

Community Safety Booklet

Services Directory



How to use

This resource booklet provides the community with a wide range of helpful safety tips for families, home, business and property. A list of useful contact numbers that connect the community to local safety programs and services.



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Did you know?



Local Government Has a Strong Role to Play in Community Safety.

The role of Local Government is to build strong, safe, healthy places and communities. These are places where people connect with each other and feel welcome.

Council actively works with community, Police and local agencies and services to build strong and effective networks with community members, working together to create great places. This allows community members to implement positive changes and create a strategic vision for their neighbourhood.

Community safety is generated by residents stepping forward in response to anti-social behaviour or criminal activity to make a determined effort to create a safe place.

Community safety meetings are the first step in assisting residents to identify problematic situations in their neighbourhood.

The second step to building Community safety is to identify neighbourhood assets (culture, gifts and physical assets). Once the assets have been identified, the community collective can start the process of building on these strengths and implement positive change.



Shoalhaven **Crime** **Prevention Plan** 2018 - 2023

In consultation with the community, Shoalhaven City Council (SCC) has developed a Crime Prevention Plan (CPP).

Council's CPP is endorsed by both Council and the NSW Attorney General. A community survey and field research has identified retail theft and domestic violence as the two highest priority offences in the Shoalhaven. Strategies for positive community change have been identified in the CPP.

Some of these are as follows:

Closed Circuit Television (CCTV)

Campaigns in retail areas have proven to have an immediate impact on reducing rates of shoplifting. The result of CCTV in retail areas being positive prevention measures and conviction rates.

Crime Prevention through Environmental Design – CPTED

CPTED is a crime prevention strategy that focuses on the design, planning and structure of a property. CPTED is widely recognised as an important crime prevention tool minimising the risk and opportunity for retail theft.

White Ribbon Campaign

The White Ribbon Campaign is a global movement active in over 60 countries. This campaign centres on gender violence prevention which includes educating and mentoring men and the community on issues such as violence and gender equality. The campaign brings together key agencies to address this issue within the Shoalhaven, for more information visit whiteribbon.org.au

Neighbour Day

Neighbour Day is Australia's celebration of community, held annually on the last Sunday in March. The day encourages people to build better relationships and stronger, safer communities by connecting with people who live in your neighbourhood. To conduct a Neighbour Day event or for more information visit neighbourday.org

Partnerships, Programs, Activities & Events

SCC will partner with local agencies and community organisations to implement numerous programs and strategies. Providing the Shoalhaven community with a holistic approach to crime prevention.

Crime Prevention through Environmental Design (CPTED)

CPTED is a crime prevention strategy focussing on the planning, design and structure of cities and neighbourhoods.

Creating safe environment causes offenders to re-evaluate committing a crime. If the target is too difficult or the chances of being caught are high, the offender will most likely reconsider the act.

CPTED Principles

Territorial Re-Enforcement

Having ownership of an area, beautification and cleanliness will reduce crime and vandalism rates. The territory that is guarded is challenging as the risk of detection is high. Opportunistic thieves/vandals will avoid areas where there is connection to space and community ownership.

Surveillance

Thieves are often deterred from committing crime in places that are well supervised, this is achieved by implementing natural and formal surveillance measures. Natural surveillance is achieved when people can see and be seen. This is as simple as trimmed hedges, proper lighting and clear entrances. Whereas formal surveillance involves the presence of security guards, ambassadors and site inspectors.



Access Control

Access control restricts, channels and encourages people and vehicles into, out of and around establishments and can be achieved by both natural and technical/mechanical control methods.

Natural access controls are tactical use of landforms and water features, building configuration, landscaping, fencing and gardens to manipulate the flow of vehicles and people.

Technical/mechanical access controls employs security hardware such as electric fence, boom gates, bollards to restrict, channel and encourage the movement of people and vehicles. Technical/mechanical access can extend to formal controls on site for example; guardians and employed security officers.

Space/Activity Management

Space and Activity Management is an important way to develop and maintain natural community control. Space Management involves the formal supervision, control and care of the community space. There is a strong connection between a neglected community, criminal activity and perceived fear.

