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Acknowledgement of Country

The City of Mandurah would like to acknowledge the Bindjareb people – the traditional custodians of this land – and pay respect to all Elders, past and present.

We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this City and the region.



Mayor's Message

Mandurah is known for its beautiful natural environment, open public spaces, vibrant tourism, and welcoming community spirit. However, we know that feeling safe and connected is something we must continually strive for, whether we're living, visiting, or working here.

The City of Mandurah is dedicated to fostering a community where everyone feels safe, included, and has the opportunity to thrive. Together with our many valued partners, we are committed to enriching our neighbourhoods through strong connections and a shared sense of purpose.

Since the release of our last Community Safety Strategy in 2017, we've embraced a community development approach, empowering our residents to take part in shaping safer neighbourhoods. I'm proud of the meaningful progress we've made, building stronger, more resilient communities that are better equipped to face challenges together. While we've come some way, we recognise there is much more to do to ensure every part of Mandurah feels safe and supported.

Significant strides have also been made in supporting our community's most vulnerable people, including those experiencing homelessness. By working closely with community service providers, outreach groups, government, police, and other key partners, we've created a more compassionate and collaborative approach to ensuring no one is left behind.

With input from almost 800 residents and key stakeholders, our new Community Safety Strategy focuses on building stronger partnerships with the community. We aim to foster safer neighbourhoods by empowering individuals to contribute and by designing and maintaining public spaces that encourage positive interactions and promote safety.

We're also excited to introduce an incentive scheme to help more community members improve their home security, enhancing personal safety and peace of mind.

Thank you to everyone who contributed to the development of the Community Safety Strategy 2024-2029. Mandurah is a city with a village heart, and by working together, we will continue to create a safe, connected, and welcoming place for all.

Rhys Williams
Mayor, City of Mandurah



Community Safety – Introduction

Mandurah is a unique place, where people come together to work, live and play. It is a city with a village heart, that wraps itself around community, working to provide a feeling of connection, possibility, and safety for all.

The City has consistently committed to collaborating with the local community, businesses, organisations, community services, WA Police, State and Federal Government in addressing community safety. This commitment involves effectively using the resources to tackle numerous key outcomes in the preceding Community Safety and Crime Prevention Strategy 2017-2022.

The City's Community Safety Strategy 2024-2029 illustrates its ongoing commitment to executing coordinated initiatives, seamlessly integrated into broader city strategies. This dedication is evident in the collaborative endeavours of all city business units, each contributing distinct roles to ensure community safety, forming a unified network focused on safeguarding the community.

Moving towards a community development approach, this strategic shift aims to build upon the accomplishments of the previous Community Safety and Crime Prevention Strategy while also addressing additional needs pinpointed through consultations with stakeholders.

The central theme is the promotion of community-based action to prevent, prepare, and respond to community safety concerns and perceptions, including crime prevention. Adopting a partnership approach to community safety, the City of Mandurah is committed to building and enhancing community knowledge, connectedness, and a strong sense of community. Together, we aim to see the village thrive with that all-important connection, fostering an environment where strong crime prevention is integral to community well-being.

In developing the new Community Safety Strategy 2024-2029, the City consulted extensively with community, actively listening to a diverse array of perspectives.

Around 800 residents and key stakeholders told us what safety meant to them and what they believed the City could do to strengthen and encourage a safer community.

In addressing the priorities identified, the City's Community Safety Strategy 2024 -2029 proposes three key pillars:

- **Pillar One: Partnerships**
Foster a safer community by working together and leveraging the strengths of different stakeholders to maximise positive outcomes.
- **Pillar Two: Place**
Design, establish and maintain public places and infrastructure that create positive interactions, enhance safety and reduce opportunistic crime.
- **Pillar Three: People**
Empower people with the knowledge, understanding, resilience and capacity to contribute effectively toward a safer community.



Community Safety and Crime Prevention 2017-2022: Key Achievements

The City's Community Safety and Crime Prevention Strategy 2017 – 2022 was the catalyst for implementing new initiatives. Key progress and achievements include:



Homelessness and Street Present

- Developed a Sector led 2-year strategy.
- Successfully implemented the Assertive Outreach trial that resulted in ongoing State Government support through extension of the HEART outreach initiative.



