



# Crime Against International Tourists

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## INTRODUCTION

### THE TOURISM INDUSTRY

The world tourism industry has been expanding strongly over the last few decades, due to factors such as greater disposable income, more leisure time, early retirement, improvements in infrastructure and changes in consumer spending preferences. International tourism and travel is now one of the world's largest industries.<sup>1</sup>

International tourism in Australia makes a significant contribution to the Australian economy, with the tourism industry (including domestic tourism) directly accounting for 7.4 per cent of expenditure on Gross Domestic Product in 1995-96. During that year the tourism industry was directly responsible for employing 694,000 people, or 8.4 per cent of the Australian work force.<sup>2</sup> In 1997, 4.3 million international tourists came to Australia. Asians made up approximately half (48 per cent) of the tourists who visited Australia. Other major tourist groups included Europeans (20 per cent), New Zealanders (16 per cent) and Americans (8 per cent).<sup>3</sup> The Australian Tourism Forecasting Council estimates that overseas visitor arrivals will reach 4.6 million by the year 2000, and 7.6 million by the year 2007.<sup>4</sup>

Over the last few years, the level of growth in tourism in Australia has been amongst the highest in the world, according to figures from the World Tourism Organisation.<sup>5</sup> The number of international visitors to Australia has approximately doubled in the last seven years.<sup>6</sup>

There are many factors which influence where tourists choose to go on holiday.

One of these factors is the safety or the perceived safety of a destination. Tourists do not want to be worried about the possibility of violence when on holiday. Consequently, tourists are most likely to choose a destination where risks to safety are perceived to be minimal.<sup>7</sup> Australia is generally perceived to be a safe destination.<sup>8</sup>

In the UK in 1994 a survey carried out by Market and Opinion Research International (MORI) asked tourists if they were concerned about their personal safety when travelling to various destinations.<sup>9</sup> Two of the destinations asked about in the survey were New York and Australia. Forty-three per cent of those questioned said they would be concerned about their personal safety when travelling to New York, whilst two per cent said they would be concerned about their personal safety when travelling to Australia. One-third of those who were concerned about their personal safety, for any given destination, said that these concerns would completely deter them from booking a holiday to that destination.

### THE RELATIONSHIP BETWEEN CRIME AND TOURISM

There are various types of criminal offences that can be directed against tourists. Certain types of offences, such as serious assault, rape and murder gain a lot of media attention. For example, the seven hitch-hiker murders in the Belanglo State Forest in New South Wales (NSW), for which Ivan Milat was convicted in 1996, received much publicity. The risk of such serious crimes happening to any individual tourist is very low, but the intense media coverage of these sorts of events can have a major

impact on the number of tourists visiting the affected locations. In recent years some popular destinations worldwide have suffered significant declines in overseas visitation in response to widely reported incidents of crime and terrorist attacks against tourists.<sup>10</sup> Egypt, for example, lost an estimated US\$1 billion in tourism revenue due to the publicity surrounding the murder of three and the wounding of a dozen foreign tourists by Muslim extremists over a 12-month period.<sup>11</sup>

There are also less serious crimes, such as theft, that do not gain much media attention, and probably have less impact on the tourism industry. Nonetheless, these less serious crimes are likely to be experienced by far more tourists than the more serious types of crimes mentioned above.

Given the importance of tourism to the Australian economy and the lack of objective data on the crime risk which tourists face, the NSW Bureau of Crime Statistics and Research commissioned a survey of crime victimisation among international tourists visiting NSW. This bulletin presents the results of this survey and provides both a profile of the characteristics of international visitors to NSW and their experience of crime whilst staying in NSW.