Personal Safety

Keeping Your Home Secure

- Change your locks intermittently.
 - Get to know your neighbours. Crime tends to be lower in tight-knit communities.
 - Leave a key with a trusted neighbour, do not hide a secret key on your property.
 - Make sure your house number is clearly visible for ease of emergency vehicles.
 - Protection through security products including security doors, window and door locks, home alarm systems and warning signs.
 - Activate your alarm, smoke detectors and lighting.
 - Reinforce glass on external doors and windows. Performance glazing provides additional resistance to impact blows while optimising environmental sustainability in the home.
 - Add a privacy film to stained/decorative glass around exterior doors and windows to distort the view into your home and increase privacy.
 - Keyed window locks allow windows to be secured. Lockable windows allow homes to be secured but safely opened for ventilation.
 - Keep your home and contents insurance up to date.
 - Engrave and record all valuables. Write down serial numbers and put them in a safe place.
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Visitors

- If you are unsure who it is, don't open the door.
- If there is an emergency, make the call through the door.
- Verify identity if you are suspicious.



Family Pets

Companion pets are much loved members of many Shoalhaven households. Responsible pet ownership includes respecting the rights and needs of others including those who may not love animals, or may be afraid of them.

Information about all of Council's policies on pet ownership including microchipping, problem pets, dangerous breeds and other issues can be viewed by searching pets on shoalhaven.nsw.gov.au

Keeping Your Yard & Sheds Secure

- Keep your yard clear of valuables (bikes, lawn mowers, etc.) by storing them in a lockable shed or garage
- Gravel driveway and pathways can provide a subtle noise that an intruder has embarked on your premises.
- Lock your gates, sheds and garages.
- A lockable and oversized mailbox will prevent identity and mail theft.
- Clearly define your boundaries, exits and entries. This can be done through landscaping and motion lighting. Make it difficult for someone to break into your yard, let alone your home.
- Do not give burglars a place to hide, trim your hedges around entrances and walkways to make sure you are visible to the street.
- Do not leave ladders, tools or bins lying around and ask your neighbours to do the same, burglars may use them to break into your home.
- Install sensor lighting and check the bulbs frequently, making sure they are screwed in properly.

Keeping Your Home Secure While You're Away

- Show people you are home, even if you are not. Burglars will be hesitant to break into a home that seems occupied. Install timers on lights or leave the radio on.
 - Ask a neighbour or someone else that you trust to watch over your home while you are away.
 - Ask your neighbour or someone else that you trust to collect your mail
 - Never advertise travel on social media.
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Swimming Pools

Adult supervision is essential to keeping children safe in and around swimming pools.

All residential swimming pools are required to be fenced in NSW. The requirements do vary depending upon when the pool was constructed. To view the requirements search swimming pools on Shoalhaven.nsw.gov.au

Scammers

- Never send money or give information to anyone you don't know, trust or have met in person.
- Always seek independent financial and/or legal advice before making any investments.
- Don't be pressured into signing or paying up front.
- Always research a company or provider before signing a contract, a great first step is to check their ABN at abr.business.gov.au
- Always contact your bank or financial institution if you have been contacted by a scammer.
- Don't be fooled by legitimate looking emails.

Identity Theft

- Keep your mailbox locked and secure.
 - Shred and properly discard all personal information.
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Protect Your Credit/ Debit Cards

- Don't lose sight of your debit or credit cards. Contact your bank immediately if you lose cards.
 - Insist the transaction is done in front of you, ask to see the amount on the EFTPOS machine.
 - Don't give anyone your PIN.
 - Cover your hand when entering your PIN.
 - Change your PIN regularly.
 - Request registered mail or pick up from the branch for replacement cards and PIN information.
 - Incinerate or shred all bills, banking documents and unwanted cards.
 - Reconcile your purchases with bank statements weekly. If you see something that doesn't look right, contact your financial institution immediately.
 - Use recommended electronic payment enablers when buying online, for example Paypal or BPAY.
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Banking

- Vary the routine of your banking, visiting the bank or ATM at different times and days each week.
- Protect your password when using on-line banking and your pin when using ATMs.
- Don't flash your cash when banking or withdrawing money.



Staying Safe On-line

- Use different passwords, avoid using the same password for multiple log-ins. Make sure your passwords are strong, using a combination of upper & lower-case letters, symbols and numbers.
 - Don't use familiar words in your passwords that can be linked to you e.g. a name & birthday combination or your address.
 - Change your password regularly.
 - Don't give your password to anyone, including children to avoid purchasing Apps without your approval.
 - Install reliable anti-virus protection for all devices and update anti-virus protection regularly.
 - Disable unwanted applications.
 - Don't let anyone access your personal information or your devices.
 - Don't open an email if you are not familiar with the sender or if the email seems suspicious.
 - Don't share your personal or financial information online.
 - Deactivate settings like GPS from social media sites used by your child.
 - Always use secure web browsers and active parental control restrictions on your devices.
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On-line Safety for the Parent

- Always educate yourself and your children about the dangers of online conversations.
- Identify age appropriate sites with your children.
- Talk to your child about what they do online and their favourite sites to visit.
- Always monitor the safety settings on your child's devices.