Memorandum of Understanding (MOU) between WA Police and the City of Mandurah

- The City and WA Police agreed to an MOU that provides for a streamlined way the City worked with Police to access City information to best serve the local community.



Activations

- Localised events were delivered over three years, to activate our suburbs and encourage community connections.



Networks (all ongoing)

- Developed and supported networks to ensure all stakeholders were able to clearly communicate, share information and support where needed.



CCTV

- Additional cameras were added to the network at key locations across the City including City facilities.



Lighting

- Lighting audits conducted in key locations including improved lighting as part of the Waterfront Development.



Service Review (2019)

- The City Community Safety Team roles were diversified into a contemporary, community development place approach. This ensured City officers worked with the local community to promote crime prevention and safety.



The Implementation of Crime Prevention Through Environmental Design (CPTED)

- The City developed an internal resource to ensure CPTED principles were considered across all business units and City projects.

Mandurah Profile

9,838

people, or 13.2% of the population, are volunteers.

2.9%

of population are First Nations People.

959

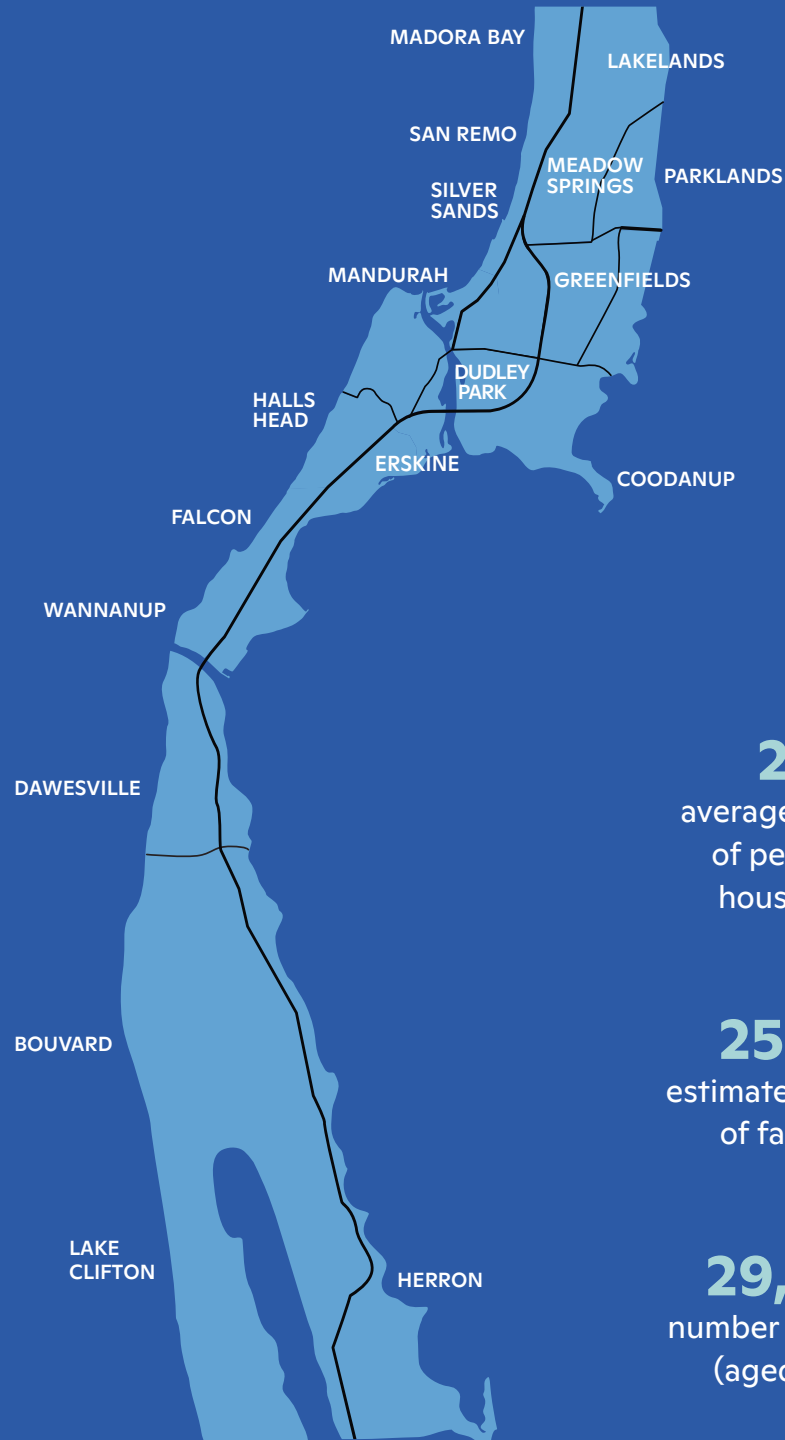
SEIFA Index showing Mandurah has more socio-economic disadvantage than Greater Perth.