### PRIOR RESEARCH

Surprisingly little rigorous research has been conducted to measure criminal victimisation rates among tourists. The research which has been conducted, both in Australia and overseas, has more often been preoccupied with examining related questions such as whether crime rates are higher in tourist destinations

than in other areas,<sup>12</sup> whether crime rates are perceived by local residents to be higher in tourist destinations than in other areas,<sup>13</sup> and whether crime rates are higher in tourist seasons.<sup>14</sup>

There are many reasons for expecting crime rates to be higher among tourists than among local residents, because tourists have certain personal and behavioural attributes which tend to make them 'desirable' victims. For instance, tourists often carry large sums of money or valuable items such as cameras and jewellery<sup>15</sup> which can easily be sold on by criminals. Some tourists fail to adhere to basic crime prevention measures, such as ensuring their property is not unattended on the beach or in cars,<sup>16</sup> and ensuring their car doors and the windows in their accommodation are locked.<sup>17</sup>

Furthermore, tourists sometimes engage in activities which may increase their risk of victimisation, such as frequenting night clubs and bars at late hours, or accidentally venturing into unknown parts of the community which residents consider 'unsafe'.<sup>18</sup> Some tourists also engage in activities they would not consider engaging in at home, such as buying drugs or 'picking up' strangers.<sup>19</sup>

Crime against tourists can also result from conflict between tourists and local residents. This conflict may stem from a clash of cultures, and may include factors such as conflicting norms of dress, speech and behaviour.<sup>20</sup> Such conflicts may cause tension between tourists and residents and resentment by local residents of the intrusive effects of mass tourism.<sup>21</sup> One American study, for example, found that residents look upon domestic tourists as fellow residents, away from home. Consequently the presence of domestic tourists did not result in any objections, or xenophobic feelings. International tourists, however, were not as readily accepted.<sup>22</sup> Similarly, some older generation Australians who experienced the Japanese threat of invasion in World War II still report difficulties in adjusting to the influx of Japanese tourists to Australia.<sup>23</sup>

Notwithstanding these a priori reasons for expecting tourists to suffer from high rates of criminal victimisation, the direct evidence that they do is actually fairly limited. Perhaps the best evidence comes from a study by Chesney-Lind and Lind who examined the rate of reported crime against tourists and against residents in two of Hawaii's four counties.<sup>24</sup> They found that tourists were much more frequent victims of property crimes and certain violent crimes (robbery and rape) than non-tourists. The difficulty with this study is that we

cannot tell whether the results reflect higher actual rates of crime against tourists or merely a greater willingness by tourists to report crime to police. Supporting arguments can be made either way. Language difficulties and short length of stay may inhibit tourists from reporting crime. On the other hand, tourists' generally higher socio-economic status may encourage them to report crime.

The results of other studies examining the issue have been even less definitive. One study found that the percentage of households below the poverty level and the overall country crime rate were both significantly correlated with the rate of crime against tourists in the 10 most visited counties in Florida.<sup>25</sup> In another study, regression analysis was used to examine the relationship between tourism and crime, whilst controlling for a variety of socio-demographic variables. The results showed that tourism expenditure was significantly but very weakly associated with per capita rates of property crime, robbery, rape and aggravated assault across the 50 States of America.<sup>26</sup>

Australian research has also been similarly limited. Prideaux has shown that recorded crime rates in the two largest mass tourist destinations in Queensland (the Gold Coast and Cairns) are higher on a per capita basis than recorded crime rates in other regional centres of Queensland which are less popular tourist destinations.<sup>27</sup> Similar results have been obtained in other studies.<sup>28</sup> The difficulty with these studies is that they provide no reliable guide as to whether the higher crime rates observed in tourist areas are actually produced by higher crime victimisation rates among tourists rather than among the resident population.

The only way to avoid this difficulty and the pitfalls of reliance on recorded crime data to measure crime victimisation rates is to conduct a representative sample survey of tourists to determine what proportion of them have become victims of crime. This bulletin reports the results of such a study.

## THE PRESENT STUDY

### METHOD

The survey examining crime was conducted on behalf of the NSW Bureau of Crime Statistics and Research by the Australian Bureau of Tourism Research. It was conducted as a one-off adjunct to the Bureau of Tourism Research's regular International Visitors Survey.

