



# Neighbourhood Watch

Twin Waters Neighbourhood Watch (Coolum 5)

September 2021



<http://coolum.nhwq.org/>

<b>Emergency 24/7</b> (Ambulance, Fire, Police)	000
<b>Policelink</b> (Non-urgent Matters) 24/7	131 444
<b>Crime Stoppers</b> (Report Crime Information)	1800 333 000
<b>Hoon Hotline 24/7</b>	134 666
<b>Coolum Police</b> (Local Police Advice)	5440 2777
<b>S.E.S.</b> (Disaster, Cyclone, Flood, Storm, Rescue) 24/7	132 500
<b>1800 RESPECT</b>	1800 811 811
<b>Beyond Blue</b>	1300 224 636
<b>DV Connect</b> women (Domestic Violence Hotline) men	1800 811 811 1800 600 636
<b>Lifeline</b>	131 114
<b>Relationships Australia</b>	1300 364 277
<b>Kids' Help Line</b>	1800 551 800
<b>Seniors' Enquiry Line</b>	1300 135 500

## REPORT CRIME

*If a crime is happening now, a life is threatened, or the offender is still in the area, call 000.*

*Contact Policelink on 131 444 (24 hours, seven days) for non-urgent incidents, crimes, or police enquiries. You can fill out an online form to report some types of crime, traffic incidents and complaints at*

<https://www.police.qld.gov.au/units/policelink-131-444>



**TWIN WATERS  
SPEED LIMIT  
ALL STREETS  
ALL TIMES**

### Neighbourhood Watch Contacts:

[nhw.twinwaters.qld@gmail.com](mailto:nhw.twinwaters.qld@gmail.com)

#### Area Co-ordinator

David Hughes	5448 8747
<u>Barcoola</u> Rob	0402 240 484
<u>Baywater</u> Jenny	5450 5881
<u>Fairways Island</u> Rob	5450 5711
<u>Karinya Island</u> Anthony	0428 237 762
<u>Magnolia Lane</u> Judy	5448 9892
<u>The Banks</u> John & Ruth	5450 7046
<u>The Cove</u> Hugh & Marion	5450 5279
<u>The Landings</u> Merryl	5448 9414
<u>The Links (Lytham Ct)</u> Looking for a volunteer	
<u>The Podium (Ameen Ct)</u> Margaret	5450 5034
<u>The Shores</u> Bob & Judy Rob	0407 767 489 0402 240 484
Bill	5450 5387
<u>The Sound (incl Water Gallery)</u> Barry	5450 5545
<u>Twin Waters Retirement Village</u> David	5448 8747
<u>Viewpoint</u> Max	0451 144 088



## TWIN WATERS CRIME REPORT

To 14th August 2021

(Information obtained from Coolum Police)

Fortunately, we have only a few incidents to report since our last newsletter:

On May 18 an unsuccessful attempt was made to enter premises in Mariner Place.

The residents were home at the time and disturbed the potential intruder.

On June 24, willful damage was done to a residence in Prestwick Drive.

On June 26, number plates were stolen from a vehicle parked in Peatling Lane.

## Queensland Road Rules

If you have moved to Queensland from interstate, you should ensure that you understand the Queensland road rules as these may vary from where you have come from. The latest version of road rules 'Your Keys to Driving in Queensland' can easily be downloaded from the Queensland Government Publications Portal.

When driving with pets, they must be restrained and must not sit on your lap.

Using horns in frustration during traffic, or even to say goodbye to friends is not allowed. Horns are only meant warn others on the road.



## **YOUR IDENTITY HAS BEEN STOLEN: WHO WILL YOU CALL?**

You are busy working online and the internet is so FREAKING slow! You spend a few minutes searching the nbn and trying to call Telstra (or whoever your internet provider is) when your phone rings, and it is someone from the nbn, calling about your internet connection.

Your first reaction is one of gratitude. "Yes, I have been having problems with my internet, I've been trying to call you and let you know it is so slow," you might say. The calm operator says they think it may be because your computer has been compromised by hackers, and would it be possible for a technician to run a test and see if you are at risk?