100,413

Mandurah's forecasted population for 2024, expected to grow to 116,752 by 2046.

44,141

dwellings (homes).



52km
of coastline.

18
suburbs.

174km²
land area.

2.3
average number of people in household.

21
primary schools.

7
secondary schools.

25,111
estimated number of families.

1
university.

29,091
number of seniors (aged 60+).

1
tafe.

Community Safety Strategy – Strategic Context

The Community Safety Strategy is aligned to the Strategic Community Plan and is one of the City’s key informing documents as part of the City’s Strategic Framework.

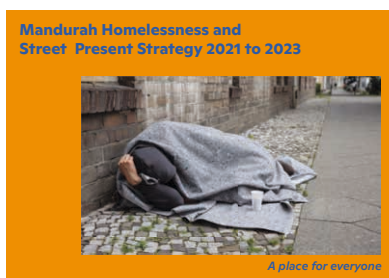


Connection with other City Strategies



Strategy: City of Mandurah – Place Enrichment Strategy

Endorsed in 2023, the Place Enrichment Strategy aims to create neighbourhoods that are thriving, resilient and socially connected where residents feel proud to call home. It takes a place-based approach across Mandurah, implementing initiatives to build capacity, create friendly places, activate neighbourhoods and create strong communication.



Strategy Mandurah Homelessness and Street Presence Strategy 2021 - 2023

Endorsed in 2021 (and currently being updated), this strategy aims to work collaboratively to end homelessness and ensure there is a place for everyone. It had four main objectives; Accessible accommodation; Effective support systems; Meaningful systemic change; and Ensuring safety and security.



Strategy: City of Mandurah - Youth Strategy 2021 - 2026

Endorsed in 2021, the Youth Development Strategy enables the City to be clear in its direction to ensure young people are central to designing and delivering projects, places and services that impact young people. The Strategy is underpinned by four key areas: Local Spaces and Places; Learning and Working; Connection and Wellbeing; and Leading and Creating.



Public Health and Wellbeing Plan

Endorsed in 2020, the Public Health and Wellbeing Plan is required under the Western Australian Public Health Act 2016 and aligns with the State Public Health Plan for Western Australia 2019-2024. It aims to enhance the health, wellbeing and safety of all Mandurah residents through aligning with the City of Mandurah's Strategic Community Plan 2020 - 2040 and relevant State and Federal strategies and policy documents.



Role of Governments

Article 3 of the United Nations Declaration of Human Rights states “Everyone has the right to life, liberty and security of person.” To make this a reality, each tier of government takes on responsibilities in an effort to create a safe community, with individuals and groups also contributing through good citizenship.

Federal Government

The Federal Government plays a significant role in community safety, with responsibilities for legislative frameworks, policy and resourcing for high-level safety matters like national security, border protection, cyber-security, counterterrorism and emergency management.