The Bureau of Tourism Research regularly employs a market research company to conduct face-to-face interviews with international visitors to Australia. This survey is designed to provide a profile of the characteristics of international visitors, such as age, country of origin, travel behaviour and expenditure. Over 4,000 international visitors are surveyed at Australia's major international airports each quarter as they are departing the country. International visitors are defined to be overseas residents, aged 15 years and over, staying in Australia for a period of less than 12 months.

To achieve acceptable sample sizes of tourists within various categories (such as country of origin), quota sampling is used. Monthly samples of departing flights are selected from each airport and quotas are given for the various categories of visitors to be interviewed. Interviewers initially ask a series of screening questions to ensure inappropriate people are not interviewed, such as Australian residents and children under the age of 15 years.

During the final quarter (October to December) of 1997 the survey on crime was conducted at Sydney International Airport as a supplement to the International Visitors Survey. In that quarter, the International Visitors Survey was completed by 2,840 tourists at Sydney Airport. The supplementary crime survey was completed by only 2,480 of these 2,840 tourists. There was insufficient time to complete the crime supplement in 254 of the 360 cases where the supplementary survey was not completed; the remaining non-responses were refusals. A copy of the supplementary crime questionnaire is provided in the *Appendix*. The initial questions asked in the crime survey examined intimidation, harassment or abuse; actual or threatened incidents of assault; actual or attempted incidents of robbery; and actual or attempted incidents of theft. These questions, in order, were as follows.

During your stay in NSW did anyone:

- Intimidate, harass or abuse you?
- Threaten you with force or actually attack you without stealing or trying to steal anything from you?
- Steal or try to steal anything from you by threatening or attacking you?
- Steal or try to steal anything from you without threatening or attacking you? (e.g. bag snatching, or theft from a hotel room).

- None of the above.

Further questions were asked if the tourists had experienced any of the incidents listed above. These additional questions examined:

- where the incident occurred,
- what time of day it occurred, and
- which items were targeted (if the incident involved an actual or attempted robbery or theft),
- whether the incident was reported,
- to whom it was reported (if the incident was reported), and
- satisfaction with the treatment received when the incident was reported (if it was reported).

It is worth noting that tourists who fell victim to crime were asked about how satisfied they were with the response of authorities because adverse publicity surrounding the response of police to crime against tourists might exert just as big an effect on the future travel plans of tourists as publicity surrounding the crime itself.

To assist with the interpretation of the crime survey data, some information was taken from the International Visitors Survey, including age, reason for visiting NSW and number of nights spent in NSW.

**PROFILE OF TOURISTS**

This section describes the age, length of stay and reasons for visiting, for the 2,480 international tourists to NSW surveyed in the last quarter of 1997 who completed the crime supplement.<sup>29</sup> Figure 1 shows the age distribution of the 2,480 tourists. It indicates that international tourists to NSW tend to be fairly young, with two-thirds in their 20s or 30s. The median age category for tourists is 30 to 34 years.

For the 2,480 NSW tourists surveyed, the median time spent in Australia was eight nights, whilst the median time spent in NSW was four nights. However, the length of time individual tourists spend in NSW varies enormously, with 72 per cent of tourists staying for seven nights or less, and 11 per cent of tourists staying for between one month and one year.<sup>30</sup>

A variety of reasons for visiting NSW were given by the tourists surveyed. The percentage of tourists visiting NSW for each reason were as follows: 53 per cent were on holiday, 17 per cent were on a business trip, 14 per cent were visiting friends and relatives, and 9 per cent had come for education.

