at the place that is stated in the applicable form. Only the owner of the firearm may transport the firearm to and from the place where it is held in safekeeping. The person who is safekeeping the firearm may not use it.

## **7. ACCESSING SAPS SERVICES**

### **7.1 SAPS Emergency Number 10111**

5 10111 is the number that you can use in case of a police emergency.

6 Never make a prank call to the emergency number 10111, as it will engage the line.

7 A prank call to the emergency number 10111 might block a call of someone who is really in need of police assistance.

8 For general enquiries, call your nearest police station.

9 Always have the number of your local police station available, or learn it off by heart.

10 All police stations' numbers are available on the SAPS website at [www.saps.gov.za](http://www.saps.gov.za)  
<<http://www.saps.gov.za>>

### **7.2 SAPS Crime Stop 08600 10111**

- 1 If you know of criminal activities that are taking place, call SAPS Crime Stop 08600 10111.
- 2 The Crime Stop centre operates seven days a week, 24 hours a day. Call 08600 10111 to report criminals and their criminal activities. As soon as information of this kind is received, it is channelled to investigating officers at the Detective Service.
- 3 You do not have to give your name when you are reporting a crime through SAPS Crime Stop 08600 10111.

### **7.3 How to report a crime to the SAPS for investigation**

- 1 When a person has been a victim of crime, he/she can visit the nearest police station to report the crime.
- 2 A police official at the Community Service Centre will assist the complainant.
- 3 A police official may attend the crime scene. If an official attends the scene, he/she will obtain a statement from the complainant and witnesses, if possible.
- 4 The police official will first interview the complainant before a statement is taken.
- 5 The police official will then register the reported crime on the Crime Administration System (CAS).
- 6 The complainant will then be given a CAS number, which must be used for all enquiries regarding the reported criminal case.
- 7 The completed case docket is then allocated to a police detective, who will carry out the investigation. All enquiries can then be directed to this detective.
- 8 The detective in charge of the case will complete the investigation and present the docket to the relevant court for prosecution.
- 9 The detective will notify the complainant when he/she has to attend the court hearing.
- 10 If you are a victim of crime, you are entitled to know who the investigating official is in your case and to receive continuous feedback on your case.

### **7.4 Missing children/persons**

- 1 There is no waiting period before reporting a person as missing; time is of the  
19 essence so it should be done immediately. The sooner you report a missing person  
2 to the police, the sooner they can assist you in searching for him/her.
- 2 Go to the nearest police station to report a missing person.
- 3 When reporting a missing person, you need a clear, recent photograph and all  
basic information on the missing person, as well as the exact circumstances of  
his/her disappearance in order to enable the police to assist you.
- 4 To assist the police when reporting a missing person, know the schedules and  
movements of loved ones and family members; know your children's friends.  
Make a point of remembering the clothing they wear. This information is essential  
for the investigation.
- 5 When a missing person is found or returns home voluntarily, return to the SAPS  
as soon as possible and report the person's safe return to the police. This is  
important so that they can cancel the information on their police records.
- 6 The number to call with any information on a missing person's whereabouts is  
SAPS Crime Stop 08600 10111.

*After you have taken **immediate action** by reporting a missing child to your local police station, there are always **follow-up actions** you can take:*

- 7 Check or visit all the local spots that the missing child visits frequently.
- 8 Have posters or fliers with a picture of the missing child made and place them in  
store windows or notice boards in the community.
- 9 Check again with your child's friends, school, neighbours, etc. Don't exclude old  
boyfriends, friends made at school camps, friends from out of town, friends made  
on the computer, etc.
- 10 Search for clues in your child's bedroom, computer files, diary, etc.
- 11 Ask the police to request the Bureau for Missing Persons to publicise the case in  
the print and electronic media.

## **7.5 Reporting a sexual offence to the police**

- 1 The SAPS undertakes to attend to the complainant where it is safe and private and  
will treat the complainant with respect and dignity. Procedures will be explained  
as they happen.
- 2 The police official will get the basic details of the crime and will take down a  
statement from the complainant using the words that he or she uses to describe the  
event.