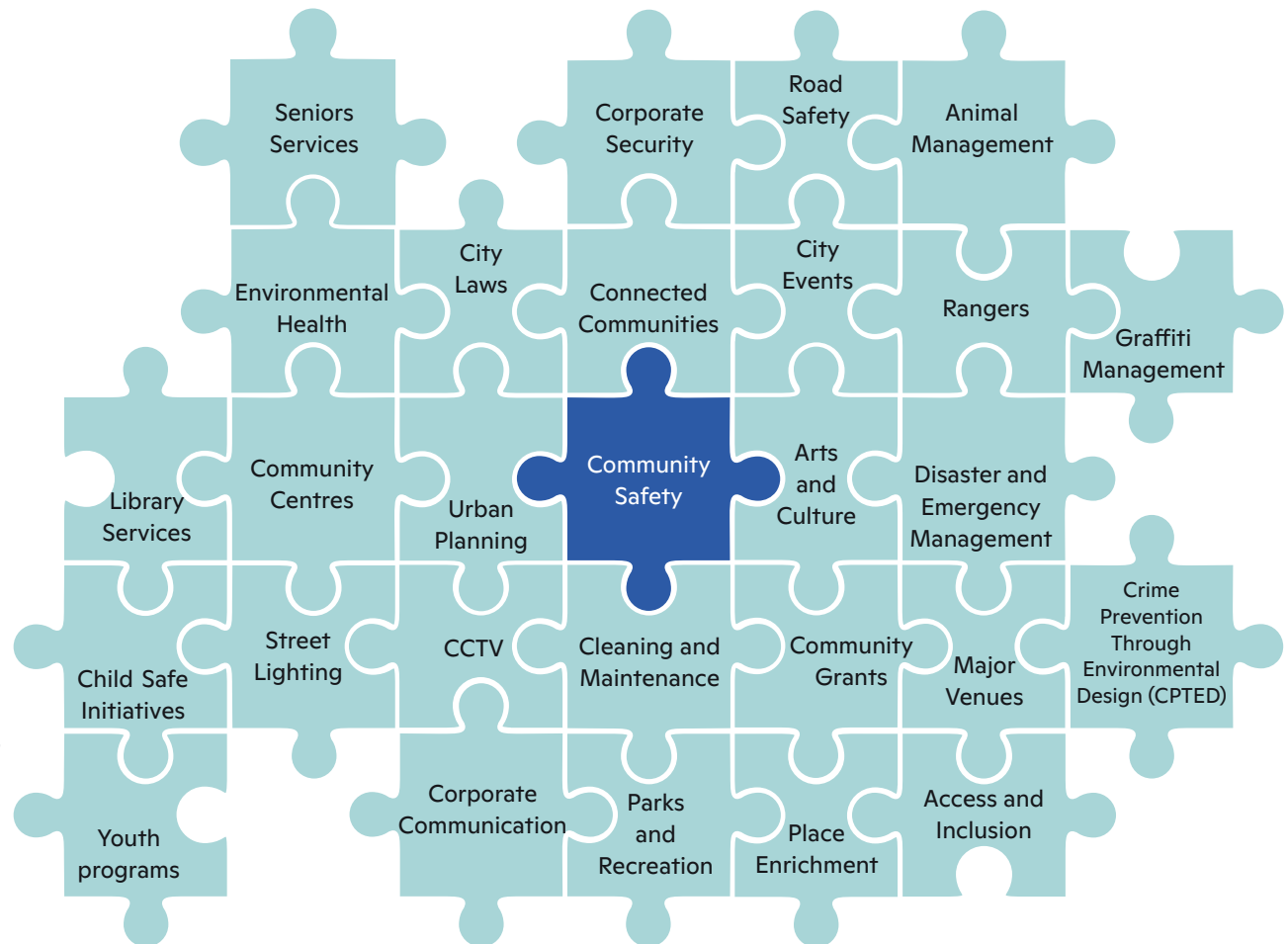
State Government

The Western Australian State Government is at the forefront of community safety in Western Australia, primarily through WA Police who are responsible for law enforcement, maintaining order, preventing crime and ensuring public safety. The State Government is also responsible for legislation, regulation, policy, services and resourcing areas like homelessness, family and domestic violence, child protection, education, emergency services, health, mental health, road safety and more that are central to a safe community.

Local Government

As a local government, the City of Mandurah plays a broader role in the social response to keeping our community safe through advocacy, facilitation, support and raising awareness. We also undertake some more direct roles in keep our places feeling safe, such as cleaning off graffiti and responding to vandalism on City-managed land, providing CCTV, responding to public safety, and designing public spaces that deter crime or anti-social behaviour.

Example of City of Mandurah services that incorporate positive community safety outcomes



Role of Community



We can all play a part towards a safer Mandurah by ensuring our attitudes, actions and behaviours have a positive impact within our communities. Residents, communities and businesses can take meaningful steps to improve safety, like getting to know your neighbours, joining a residents group or Liquor Accord, reporting all incidents of crime to Police or the relevant authority, being informed about safety and security matters, and making good individual choices to deter opportunistic crime (like not leaving valuables in your car, and making sure your home is secure).