**Figure 1: Age distribution of tourists, NSW, October to December 1997**

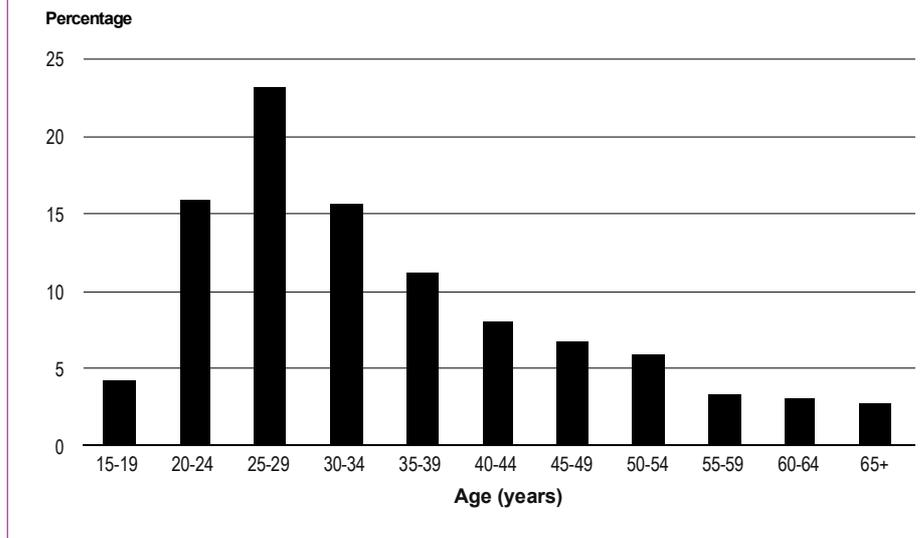


Table 1 shows the relationship between length of stay and reason for visiting NSW. Tourists visiting for education (students) generally stayed in NSW for longer than did other visitors, with their median length of stay being about four months rather than four days. Consequently, students often represent a substantial portion of the tourists actually in NSW at any given point in time.

**Table 1: Length of stay, by reason for visiting, NSW, October to December 1997**

Reason for visiting NSW	Tourists:	
	Median number of nights in NSW	
Education	127	
Visiting friends and relatives	7	
Business	4	
Holiday	3	
Other	3	
<b>Total</b>	<b>4</b>	

**CRIME AGAINST TOURISTS IN NSW**

This section describes the overall victimisation rate and factors which influence the victimisation risk of the 2,480 NSW tourists who completed the crime survey. Of these tourists, 2,424 (97.7 per cent) said they had not experienced either harassment<sup>31</sup> or a

crime. The remaining 56 tourists (2.3 per cent) said they either had experienced harassment, or an actual or threatened/attempted assault, robbery or theft. Table 2 shows the types of incidents experienced by these tourists.

**Table 2: Type of crime, NSW, October to December 1997**

Incident type	Tourists:	
	Number	Per cent
Intimidation, harassment or abuse	26	1.0
Assault (actual or threatened)	6	0.2
Robbery (actual or attempted)	6	0.2
Theft (actual or attempted)	21	0.8
Any incident type	56	2.3
No incident type	2424	97.7

a. Although 56 tourists experienced at least one type of incident, there were 59 incidents recorded in total. Two tourists appear under more than one incident type.

Although there were 56 tourists who experienced a crime or harassment, there were in fact 59 incidents recorded. While 54 of these tourists experienced only one type of incident, one person experienced two types of incident, and another person experienced three types of incident.<sup>32</sup> The most common incidents were harassment and theft, with 26 tourists (1.0 per cent) experiencing harassment and 21 tourists (0.8 per cent) experiencing actual or attempted theft. A far smaller number

experienced violent crime, with 6 tourists (0.2 per cent) experiencing threatened or actual assault and 6 tourists (0.2 per cent) experiencing threatened or actual robbery.

Tourists who indicated that they had been victims of any of these offences were asked where in NSW the most recent incident of that type had occurred. In response they could nominate one of a number of specified tourist sites (Bondi, Circular Quay, Darling Harbour, Haymarket/Chinatown, Hyde Park, Kings Cross, the Rocks) or one of the following options: 'somewhere else in Sydney city centre', 'somewhere else in Sydney', 'outside of Sydney', or 'don't know where the incident took place'. Table 3 shows the locations where the incidents took place. Eighty-eight per cent of the incidents where the location was known occurred in Sydney. However, only 39 per cent of incidents occurred at one of the six Sydney locations referred to in the survey. Of these six locations, Kings Cross had the highest incident rate (18 per cent), followed by Darling Harbour (7 per cent) and the Rocks (5 per cent). Although the figures in Table 3 show the number of incidents that occurred, they do not necessarily reflect the relative risk of the various locations, as we do not know how many tourists visited each location, or how much time they spent there.