Maybe you have doubts, you've heard about scams and you are concerned about allowing someone access to your computer. But whatever doubts you voice, the operator has an answer for and soon you allow him (or her) access and only hours, or sometimes days, later do you realise it is a scam.

You contact your financial institution (always the most important first step) and they advise \$10,000 was taken from your account, but they will now freeze your account to stop any more fraudulent activity. That was the money you had been saving for over 10 years for a new car or a deposit on a home. You are angry, upset and you want action! Who are you going to report this heinous crime to and what can you expect them to do about the situation?

### **Let's go through some options:**

We have our local police (state or territory), the Australian Federal Police and the Australian Cyber Security Centre. We also have Scamwatch (run by the Australian Competition and Consumer Commission), the eSafety Commissioner, the Australian Communications and Media Authority and, of course, IDCARE.

**Your local police station:** It may seem natural to report this crime to your local police station and, of course, they will be concerned. However, the criminals are not based in your neighbourhood. They're overseas and the ability for local police to address this situation is limited. They may take your details and give you a report number which can assist in extending a credit ban. However, your local copper may simply refer you to the online ReportCyber portal, where you can also get the reference number needed for a credit ban. Your local police is also likely to refer you to IDCARE.

**Australian Federal Police:** When you realise the criminals are based overseas, you may assume this is a case for the AFP. And the AFP has been doing some amazing work in this space with the arrests of hackers and money launderers and working with international policing agencies. But sadly, your missing \$10,000 is not going to bring out the big guns and the AFP will most likely refer you to ReportCyber.

**ReportCyber:** ReportCyber is the online cybercrime reporting portal run by the Australian Cyber Security Centre. It is where you should go to report a cybercrime as it will give you a reference number which you will need to obtain an extension on a credit ban or suppression. However, don't expect your report to lead to an arrest in another country immediately. Not all reports to ReportCyber are investigated, but they do form part of the data network used for understanding cybercrime and trends necessary to disrupt overseas networks.

**Scamwatch:** Scamwatch is run by the Australian Competition and Consumer Commission (ACCC) and provides information you can access online concerning scams. It aims to raise awareness around scams and can share its reports with government and law enforcement. When you make a report, it will be kept and the information is used to monitor scam trends, however it is unlikely anyone will respond to your case directly.

Disclaimer: The information contained herein has been obtained from sources we deem to be reliable, however we cannot guarantee its accuracy and interested persons should rely on their own enquiries.



### **An Invitation from Sunshine Coast Police & Twin Waters Neighbourhood Watch to celebrate Seniors Week:**

**a Concert by the Queensland Police  
Service Pipes and Drums;  
Information Displays from  
Neighbourhood Watch &  
Queensland Police**

**DATE: Wednesday 6th October 2021**

**TIME: 10am Morning Tea;  
10.30am to 11.30am Concert**

**PLACE: Twin Waters Retirement Village  
Entertainment Centre**

**PARKING: Not available in the village. Park  
in Baywater Drive or nearby.**

**COST: FREE—but for COVID compliance,  
bookings are essential.**

**Phone David 5448 8747 or email  
davbun2@bigpond.com**

**The eSafety Commissioner:** The eSafety Commissioner helps Australians deal with online abuse, specifically for u18s and image-based abuse (where intimate images have been shared without consent). It **does not** investigate cybercrime.

**The Australian Communications and Media Authority** regulates communications and media services in Australia. It's where you will go to stop spam messages. However, it can't stop SCAM messages and being on the Do Not Call Register won't stop you from being targeted by scammers.

**IDCARE:** provides a human-centered response for people affected by cybercrime, identity theft and scams. When a crime is reported, the case is assigned to a case manager who will listen to what has happened and provide a tailored response to give you the best advice on what steps you can take to protect yourself going forward. We are not law enforcement, although the information you provide is collected and analysed by our data analysts to help shape and inform the laws around cybersecurity in Australia, New Zealand and abroad. We also can't get your money back. However, we can tell you the steps you can take to reduce harm and protect your identity going forward. Our service is free for individuals and it is UNIQUE because YOU are at the centre of what we do and how we respond. **While all of the above agencies work together in cyberspace (we are one happy family), we are the organisation you will be referred to when something has happened so you can have support going forward.**

**idcare**

**www.idcare.org**