Developing the Community Safety Strategy

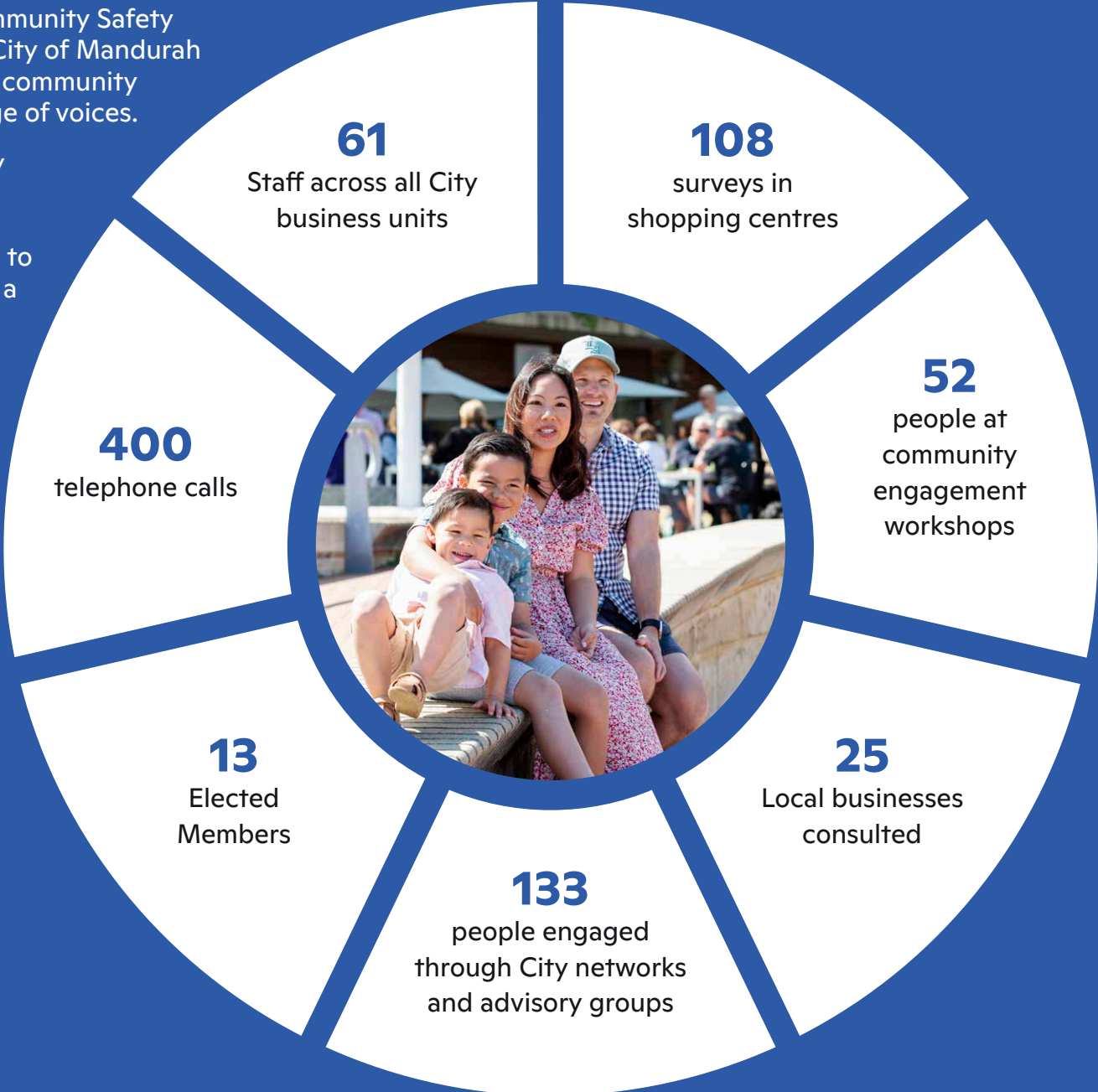
The activities that were undertaken in developing the Strategy included:



Community Consultation

In developing the new Community Safety Strategy 2024 - 2029, the City of Mandurah consulted extensively with community and listened to a wide range of voices.

Over 700 residents and key stakeholders told the City what safety meant to them and what the City could do to strengthen and encourage a safer community.





Community Safety Strategy Framework

Strategic Goal Everyone within Mandurah experiences a sense of safety and community connection.