**Table 3: Location of the incident, NSW, October to December 1997**

Location	Incidents:	
	Number	Per cent
Kings Cross	10	18
Darling Harbour	4	7
The Rocks	3	5
Haymarket/Chinatown	2	4
Bondi	2	4
Hyde Park	1	2
Somewhere else in Sydney city centre	6	11
Somewhere else in Sydney	21	38
Outside Sydney	7	13
<b>Total</b>	<b>56</b>	<b>100</b>

a. The location was unknown for three incidents. The percentages are based on the 56 incidents where the location was known.

Table 4 shows the type of places where the incidents occurred. It can be seen that the most likely places for an incident to occur were the place of accommodation (31 per cent), and footpaths or streets (25 per cent). Interestingly, very few incidents occurred in licensed premises (3 per cent).

**Table 4: Place where the incident, occurred, NSW, October to December 1997**

Place where incident occurred	Incidents:	
	Number	Per cent
Accommodation	18	31
Footpath/street	15	25
Public transport vehicle	5	8
Outdoor recreation venue	3	5
Commercial premises	3	5
Licensed premises	2	3
Other	13	22
<b>Total</b>	<b>59</b>	<b>100</b>

Table 5 presents the time of day when the incidents occurred. The peak time was between 9am and 3pm. During this time period 42 per cent of incidents occurred.

**Table 5: Time of day when the incident, occurred, NSW, October to December 1997**

Time of Day	Incidents:	
	Number	Per cent
6:00 am - 8:59 am	3	6
9:00 am - 11:59 am	12	23
12:00 midday - 2:59 pm	10	19
3:00 pm - 5:59 pm	5	9
6:00 pm - 8:59 pm	7	13
9:00 pm - 11:59 pm	7	13
12:00 midnight - 2:59 am	9	17
3:00 am - 5:59 am	0	0
<b>Total</b>	<b>53</b>	<b>100</b>

a. Time of day was unknown for six incidents. Percentages are based on the 53 times that were known.

The time of day when each type of incident (i.e. harassment, assault, robbery or theft) occurred is examined in Table 6. Theft and robbery occurred most frequently during the daytime whilst assaults occurred predominantly in the evening or at night. An equal number of incidents of harassment occurred during the day and the evening/night.

**Table 6: Time of day when the incident occurred by type of incident, NSW, October to December 1997**

Incident	Incidents:		
	Daytime <sup>a</sup>	Evening/ night <sup>b</sup>	Don't know
Intimidation, harassment or abuse	12	12	2
Assault (actual or threatened)	1	5	0
Robbery (actual or attempted)	5	1	0
Theft (actual or attempted)	12	5	4

a. Daytime = 6:00 am to 5:59 pm.  
b. Evening/night = 6:00 pm to 5:59 am.

Table 7 shows the relationship between age and victimisation rate. The age groups used in Figure 1 have been combined in this table so that there are sufficient data in each age group for the percentages to be meaningful. Tourists aged 15 to 24 years were about three times more likely to be victims of crime or harassment than were tourists in the

**Table 7: Victimisation rates by age of victims, NSW, October to December 1997**

Age (years)	Tourists:		
	Number of victims	Number of respondents	Percentage victimised
15 to 24	24	498	4.8
25 to 34	18	967	1.9
35 to 44	8	475	1.7
45 +	6	540	1.1
<b>Total</b>	<b>56</b>	<b>2480</b>	<b>2.3</b>

older age groups. On average, 4.8 per cent of tourists aged 15 to 24 experienced a crime or harassment compared with 1.6 per cent of tourists aged 25 or above.

