Retail Crime Reporting

How to report theft, abuse and violence in your store, and where Workplace Protection Orders stand, in every state and territory.



AACS

1

Stay safe

Happening now or anyone at risk? Call 000. Never chase or detain.

2

Theft

Offender gone? Report online in most states, or call 131 444.

3

Violence or threats

Always call 131 444, even after the event. Not online.

AT A GLANCE

STATE	THEFT	WHERE TO REPORT THEFT	WORKPLACE PROTECTION ORDERS	PAGE
NSW	Online	NSW Police Community Portal	Bill in Parliament	p2
VIC	Online	Victoria Police Online Reporting	Starts 1 Mar 2027	p3
QLD	Online	Policelink online forms	Not in place	p4
TAS	Online	Tasmania Police Report Online	Draft Bill	p5
ACT	Online	ACT Policing online portal	In force	p6
WA	Online	WA Police retail theft form	Barring Orders passed	p7
SA	Phone	131 444	In force	p8
NT	Online	NT Police online report	Not in place	p9

Workplace Protection Orders let a court ban a violent or abusive person from your workplace. WA's version is called Retail Barring Orders.

HAVE READY FOR ANY REPORT

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

NATIONAL NUMBERS

000 Emergency or in progress

131 444 Police Assistance Line

1800 333 000 Crime Stoppers

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

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.

Retail Crime Reporting



THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in New South Wales.

AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use the NSW Police Force Community Portal and choose theft. You can upload CCTV. Or call 131 444.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Keep every report. Workplace protection orders are before NSW Parliament and will need a record of past incidents.

OUTCOME

Reference number

The portal keeps you updated by email on your report.

WORKPLACE PROTECTION ORDERS

Bill in Parliament

Introduced 20 October 2026. If passed, starts within 12 months of assent.

KEY CONTACTS

Report online
portal.police.nsw.gov.au

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Victoria.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use Victoria Police Online Reporting and choose "Report retail theft". Or call 131 444.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Keep every report. From 1 March 2027 you can apply to the Magistrates' Court for a workplace protection order.

OUTCOME

Reference number

Police assess the report, assign it to a station and give you a reference number.

WORKPLACE PROTECTION ORDERS

Starts 1 March 2027

Law passed August 2026. Retailers and unions can seek bans of up to 12 months.

KEY CONTACTS

Report online
police.vic.gov.au/report

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

WorkSafe Victoria (serious injury)
13 23 60

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Queensland.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use the Policelink online forms and choose "Report retail theft". Or call Policelink on 131 444.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Keep every report. Queensland has no workplace protection order scheme yet.

OUTCOME

Reference number

Policelink emails you a reference number.

WORKPLACE PROTECTION ORDERS

Not in place

No scheme announced. Industry and unions are calling on the Government to act.

KEY CONTACTS

Report online
police.qld.gov.au/reporting

Policelink
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Tasmania.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use the Report Online portal and choose Retail Theft. You must be authorised to report for the business.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Keep every report. A workplace protection order scheme is being drafted.

OUTCOME

Police follow up if needed

Reports can't be anonymous. Police contact you if they need more.

WORKPLACE PROTECTION ORDERS

Draft Bill out for consultation

Released October 2026. Proposes court bans of up to 12 months.

KEY CONTACTS

Report online
police.tas.gov.au/reportonline

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Australian Capital Territory.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use the ACT Policing online portal, which covers retail theft. You need an email address and phone number.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Workplace protection orders are available in the ACT. Your incident reports support an application.

OUTCOME

Reference number

Record it against the incident for follow-up.

WORKPLACE PROTECTION ORDERS

In force

The ACT was the first jurisdiction to introduce Workplace Protection Orders.

KEY CONTACTS

Report online
ACT Policing online portal

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Western Australia.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: report online

Use the WA Police retail theft online form. Call 131 444 if you need help with it.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Keep every report. Retail Barring Orders passed Parliament in October 2026.

OUTCOME

Reference number

Record it against the incident for follow-up.

WORKPLACE PROTECTION ORDERS

Retail Barring Orders passed

Passed October 2026, start date to be confirmed. Courts can ban offenders for up to 2 years.

KEY CONTACTS

Report online
wa.gov.au, search "report retail theft"

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT BY PHONE

How to report theft, abuse and violence in your store to police in South Australia.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

2 Theft, offender gone: call 131 444

Be sure the goods were taken, not paid for and carried past the last point of payment.

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

4 Repeat offender?

Apply for a workplace protection order. Employers, shopping centres, unions and workers can apply.

OUTCOME

Reference number

Record it against the incident. You may need it for a workplace protection order application.

WORKPLACE PROTECTION ORDERS

In force since 4 May 2026

Orders can cover multiple workplaces. Breaches carry serious penalties.

KEY CONTACTS

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names

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.

Retail Crime Reporting

THEFT: REPORT ONLINE

How to report theft, abuse and violence in your store to police in Northern Territory.



AACS

REPORTING FLOW

START: AN INCIDENT HAPPENS

Is it still happening, is the offender still there, or is anyone threatened or hurt?

If NO, follow the steps below

IF YES

Call 000

Don't chase, detain or confront the offender.

↓

1 Save the evidence

Lock in the CCTV, note what was taken and its value, and describe the offender.

↓

2 Theft, offender gone: report online

Use the NT Police online report form for theft. Or call 131 444.

↓

3 Threatened, abused or assaulted?

Call 131 444 to report it, even after the event. Don't use an online theft form for violence or threats.

↓

4 Repeat offender?

Keep every report. The NT has no workplace protection order scheme.

↓

OUTCOME

Reference number

An officer contacts you with your police reference number.

WORKPLACE PROTECTION ORDERS

Not in place

No scheme announced in the Northern Territory.

KEY CONTACTS

Report online
pfes.nt.gov.au/reportonline

Police Assistance Line
131 444

Emergency
000

Crime Stoppers
1800 333 000

HAVE READY

- Date, time and exact location in store
- What was taken and its value
- Offender description and direction of travel
- Vehicle rego, if any
- CCTV saved and staff witness names