Pillars	Partnerships	Place	People
Key Features	<ul style="list-style-type: none"> • MOU with WA Police • Key stakeholder relationships are supported • Community capacity building opportunities • Liquor Accord • Safety Information Directory • Annual Summit 	<ul style="list-style-type: none"> • Community safety resources produced and distributed • Lighting audits undertaken and actioned • Eyes on the Street re-established • CCTV networks maintained • Graffiti management 	<ul style="list-style-type: none"> • Safety rebates • Preventing opportunistic crime
Priorities	<ul style="list-style-type: none"> • Leadership • Advocacy • Relationships • Engagement • Facilitation 	<ul style="list-style-type: none"> • CPTED Principles • CCTV - Masterplan • Positive identity • Sense of Belonging • Recognition of unique qualities 	<ul style="list-style-type: none"> • Equitable approach • Community and social connections • Supporting Residents • Empowerment through knowledge • Resilience
Outcomes	<ul style="list-style-type: none"> • Responsive, informed stakeholders. • Positive, collaborative, strong partnerships. 	<ul style="list-style-type: none"> • Secure, connected, planned for places. • Activated, cared for safe, spaces and places. 	<ul style="list-style-type: none"> • Equitable, community involvement. • Communities empowered through knowledge.



Pillar One: Partnerships

Strategic Goal 1: Through informed leadership, coordination, and advocacy the City of Mandurah aims to enhance, strengthen, and progress towards a safer, connected community for all residents, workers and visitors.

Objectives:

- 1.1 Deliver and assess the City’s collaborative efforts with all stakeholders to ensure ongoing and new actions have a positive impact with the local communities.
- 1.2 Develop and maintain positive communication and collaborative linkages with WA Police to ensure a consistent, localised approach is used that maximises community benefit.
- 1.3 Deliver initiatives that work collaboratively with local business to build knowledge, skills, and capacity to respond proactively to safety issues.
- 1.4 The City of Mandurah advocates at all levels of government to ensure local needs are identified, heard, and responded to proactively.

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Networks are established and maintained with key stakeholders to maximise safety outcomes by working together.	1.1, 1.2, 1.3	Within existing budget Internal (staff costs)	Finance -	\$1,000 -	\$1,000 -	\$1,000 -	\$1,000 -	\$1,000 -	1. Number of meetings undertaken. 2. Examples provided of Improved safety outcomes generated by working together.	CEO Director, Place and Community Executive Manager – Community Services
Support local initiatives that address street present behaviour and its impact i.e., Homelessness Week Pop Up Events. Aligns with actions identified in the sector-led Homeless and Street Present Strategy.	1.1, 1.4	Within existing budget Internal (staff costs)	Finance -	\$2000 -	\$2000 -	\$2000 -	\$2000 -	\$2000 -	1. Number and effectiveness of local initiatives developed.	Executive Manager – Community Services
The City of Mandurah provides meetings (as needed) for internal staff to share information and work collaboratively on Community Safety topics.	1.1, 1.4	Within existing budget Internal (staff costs)	Finance -	- -	- -	- -	- -	- -	1. Number of internal meetings held. 2. Examples of value gained from the meetings.	Executive Manager – Community Services

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Facilitate the Liquor Accord and provide opportunities for communication, sharing data, knowledge building and collaboration with both WA Police and local licensed businesses that includes developing actions and collateral with a focus on community safety and reduction of alcohol related anti-social behaviour.	1.2, 1.1, 1.3	Within existing budget	Finance (1 FTE)	\$2500	\$2500	\$2500	\$2500	\$2500	1. Reduction in crime related incidents related to alcohol.	Executive Manager – Development and Compliance
		Internal (staff costs)	-	-	-	-	-	-		
Review current Memorandum of Understanding (MOU) with WA Police in 2024 with an intention to renew.	1.2, 1.1, 1.3	Within existing budget	-	-	-	-	-	-	1. Improved communication and collaboration.	Executive Manager – Development and Compliance
		Internal (staff costs)	-	-	-	-	-	-		
Provide local initiatives that build capacity utilising a neighbourhood-based approach that includes fostering positive engagement with local Police in response to crime hot spots which are informed by relevant data.		New external budget	Finance	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000		
i. Provide Street Meet and Greets in crime hotspot locations to develop residents' engagement, knowledge, and capacity.									1. Evidence based programs are researched.	
ii. Research examples that demonstrate positive outcomes via collaboration with local government and the Police.	1.2, 1.4	Grant funding – Dept Justice submitted (100,000 per year 2-year term)(GCDO)		1 FTE	1 FTE	-	-	-	2. Programs are developed and evaluated. 3. Feedback from residents is collated and tracked.	Executive Manager – Community Services
iii. Partner with high profile businesses to provide pop up sessions aligned with Safety Week, Easter and at other times as agreed upon by both parties.										
iv. Promote safety week each year with aligned pop-up events.										