Table 8 shows the percentage of tourists who experienced a crime or harassment cross-classified by reason for visiting NSW. Tourists on a business trip or tourists visiting a friend or relative were the least likely groups to have experienced a crime or harassment. Tourists who were in NSW for education were the most likely group to experience harassment or have a crime committed against them. On average, students were nearly four times more likely to be victimised, with 6.8 per cent of students experiencing a crime or harassment compared with 1.8 per cent of all other tourists. This finding might suggest a direct relationship between the reason why a tourist visited NSW and the likelihood of experiencing a crime. However, there were other indirect factors involved in this relationship, which are taken up in the discussion.

**Table 8: Victimisation rates by reason for visiting, NSW, October to December 1997**

Reason for visiting NSW	Tourists:		
	Number of victims	Number of respondents	Percentage victimised
Education	15	222	6.8
Visiting friends and relatives	4	346	1.2
Business	5	416	1.2
Holiday	28	1302	2.2
Other	4	194	2.1
<b>Total</b>	<b>56</b>	<b>2480</b>	<b>2.3</b>

## REPORTING CRIME

This section looks at the proportion of incidents that were reported, to whom they were reported and the level of satisfaction with the way the tourist was treated when reporting an incident.

Of the 59 incidents, less than half (23 incidents or 39 per cent) were reported to anyone. Seven incidents were reported only to the police, eight incidents were reported to both the police

and someone else and eight incidents were only reported to someone other than the police. Apart from the police, incidents were reported to a variety of people such as accommodation staff, tour guides/operators and financial institutions. Table 9 presents the percentage of each type of incident reported to the police. Most of the robberies and about half of the thefts were reported to the police, but none of the incidents of assault or harassment were reported to the police.

**Table 9: Proportion of incidents reported to the police, by type of incident, NSW, October to December 1997**

Incident type	Tourists:		
	Number of Incidents reported	Number of incidents	Percentage of incidents reported
Intimidation, harassment or abuse	0	26	0
Assault (actual or threatened)	0	6	0
Robbery (actual or attempted)	5	6	83
Theft (actual or attempted)	10	21	48
<b>Total</b>	<b>15</b>	<b>59</b>	<b>25</b>

The tourists who reported incidents to either the police or someone else were asked how satisfied they were with the treatment they received. Of the 15 tourists who reported incidents to the police about half (8) were satisfied with the way they were treated, whilst the other half (7) were not satisfied. Of the 16 tourists who reported the incident to someone other than the police, 80 per cent were satisfied with the way they were treated.

## DISCUSSION

The crime victimisation rate for international tourists visiting NSW is low in absolute terms. Only 2.3 per cent of the tourists surveyed experienced any form of incident, such as harassment, assault, robbery or theft. However, it should be remembered that the median length of stay in NSW for tourists in the sample was only four nights.

Two of the factors apparently associated with victimisation against tourists were age and reason for visiting Australia. International tourists to NSW aged between 15 and 24 years were three times more likely to be victims of crime or harassment compared with older tourists. This finding is not surprising given that NSW residents aged 15 to 24 years are more than twice as likely to be victims of crime than are older residents.<sup>33</sup> The most likely explanation for why young people are most at risk of crime is their lifestyle. Lifestyle risk factors range from mixing with other young people (who are the most likely perpetrators of crime) to more general factors such as going out more often than older people and going to high risk locations such as bars and nightclubs.

The fact that tourists who are in NSW for education appear to be approximately four times more likely than other tourists to experience crime or harassment has at least two feasible and non-mutually exclusive explanations. Firstly, three-quarters of the tourists visiting for education are under 25 years, and young people are more at risk of crime. Secondly, students may have a greater chance of victimisation simply because their stay in NSW is far longer than that of other tourists. Students' median length of stay was four months rather than four nights, over 30 times longer than other tourists. In fact, considering that students' victimisation rate is only four times higher even though their length of stay is over 30 times longer, it is clear that students actually have a lower risk of victimisation on any given day. Possible explanations for students' lower daily risk might include spending relatively less time in high risk areas and not carrying around large sums of money or expensive items such as cameras.

