

HRIA VIC General Meeting 19 June 2014

Guest Speaker, Craig McDonald – Crime Prevention Officer, Victoria Police Questions and Answers

THEFT PREVENTION – VICTORIA 2014

Theft Prevention

1. What do you think should be the minimum ID required for hire to protect yourself? **Minimum** should have 2 forms of ID. Drivers Licence / Credit Card (both must be valid so be sure to check expiry dates) and current phone number (mobile).

2. How can we confirm the identity of the Hirer?

Photo ID is always the best (Current Drivers Licence) and ring mobile number at time of hiring. Or take a photo on the day of the hiring and file picture with the hire agreement.

3. How can we confirm the registration of the vehicle of the hirer?

We previously had a vehicle registration label inside the cars, but now this is finished. Therefore it is very hard to confirm the hirer and vehicle rego are linked. Hirer could even be loaning the vehicle.

4. Is there a way to identify the fraudulent history of the hirer?

We (Police) can check the history, if the person has been charged or has a record, but this information is not able to be given out due to the privacy act. Unless you, as a group, let each other know if you have been ripped off and keep a look out for (KALOF) the same person returning to other hire depots.

5. Do you believe that CCTV cameras are a deterrence?

Yes definitely. Even if you have a single camera taking a clear face shot, we can use this image for a face-fit and confirm identity of the person.

6. Are there any tricks that can help Members pick out fraudulent identification?

The harder you make it to complete a fraudulent transaction, the better for you. The offender will go elsewhere. So if they are jacking up about ID etc., you don't want to hire to them anyway, this is a sign that not all is correct.

After Theft has occurred

1. At what stage can a Hire be determined as a theft if the customer fails to bring back the equipment and is un-contactable?

At the passing of the normal return time and several attempts have been made (and documented) you would be required to wait a 'reasonable time' to allow for any unforeseen circumstances that may have occurred for the hirer to bring the equipment back.

2. What procedures are required with Victoria Police before and after recovery of the item?

We would need all the information you have gathered for the investigation, all ID as mentioned above as that is all we have to go on. The less information we have makes the investigation stall and go nowhere.

3. Are thefts reported to Vic Police communicated to other states where likely offenders are probably going to off-load the gear?

You should have serial numbers of all your hire gear. This would be logged in the original crime report (property section). For larger items, we always send out a KALOF, with picture description / serial numbers etc. These can be sent interstate.

4. Why is theft from a yard treated differently to theft from inside a building?

This is because you (the hire company) have entered into an agreement (contract) with the hirer and have accepted payment for the hire. So until the hire time agreement has been broken, the Police do not see this as being a theft.