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Address community safety including perceptions of safety (funding opportunities) to support the City's response.		New Internal budget		-	-	-	-	-	1. Examples are identified, trialled, and evaluated.	Executive Manager – Community Services
i. Monitor local crime statistics in the City Centre and track trends and other relevant data sets to identify emerging issues and explore potential responses.	1.3, 1.4								2. Grants are identified, and applications submitted.	
ii. Implement those good practice examples that secure funding.		0.5 FTE (CCDO)		1 FTE	1 FTE	1 FTE	1 FTE	1 FTE	3. Crime data sets are collated and used in evaluations.	
iii. Evaluate programs and measure against collected data.										
Provide a range of informative targeted collateral that is accessible and practical:		Within existing budget		\$15,000	\$15,000	\$15,000	\$15,000	\$15,000	1. Safety campaign is developed.	Executive Manager – Community Services
i. Target both residents and businesses.									2. Collateral is distributed and evaluated.	
ii. Develop a "Safety Directory" which serves as a practical guide on how stay safe, how to report, what to report and who to report to. (eg graffiti, hoon behaviour, crimes).	1.2, 1.3								3. Shift in perception data gathered via Catalyse.	Executive Manager – Communications and Civic Affairs
iii. Provide the Safety Directory in a range of mediums to increase reach both digital format and hard copy.		Internal (staff costs)	-	-	-	-	-	-		
iv. Promote pro-active reporting.										
Liaise with local businesses in conjunction with the Economic Development business unit to undertake CPTED audits, business packs and targeted information.	1.2, 1.3	Within existing budget	Finance	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	1. Number of attendees.	Executive Manager – Community Services
		Internal (staff costs)	-	-	-	-	-	-	2. Feedback collected and reported.	Executive Manager – Strategy and Economic Development

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Collaborate with Local Residents Associations to increase ability to share information. i. Host an annual Community Safety Summit for Residents Associations and relevant community stakeholders to build their community capacity in creating safer, more vibrant neighbourhoods.	1.4	Within existing budget	Finance	\$20000	\$20000	\$20000	\$20000	\$20000	1. Safety information event held with identified local Residential Associations. 2. Resident's Associations promote safety knowledge to residents.	Executive Manager – Community Services
Encourage residents to improve security of belongings by raising awareness of programs like Bikelinc. Actions identified in Place Enrichment Strategy that align.		Internal (staff costs)	-	-	-	-	-	-		
Advocate for long term, sustainable, services that address local Family and Domestic Violence preventions and supports.	1.4	Within existing budget	Finance	-	-	-	-	-	1. Advocacy is undertaken. 2. Positive shift in available services noted (to be measured at end of 5 years).	CEO Director – Place and Community
		Internal (staff costs)	-	-	-	-	-	-		
The City of Mandurah supports Peel Says No to Violence (PSNTV) by signing the Pledge biennially. Additionally: i. Provides support to the Annual Silent March through provision of an annual financial contribution.	1.4	Within existing budget	Finance	\$3000	\$3000	\$3000	\$3000	\$3000	1. Annual Silent March is held and is well attended. 2. City commits to the Pledge.	Executive Manager – Community Services
Lights up Mandurah Bridge each year in recognition of the impact of FDV in conjunction with Silent March.		Internal (staff costs)	-	-	-	-	-	-		



Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Advocate for all services and programs delivering community safety actions be designed to reflect culturally appropriate, inclusive methodologies:		Within existing budget	Finance	-	-	-	-	-		
i. Seek feedback from local Aboriginal residents annually via RAP Steering Group.									1. Feedback is implemented.	
ii. Seek feedback from CaLD community annually through the Multicultural Network.	1.4								2. Services and programs offered are inclusive.	Executive Manager – Community Services
iii. Seek feedback from the Access and Inclusion Advisory Group (AIAG) annually.		Internal (staff costs)	-	-	-	-	-	-		
iv. Seek feedback from the Youth Advisory Group (YAG) annually.										