Perhaps the result of most significant concern from the present survey is the lower level of satisfaction with the way police handle reports of robbery and theft, compared with the way others handle such reports. However, it should be remembered that data on this issue are drawn from a small number of respondents. Further research is necessary to determine conclusively the reasons for this lower level of satisfaction. However, the different satisfaction levels may reflect the different expectations tourists have of the person to whom they reported the crime. For example, tourists may not expect hotel staff to be able to do much about lost property, whilst they may expect the police to return their belongings. Nonetheless, the present results suggest that police may need to review their procedures for dealing with international tourists who become victims of crime.

## CONCLUSION

Although the crime victimisation rate for international tourists is low in absolute terms, it would be necessary to carry out further surveys to see how NSW compares with other States in Australia, and how Australia compares with other countries. The biggest risk faced by tourists was harassment, intimidation or abuse, which was experienced by 1.0 per cent of the tourists surveyed. The next highest risk was actual or attempted theft, which was experienced by 0.8 per cent of the tourists surveyed. In absolute terms the risk of violent crime, that is assault or robbery (including threatened/attempted assault or robbery), is low, experienced by 0.5 per cent of the tourists surveyed.

## NOTES

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- 28 Kelly, I. 1993, 'Tourist destinations crime rates: An examination of Cairns and the Gold Coast, Australia', *The Journal of Tourism Studies*, vol. 4, no. 2, pp. 2-11; Prideaux, B. 1996 'The tourism crime cycle: A beach destination case study' in *Tourism, Crime and International Security Issues*, eds A. Pizam & Y. Mansfield, John Wiley & Sons, New York, pp.59-75.
- 29 The term 'tourists' is used throughout *The Present Study* section to represent overseas residents, aged 15 and over, staying in Australia for a period of less than 12 months.
- 30 Any night spent in NSW by tourists who had already stayed in 10 different locations within Australia is not counted. As a result the number of nights spent in NSW could be slightly underestimated.
- 31 Hereafter 'harassment' is used, for the sake of convenience, as an abbreviation for 'intimidation, harassment or abuse'.
- 32 The tourist who experienced two types of incident experienced harassment and assault. The tourist who experienced three types of incident experienced harassment, assault and robbery. It should be noted that while the survey measures how many types of incident were experienced by each tourist, it does not measure whether each tourist experienced more than one of each incident type. It is therefore possible that some of the 56 tourists who experienced, say assault, experienced more than one incident of assault.
- 33 Australian Bureau of Statistics 1997, *Crime and Safety NSW*, Cat. No. 4509.1, Australian Bureau of Statistics, Sydney.

APPENDIX

CAPI ident:

**1997 INTERNATIONAL VISITOR SURVEY:  
CRIME SUPPLEMENT**

FIELD PERIOD: MONDAY OCTOBER 6 1997 TO WEDNESDAY DECEMBER 31 1997, INCLUSIVE.

**CHECK Q.20 MAIN IVS**

Did the respondent spend one or more nights in New South Wales during this trip?

Yes ..... 1      **Q.1**  
No ..... 2      **TERMINATE**

**CHECK Q.2**

For each item selected in Q.2 (codes 1 to 6, and 8), ask Q.3.

If code 7 selected for all items in Q.2, go to Q.4.

Q.1 During your stay in NSW, did anyone:

- Intimidate, harass or abuse you? ..... 1
- Threaten you with force or actually attack you without stealing or trying to steal anything from you? ..... 2
- Steal or try to steal anything from you by threatening or attacking you? ..... 3
- Steal or try to steal anything from you without threatening or attacking you? (e.g. bag snatching, theft from hotel room) ..... 4
- None of the above ..... 5

**SHOWCARD C2**

Q.3 Looking at showcard C2, when you reported the *<insert Q.1 item>*, how satisfied were you with the way you were treated by *<insert Q.2 item>*:

(1=Very satisfied, 2=Satisfied, 3=Dissatisfied, 4=Very Dissatisfied, 5=Not applicable)

	Crime (Q1 code)			
	(1)	(2)	(3)	(4)
1. The police	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. The tour guide/operator	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. The hotel staff	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. An embassy/consulate	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. A hospital/other medical staff	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6. A financial institution (e.g. bank)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8. Other (specify)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**CHECK Q.1**

For each item selected in Q.1 (codes 1 to 4), ask Q.2 (ask in relation to the most recent event)

If 'None of the above' (code 5), TERMINATE.