- 3 The complainant must read through the statement. If he or she cannot read, the police official will read the statement to him or her. Any mistakes will be corrected before the complainant signs the statement.
- 4 The specially trained officials from the Family Violence, Child Protection and Sexual Offences Unit (CPU) will take over the investigation and take down a detailed statement.
- 5 A skeleton case docket will be opened. The complainant will later be given a case number and, if possible, a copy of the statement.
- 6 The complainant's address and the addresses for other contact persons such as family and friends will be obtained and checked. These will be noted in the investigation diary.
- 7 The need for a medical examination will be explained to the complainant and he or she will be taken for a medical examination as soon as possible.
- 8 A statement is also needed-
- 9 (a) if the complainant has told someone else about the incident before reporting it to the police - this person must make a statement reporting the exact words and emotional state of the complainant;
- 10 (b) if the police official was the first person that the complainant spoke to, the police official will submit a statement of the complainant's emotional state and his or her exact words.
- 11 The police will write an arrest statement if the alleged suspect is arrested and physical evidence will be seized.
- 12 It will be explained to the complainant:
- 13 (a) that he or she will be asked to help the police identify the suspect;
- 14 (b) that he or she will have to go to court and testify about what happened. The complainant will be referred to an NGO for counselling and support.

*Victims have the right to be treated with respect and dignity.*

For more information or assistance in the case of rape or sexual offences you can talk to -

- 1 a counsellor at your local welfare office or trauma centre; or
- 2 a health worker at your local clinic.

You can also contact your local police station or call:

Stop Women Abuse Hotline 0800 150 150  
Childline 0800 05 55 55  
SAPS emergency number 10111  
SAPS Crime Stop 08600 10111

## **7.6 Act against abuse - obtain a Protection Order**

If your husband, wife or partner abuses you, a protection order can help stop the abuse.

Does your husband, wife or partner do any of these things to you?

- 1 *Verbal abuse*: putting you down, name-calling, blaming you, belittling you.
- 2 *Physical abuse*: pushing, slapping, punching, kicking, burning, biting or stabbing you.
- 3 *Forced entry*: making uninvited calls and visits, refusing to leave when asked.
- 4 *Threats with guns or knives*: or attempting to frighten or kill your children.
- 5 *Stalking*: following you wherever you go, phoning you all the time to check where you are.
- 6 *Sexual abuse*: having sex with you against your will, making you perform sexual acts that you do not want to do.
- 7 *Abusing power*: always claiming to be right, telling you what to do, and making decisions without consulting you.
- 8 *Damaging your property*: tearing your clothes, burning your belongings, destroying important documents such as your ID book/passport, and damaging your furniture.
- 9 *Controlling your movements*: keeping you locked in the house, isolating you from family and friends, monitoring your phone calls.
- 10 *Abusing your children*: swearing, physical abuse, sexual abuse, forcing your children to monitor your telephone calls or who visits you, using your children to steal.
- 11 *Saying the abuse was your fault*: pretending that he/she never hurt you, blaming all his/her problems on you.
- 12 *Economic abuse*: stopping you from working, taking your money, refusing to provide enough money for the household, spending the household income on alcohol, drugs or gambling.

*If you are being abused, you can apply for a Protection Order.*

A Protection Order can tell -

- 1 the abuser to stop abusing you, and not to tell others to abuse you either;
- 2 the abuser not to enter the family home or your workplace;

- 3 the abuser to pay the rent and mortgage and provide money for food and other household expenses;
- 4 the police to provide you with an escort to fetch your things and to take away the abuser's weapons.

For more information or help with a problem of domestic violence you can talk to a health worker at your clinic, talk to a counsellor from your local welfare office or call the national toll-free Stop Woman Abuse hotline on 0800 150 150. You can also contact your local police station, or call the SAPS emergency number 10111 or SAPS Crime Stop 08600 10111.

## **8. USEFUL NUMBERS**

SAPS emergency number	10111
SAPS Crime Stop	08600 10111
Stop Women Abuse Hotline	0800 150 150
Childline	0800 05 55 55
National Firearms Call Centre	012 353 6111
SA Fraud Prevention Service	0860 10 1248
SANCA (South African National Council on Alcoholism and Drug Dependence)	011 482 1070 < <a href="http://www.sancanational.org.za">http://www.sancanational.org.za</a> >
South African Police Service	<a href="http://www.saps.gov.za">http://www.saps.gov.za</a> < <a href="http://www.saps.gov.za">http://www.saps.gov.za</a> >

ACT: Against Crime Together

Volunteer information on criminals and their activities. Call SAPS CRIME STOP 08600 10111

In case of a police emergency call 10111