On-line Safety for the Young Person

- Never post personal information anywhere on the internet.
 - Pressing 'Send' is final, always think before clicking
 - Always tell your parents/carers of any online contact that makes you uncomfortable.
 - Never arrange face-to-face meetings with an online friend without your parent's knowledge and accompaniment.
 - Do not send a picture of yourself to someone you don't know.
-

Keeping your Child Safe

Protect your children by teaching them to:

- Never stop and talk to people they don't know. Go straight home, to school or to their intended destination.
- Identify safe places in the community to use if they feel frightened. For example, schools, shops, churches or emergency services.
- Never travel to isolated areas. When using public transport find crowded carriages, guard's compartment (blue light) or at the front of the bus.
- Always travel with a group of friends.
- Always carry a contact number for youparent/carer (or learn it off by heart).
- Always tell family and friends where they are going, how long they will be gone and who they are with.
- Always walk away from fights or aggressive behaviour and take their friends with them.
- Trust you as their parent/carer or teacher to share anything that has happened to them.



Road Safety

The Shoalhaven experiences significant fluctuations in traffic and parking demands throughout the year due to it being a peak tourist destination. To increase safety for all road users please remain alert at all times when on or near roads. It is important to observe road signage such as reduced speed limits in school, residential and road work zones.

Safety While Driving

- Pull over to the left and stop for Emergency vehicles.
- Get your hand off the phone, always.
- Plan ahead, allowing enough time to reach your destination.
- Ensure a full tank of petrol and reliable vehicle.
- Don't drive tired! Pull over and rest every two hours.
- Be patient and courteous while driving.
- Do not be aggressive.
- Stay in the car if confronted, don't take it personally.
- Only use your horn as an immediate warning device. Avoid using your horn as a display of frustration.
- Always report dangerous driving or aggressive motorists to Police.
- Drive to the conditions, slow down and reduce speed in wet weather or poor visibility.
- Have a Plan B – Don't drink and drive.
- Always wear your seatbelt – Clip every trip.
- Ride to Live – if riding a motorcycle make good decisions.
- Go Together – drivers must give bicycle riders at least a metre of space when passing.
- In the event of a breakdown, find a safe spot to pull over, activate your hazard lights and position your vehicle as far away from other traffic as possible.

Safety in your community

ICE and Other Drugs

Help protect your Community:

- Inform Police of suspicious drug activity.
 - Record suspicious behaviour including descriptions and vehicle registration numbers.
 - Report suspicious events, chemicals, smells and traffic.
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Protect your Family and Friends:

- Stay involved in your children's lives and educate your children about the risks of drug use.
 - ICE affects everyone. Support the community to stay safe.
 - Effective treatments are available locally. Don't wait until it is too late for someone. Early intervention works.
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For further information on drug use contact:

- Alcohol and Drug Info Service (ADIS) **1800 422 599**
- Crossroads Youth Health Service (Nowra) **02 4423 1784**
- Stimulant Treatment Program (24/7) **1800 101 188**



Emergency Plan

Will you be ready if disaster hits?

Being prepared can save lives and help you and your family to make better decisions for your next steps. Know where important documents such as birth certificates, passports and insurance policies are stored – or keep a copy online.

Emergency kit check list:

- Emergency plan
- Portable radio
- Torch
- Spare batteries
- First aid kit
- Candles
- Waterproof matches
- Spare house keys
- Insect repellent
- Suncream
- Utility knife
- Local map

Evacuation kit check list:

- Important documents, e.g. driver's license, passports and insurance papers
- Waterproof document wallet with a contact list for emergency services, family and support team
- Mobile phone, charger and spare powerpack
- Reading glasses
- Valuable items, such as jewellery and watches
- Clothing and footwear
- Photos or disk with photos
- Computer data back-up disk or flash drive
- Food and water including special needs
- Regular medicines and prescriptions
- Pets and pet food
- Toiletries
- Box of iodine tablets



Reporting a Crime

- To report a crime dial:**
- Emergency Services **000**
 - Police Assistance Line **131 444**
 - Crime Stoppers **1800 333 000**
 - Suspicious Terrorist Activity **1800 123 400**

You will be issued an event number. Please retain this event number for your records.

If you are having problems with recurring criminal activity and find it necessary to report on several occasions, it is imperative to document the times, occurrence and if possible, identification of the individuals/vehicles and the event number.

Report, Report, Report

If the authorities know what is happening, they will be able to send help to your area. Your privacy is paramount. The more you report, the more you will be assisted and the more your community will be taken care of.