**SHOWCARD C1**

Q.2 Looking at showcard C1, was the *<insert Q.1 item>* reported to any of the following:

(ASK IN RELATION TO MOST RECENT EVENT)

	Crime (Q1 code)			
	(1)	(2)	(3)	(4)
The police	1	1	1	1
The tour guide/operator	2	2	2	2
The hotel staff	3	3	3	3
An embassy/consulate staff	4	4	4	4
A hospital/other medical staff	5	5	5	5
A financial institution (e.g. bank)	6	6	6	6
Other (specify)	8	8	8	8
Not reported	7	7	7	7

**CHECK Q.1**

For each item selected in Q.1, ask Q.4 (ask in relation to the most recent event).

**SHOWCARD C3**

Q.4 Looking at showcard C3, can you tell me where the <insert Q.1 item> happened?

Location	Crime (Q1 code)			
	(1)	(2)	(3)	(4)
Bondi .....	01	01	01	01
Circular Quay .....	02	02	02	02
Darling Harbour .....	03	03	03	03
Haymarket/Chinatown .....	04	04	04	04
Hyde Park .....	05	05	05	05
Kings Cross .....	06	06	06	06
The Rocks .....	07	07	07	07
Somewhere else in Sydney city centre .....	08	08	08	08
Somewhere else in Sydney .....	09	09	09	09
Outside of Sydney .....	10	10	10	10
Don't know .....	99	99	99	99
<b>Type of Premises</b>				
Accommodation e.g. hotel, hostel .....	1	1	1	1
Commercial premises e.g. shop, bank .....	2	2	2	2
Footpath/street .....	3	3	3	3
Licensed premises e.g. pub, club .....	4	4	4	4
Outdoor recreation venue e.g. beach, park .....	5	5	5	5
Public transport vehicle/venue e.g. bus, train, taxi, bus stop, train station, taxi rank .....	6	6	6	6
Other (specify) .....	8	8	8	8
Don't know .....	9	9	9	9

**SHOWCARD C4**

Q.5 Looking at showcard C4, can you tell me when the <insert Q.1 item> happened:

Day	Crime (Q1 code)			
	(1)	(2)	(3)	(4)
Monday .....	1	1	1	1
Tuesday .....	2	2	2	2
Wednesday .....	3	3	3	3
Thursday .....	4	4	4	4
Friday .....	5	5	5	5
Saturday .....	6	6	6	6
Sunday .....	7	7	7	7
Don't know .....	9	9	9	9

**Type of Premises**

12 midnight - 2.59 am .....	1	1	1	1
3 am - 5.59 am .....	2	2	2	2
6 am - 8.59 am .....	3	3	3	3
9 am - 11.59 am .....	4	4	4	4
12 midday - 2.59 pm .....	5	5	5	5
3 pm - 5.59 pm .....	6	6	6	6
6 pm - 8.59 pm .....	7	7	7	7
9 pm - 11.59 pm .....	8	8	8	8
Don't know .....	9	9	9	9

**CHECK Q.1**

Were code 3 and/or 4 selected in Q.1?

Yes ..... 1

No ..... 2

**Q.6**

**TERMINATE**

**SHOWCARD C5**

Q.6 Looking at showcard C5, what did the person/s steal or try to steal from you?

Shopping bags (include. Duty Free) .....	01
Wallet/purse .....	02
Handbag/shoulder bag .....	03
Money belt (under clothing) .....	04
Passport .....	05
Credit cards .....	06
Cash .....	07
Travellers cheques .....	08
Photographic camer/video camera .....	09
Jewellery/watch .....	10
Other (specify) .....	88
Don't know .....	99