EMERGENCY NUMBER
TRIPLE ZERO (000)

Australian Police, Fire and Ambulance emergency calls are free of charge.
In an emergency call Triple Zero (000). When the phone is answered, tell the operator which service you are looking for, Police, Fire or Ambulance.
Depending on the type of service required by the ambulance, a fee may be charged. If you can’t speak English you can request a translation service when calling 000, this service is free of charge.

CONTACT POLICE
For non-urgent crime reporting and general police enquiries, call Policelink 131 444.
The Queensland Police Service has Chinese and Japanese Police Liaison Officers in Cairns who may be able to assist you with making a police report.

We want you to enjoy your stay in Queensland and make it home safely!
TOURIST SAFETY

Cairns is a safe tourist destination, but it does not mean there is no crime. The Queensland Police recommend that you follow these tips to help ensure that you have a safe and enjoyable holiday.

PROTECT YOUR PROPERTY

- Avoid carrying large amounts of cash or expensive jewellery when you go out.
- Use secure lockers where provided to secure your property (Cairns Lagoon).
- Utilise the room safe to secure your valuables in your hotel room.
- Ensure you lock the doors and windows in your hotel room before you go to sleep.
- If you have been robbed or your property has been stolen, you can report in person at your nearest police station or phone PoliceLink on 131 444. Keeping a list of serial numbers for valuable property like mobile phones and computer tablets will assist police in returning the property to you in the event that your stolen property is located.
- Police will provide you with a crime report number for insurance purposes.
- If you lose your passport, you must report it to the police before you can apply for a replacement.

PERSONAL SAFETY

- Do not walk by yourself on the street at night, especially in dark areas or when you have been drinking. Always stay with friends and use public transport or taxis if possible.
- Carry your mobile phone and passport identification with you.
- Avoid potential drink spiking by not leaving your drinks unattended. If you suspect that your drink or the drink of a friend has been spiked, seek medical attention and advise police.
- When using an ATM, be aware of people around you, use your hand to cover the keypad as you enter your personal identification number (PIN).

WATER SAFETY

We have an abundance of beautiful beaches, lakes, creeks and dams in Far North Queensland. Police urge all locals and international visitors to maintain enhanced water safety awareness in order to avoid unnecessary tragedy.

WHEN YOU GO TO THE BEACH OR OCEAN

- Take note of warning signs and swim only between the red and yellow flags.
- Do not enter the water when beaches are closed to swimming due to poor weather or the existence of dangerous marine life (e.g. box jellyfish, crocodiles etc.)

WHEN YOU GO TO THE REEF DIVING OR SNORKELLING

- Follow the advice of the dive instructors and boat staff.
- Use ‘stinger’ protection suits and use the life jacket provided on the boat, even good swimmers can drown from accidents.

WHEN YOU SWIM AT CREEKS AND RIVERS

- Seek local advice before you go swimming; creeks, lakes, rivers and dams can hide dangers like submerged logs and rocks and unexpected strong currents, especially after rain.
- Never dive or jump into any swimming holes or waterfalls - you could seriously injure yourself if the water is too shallow or there are submerged logs and rocks.
- Beware of boats; avoid swimming near boat ramps or in boating areas.
- Be aware that crocodiles and dangerous marine animals may live in the water even if you can’t see them and take note of warning signs.

WHEN YOU SWIM IN GENERAL (SWIMMING POOL, LAGOON, LAKE, CREEK, WATERFALLS, BEACH ETC.)

- Never swim by yourself.
- Never swim after consuming alcohol.
- If you do not think it’s safe, then don’t do it.
- Tell your friends and family where you are going, what time you will be home.