Fuel Drive Off Reporting

How to report a fuel drive-off to police in every state and territory. One page per state follows.



AACS

1

Stay safe

Happening now or anyone at risk? Call 000. Never chase or block a vehicle.

2

Save the evidence

Lock in CCTV, print the transaction, note the rego and vehicle.

3

Report it

Use your state's channel below. Report every drive-off, every time.

AT A GLANCE

STATE	HOW	WHERE TO REPORT	OWNER TEXTED	PAGE
NSW	Online	NSW Police Community Portal	No	p2
VIC	Online	Victoria Police Online Reporting	Yes	p3
QLD	Online	Policelink online form	Yes	p4
TAS	Online	Tasmania Police Report Online	No	p5
ACT	Online	ACT Policing online portal	No	p6
WA	Phone + pack	131 444, then pack to local station	No	p7
SA	Phone	131 444	No	p8
NT	Phone	131 444	No	p9

"Owner texted": police SMS or email the registered owner asking them to come back and pay.

HAVE READY FOR ANY REPORT

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

NATIONAL NUMBERS

000 Emergency or in progress

131 444 Police Assistance Line

131 444 is one national number. Calls go to the police in the state or territory you're calling from.

1800 333 000 Crime Stoppers

Current as at November 2026, based on published state and territory police guidance. Procedures change, so check your local police website before relying on this guide.

Fuel Drive Off Reporting



REPORT ONLINE

How to report a fuel drive-off to police in New South Wales, step by step.

AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

↓

1 Save the evidence

Lock in the CCTV before it records over, print the transaction and note the rego and vehicle.

↓

2 Report online

Use the NSW Police Force Community Portal, "fail to pay for fuel". Can't report online? Call 131 444 or visit your local station.

↓

3 Choose your option

Make a record only, or ask police to investigate.

↓

OUTCOME

Local station follows up

If you asked for an investigation, the local station assesses the report and contacts you.

KEY CONTACTS

Report online
police.nsw.gov.au

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- Fail to pay for fuel is treated as a fraud offence in NSW.
- The portal is for incidents where no one is in danger and no urgent police attendance is needed.

Current as at November 2026, based on published state and territory police guidance. Procedures change, so check your local police website before relying on this guide.

Fuel Drive Off Reporting

REPORT ONLINE

How to report a fuel drive-off to police in Victoria, step by step.



AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

1 Save the evidence

Lock in the CCTV before it records over, print the transaction and note the rego and vehicle.

2 Report online

Use Victoria Police Online Reporting, fuel theft. Only once the vehicle has left the site. Say if CCTV is available.

3 Police check the plates

Police may text or email the registered owner asking them to come back and pay.

4 Customer pays?

Call 131 444 and let police know it's been resolved.

OUTCOME

Matter closed or investigated

Paid matters are closed off. Unpaid matters stay with police.

KEY CONTACTS

Report online
onlinereporting.police.vic.gov.a

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- Police never ask customers to pay online or give bank details. Brief staff in case customers call about a notice.
- Customers may turn up to pay after a police text, so keep a record of open drive-offs at the counter.

Fuel Drive Off Reporting

REPORT ONLINE

How to report a fuel drive-off to police in Queensland, step by step.



AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

↓

1 Save the evidence

Lock in the CCTV before it records over, print the transaction and note the rego and vehicle.

↓

2 Report online

Use the Policelink online fuel drive-off form. You'll need station, vehicle and fuel details, your own ID (licence or passport) and an email address.

↓

3 Get your reference

A QPS reference number is usually emailed within 48 hours.

↓

4 Police contact the owner

Policelink may text or email the registered owner asking them to contact your store.

↓

OUTCOME

Customer pays or police follow up

If payment has already been arranged, don't lodge the online report.

KEY CONTACTS

Report online
qld.gov.au, search "report a fuel drive off"

Policelink
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- Queensland has run owner notifications since 2019.
- Expect some customer calls after police texts go out.

Current as at November 2026, based on published state and territory police guidance. Procedures change, so check your local police website before relying on this guide.