**In an event of an
Emergency dial**

000

NSW Police Force Community Portal

The NSW Police Force Community Portal is a new online reporting system for our community which is always safe, confidential and secure.

Where no emergency exists and immediate investigation by a police officer is not necessary, you can now lodge an Eligible Non-emergency Report online at any time where an internet connection is available. Eligible reports are lost property, intentional damage or graffiti and theft.

Simply create or use an existing MyService NSW account to logon, create, manage and access your report information online. You can keep track of the status of your report and obtain information you may need for insurance purposes. You can also securely update your report online from your own account. Every report is reviewed by the NSW Police Force. The history and details of your report will always be available within your online account. NSW Police Force Community Portal is an additional avenue to create non-emergency reports provided for your convenience. Visit Service NSW at my.service.nsw.gov.au/MyServiceNSW/personalDashboard



Download QR Code App
reader for you device

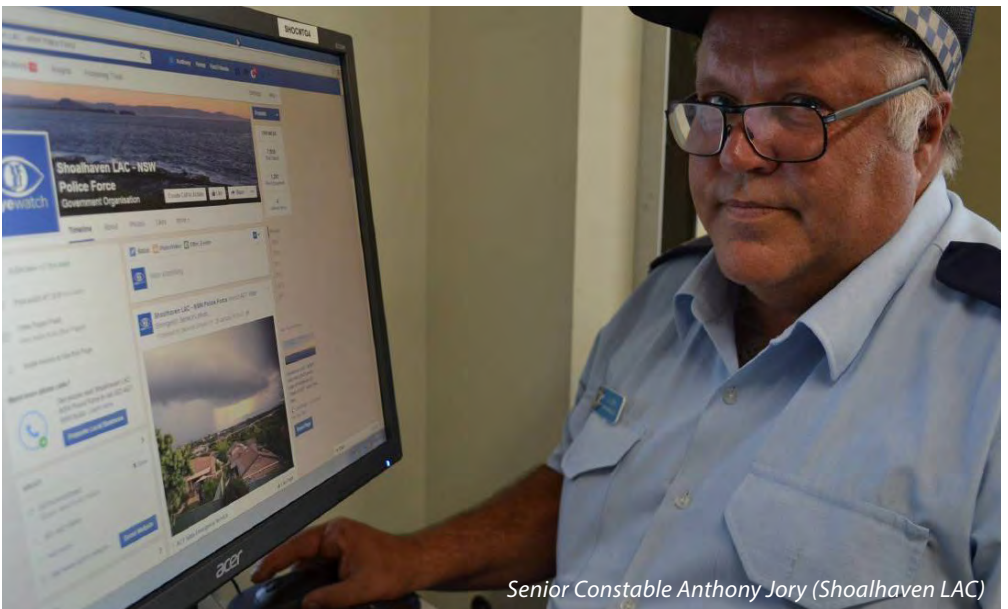
Conventional reporting is still available by calling the Police Assistance Line on **131 444** or attending your local Police Station. If the incident is an emergency or occurring now, contact **(000)** immediately.

Shoalhaven **Local** **Area Command**

Crime Management Unit

The Crime Management Unit, Crime Prevention Officer (CPO) writes "On the Beat". This weekly article appears in the South Coast Register and discusses how to take care of yourselves, your loved ones and your property by utilising small and effective techniques.

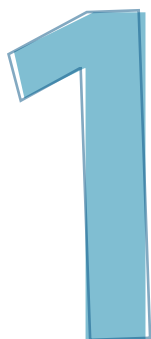
The CPO works closely with Council and community; attending safety meetings, assisting with safety audits, attending events in the Community Crime Prevention Van and assisting on a wide range of community events.



Senior Constable Anthony Jory (Shoalhaven LAC)

Guiding Principles to Community

A strong sense of community can help many people to feel safe, supported and secure. There are three guiding principles that build community connectivity, inclusivity, resilience and safety; community partnerships, capacity building and place making.



Partnerships

Partnerships are the stronghold to a successful region. Each community has its strengths. Partnerships allow these strengths to connect and develop a strong fibre throughout the community.

An example of a group with strong community connection is the Ulladulla Neighbourhood Watch group. Ulladulla Neighbourhood Watch for Ulladulla and surrounding areas is for homes and businesses etc. The group is involved in looking out for crime & also providing information for residents.

For more information on Neighbourhood Watch visit nhwa.com.au

Council's Community Development Team encourage community members to develop successful safety projects such as that undertaken by Bomaderry Pride. Projects can be simple or diverse. The Community Development Team will be able to listen to the Community and help organise positive and

sustainable change utilising a strengths-based approach. The team will focus on what's strong, not what's wrong.