Fuel Drive Off Reporting

REPORT ONLINE

How to report a fuel drive-off to police in Tasmania, step by step.



AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

1 Save the evidence

Lock in the CCTV before it records over, print the transaction and note the rego and vehicle.

2 Check you can report online

You must be authorised to report for the business. Staff threatened or assaulted, or the customer tried but couldn't pay? Call 131 444 instead.

3 Report online

Go to the Report Online portal and choose Fuel Drive Off. Reports can't be anonymous.

OUTCOME

Police follow up if needed

Police contact you if they need more information.

KEY CONTACTS

Report online
police.tas.gov.au/reportonline

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- Theft from inside the store goes in as retail theft, not fuel drive-off.
- Forecourt equipment taken? Report it online as theft.

Fuel Drive Off Reporting

REPORT ONLINE

How to report a fuel drive-off to police in Australian Capital Territory, step by step.



AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

↓

1 Save the evidence

Lock in the CCTV before it records over, print the transaction and note the rego and vehicle.

↓

2 Report online

Use the ACT Policing online services portal, which covers petrol drive-offs.

↓

3 Can't report online?

Call the Police Assistance Line on 131 444.

↓

OUTCOME

Keep your reference

Record the reference number against the transaction for follow-up.

KEY CONTACTS

Report online
ACT Policing online portal

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- ACT Policing encourages service stations to report every incident.
- Check the portal for current details required before lodging.

Fuel Drive Off Reporting



REPORT BY PHONE

How to report a fuel drive-off to police in Western Australia, step by step.

AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

1 Call 131 444 straight away

Report every drive-off as soon as possible. Police may ask you to complete a Fuel Drive-off Reporting Pack.

2 Build the pack

Transaction receipt, Form 1 eyewitness particulars, a witness statement, CCTV on a USB and Form 2 for any other witness.

3 Get the statement witnessed

The employee who saw it signs the statement, witnessed by a police officer.

4 Deliver to your local station

Drop the completed pack at the local police station.

OUTCOME

Incident report number

Police review the pack and give you the report number if an incident report is created.

KEY CONTACTS

Reporting pack
police.wa.gov.au/FuelDrive-off

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- WA expects service stations to report all fuel drive-offs on 131 444.
- Use the checklist in the pack so nothing is missing when you drop it in.

Current as at November 2026, based on published state and territory police guidance. Procedures change, so check your local police website before relying on this guide.

Fuel Drive Off Reporting



REPORT BY PHONE

How to report a fuel drive-off to police in South Australia, step by step.

AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

1 Call 131 444 straight away

Report the drive-off to SA Police as soon as it happens.

2 Keep the CCTV

SAPOL doesn't collect footage in the first instance, so save it in case it's needed.

3 Give full details

Rego, vehicle, driver description, time, pump and amount.

OUTCOME

Assessed on the evidence

Police decide whether to investigate based on the evidence available. They won't act as debt collectors.

KEY CONTACTS

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- Drive-offs linked to stolen cars or other crime are still investigated.

Fuel Drive Off Reporting



REPORT BY PHONE

How to report a fuel drive-off to police in Northern Territory, step by step.

AACS

REPORTING FLOW

START: CUSTOMER DRIVES OFF

Is it still happening, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, block or confront the driver.

1 Call 131 444 straight away

Report the drive-off to NT Police as soon as it happens.

2 Keep the CCTV and details

Save footage and note the rego, vehicle and driver description.

3 Share information anonymously

Anyone with information can call Crime Stoppers on 1800 333 000.

OUTCOME

Keep your reference

Record the police reference number against the transaction.

KEY CONTACTS

Emergency
000

Police Assistance Line
131 444

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and pump number
- Fuel type, litres and dollar amount
- Rego, make, model and colour
- Driver and passenger description
- CCTV saved and the transaction printed

GOOD TO KNOW

- NT Police have linked unreported drive-offs to further offending the same night, so report every one.
- Check with NT Police whether an online option is available for your site.