The Community Development Team understand that every person and every neighbourhood is unique and has different needs. These qualities are what make our community great. Different perspectives, stories and experiences create the diverse fabric that pulls communities together.



Neighbourhood Watch
Join Today

Neighbourhood Watch
Coordinators
Andre Ruttimann
m. 0459 689 981
or
Tina Hughes
m. 0459 689 942

email: ulladullaneighbourhoodwatch@gmail.com
We are available 24 hours - 7 Days a Week
www.nhwa.com.au

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Capacity Building

Capacity building is an approach to social development that strengthens the skills and abilities of a community. Council utilises “Connecting Communities” as an operating framework. Building a community utilising its strengths is a multifaceted and economical approach to long term community success.

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Place Making

Building community through place making is a priority at Council. Place making can be defined as working together to create an environment that people are attracted to and have a sense of belonging and ownership to. Through place making, Council works with community groups to create safe and beautiful areas in the Shoalhaven. A good example of place making is the Sanctuary Point Placemaking Action Plan.

Here are some ways to build a strong Community:

- Learn about the traditional custodians of the land
- Instigate random acts of kindness
- Exercise patience
- Be kinder than necessary
- Talk to an elderly person, listen to their story
- Start or join a community garden
- Greet or smile everyone you pass throughout the day
- Join in community events
- Volunteer your skills to a local organisation
- Build a free library or book exchange
- Be kind on social media
- Reach out to a lonely person for a chat
- Smile at all children, big or small
- Use community murals to paint a positive message
- Surprise your neighbours by making a favourite dish and include the recipe
- Answer surveys when asked
- Join a local Emergency Services group
- Read the local paper thoroughly
- Attend local art exhibition openings
- Share extra fruit from your trees with neighbours
- Bake a cake for work colleagues
- Have family dinners and read to your children
- Help someone carrying a lot of stuff
- Pay someone a compliment
- Spend a morning at an animal shelter

Community partners and Support services

Council's Community Development Team also helps the community connect through Pride Groups. Pride Groups are a team of like-minded community members that want to make a change in their area.

An inspiring story is that of the Bomaderry Pride Group. They took a small lot on Meroo Road, Bomaderry, across from the train station, revitalised it, put up beautiful murals and coordinated a re-creation of the Waratah March, a significant war time event in the Shoalhaven.



Shoalhaven City Council

Shoalhaven City Council is committed to working closely with residents, visitors, community, Police, industry, business and other interested parties to build strong and safe communities.

You can contact Council on;

Phone: **(02) 4429 3111**

Email: **council@shoalhaven.nsw.gov.au**

Or visit our office at;

Bridge Road, Nowra

Deering Street, Ulladulla

References

Bureau of Crime Statistics and Research (BOCSAR) NSW www.boscar.nsw.gov.au

Department of Justice and Attorney General NSW www.justice.nsw.gov.au NSW Police Force www.police.nsw.gov.au

Thank you to:



Important Phone Numbers

Health Services	
Alcohol and Drug Info Service (ADIS)	1800 422 599
Shoalhaven Hospital	4421 3111
Mental Health Line	1800 011 511
Crossroads Youth Health Service (Nowra)	4423 1784
Stimulant Treatment Program (24/7)	1800 101 188
Council Contacts	
Shoalhaven City Council	4429 3111
Council Road Safety Officer	4429 3484
Illegal Dumping	4429 3433
Road Safety	
Dob in a Hoon	4429 3651

Emergency and legal	
Emergency	000
SES – State Emergency Services	132 500
RFS – Rural Fire Services	4424 4424
Local Emergency Management Officer	4429 3347
Police Assistance Line	131 444
Huskisson Police Station	4441 5779
Sussex Inlet Police Station	4441 2665
Nowra Police Station	4421 9699
Shoalhaven Highway Patrol	4421 9616
Crime Stoppers	1800 333 000
Crime Prevention Officer (Police)	4421 9619
Shoalhaven Domestic Violence Officer	4421 9666
1800 RESPECT	4421 9665
Nowra Domestic Violence Intervention Service	4421 9658 or 4421 9649
Suspicious Terrorist Activity	1800 123 400
Youth Liaison Officer	4421 9626
Licensing Officer	4421 9615
Juvenile Justice	4423 0556



Email: council@shoalhaven.nsw.gov.au

Bridge Road, Nowra (02) 4429 3111

Deering Street, Ulladulla (02) 4429 8999

All communication should be addressed to

The Chief Executive Officer:

PO Box 42, Nowra NSW 2541

DX 5323 Nowra NSW

Fax: (02) 4422 1816

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