Pillar Two: Place

Strategic Goal 2: Develop community connections to place and infrastructure to sustain a safer community for all.

Objectives:

- 2.1 Creating positive, community linkages and connections between people, places and spaces ensuring culturally appropriate, inclusive good practice.
- 2.2 Crime Prevention Through Environmental Design (CPTED) Principles are consistently planned for, implemented, and evaluated across all business units.
- 2.3. Graffiti is responded to effectively to reduce the number of incidences over time.
- 2.4 Aesthetic spaces are created and maintained in culturally appropriate and inclusive ways to enable residents to feel a sense of pride and ownership.
- 2.5 Signage and other tools are utilised to provide knowledge, awareness, and information to ensure a secure and safe environment.

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
A suite of actions to target social activities is developed and implemented.		New Internal budget	Finance	\$15,000	\$15,000	\$15,000	\$15,000	\$15,000	1. Number of micro grants taken up.	Executive Manager – Community Services Manager – Strategic Communications
i. Investigate micro grants to support neighbourhood activations by residents annually.	2.1, 2.2, 2.4								2. Number of people celebrating neighbour day.	
ii. Celebrate Neighbour Day. Reinvigorate/review/relaunch Street Mates and activate.		Additional 0.5 FTE (CCDO)		0.5 FTE	0.5 FTE	0.5 FTE	0.5 FTE	0.5 FTE	3. Number of people registered for Street Mates.	
Actions align to Place Enrichment Strategy.									4. Tip sheets delivered.	
Seek grant opportunities that will fund implementation of potential actions/programs/activities that address community safety and meet Strategic Community Plan objectives.	2.1, 2.3, 2.4	Within existing budget	Finance	-	-	-	-	-	1. Number of grants applied for.	Executive Manager – Community Services
		Internal (staff costs)	-	-	-	-	-	-	2. Number of grants successful.	

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
<p>Increase residents' capacity and ability to respond proactively using CPTED principles by:</p> <p>i. Host an annual Community Safety Summit (refer to Partnerships annual community safety summit action) on various safety education topics each year facilitated by experts in community safety topics that address community interest/need.</p> <p>ii. Undertake place activations to educate and provide resources on community safety.</p>	<p>Build City capacity through training and education:</p> <p>i. Provide CPTED audits to City facilities where high risk is identified</p> <p>ii. Promote use of City's CPTED Guide</p>	<p>Within existing budget</p> <p>Internal (staff costs)</p>	<p>Finance</p> <p>-</p>	<p>\$5000</p> <p>-</p>	<p>\$5000</p> <p>-</p>	<p>\$5000</p> <p>-</p>	<p>\$5000</p> <p>-</p>	<p>\$5000</p> <p>-</p>	<p>1. No of workshops.</p> <p>2. Satisfaction surveys.</p> <p>3. CPTED resources developed/promoted.</p>	<p>Executive Manager – Community Services</p>
<p>Build City capacity through training and education:</p> <p>i. Provide CPTED audits to City facilities where high risk is identified.</p> <p>ii. Promote use of City's CPTED Guide.</p>	<p>2.2</p>	<p>Within existing budget</p>	<p>Finance</p>	<p>\$2000</p>	<p>\$2000</p>	<p>\$2000</p>	<p>\$2000</p>	<p>\$2000</p>	<p>1. Number of CPTED referrals to CPTED Guide.</p>	<p>Executive Manager – Community Services</p>
<p>City responds to lighting in City Centre key areas to ensure residents and business' have strong feelings of safety in the evenings:</p> <p>i. Identify key lighting areas to be strengthened.</p> <p>ii. Promote residents reporting lighting issues through recognised portals.</p> <p>iii. Respond in a timely way to reports of faulty lighting under the control of the City in public places.</p>	<p>2.2</p>	<p>Within existing budget</p> <p>Internal (staff costs)</p>	<p>Finance</p> <p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>1. Number of lighting improvements made.</p> <p>2. Grants are identified, and applications submitted.</p> <p>3. Crime data sets are collated and used in evaluations.</p>	<p>Executive Manager – Community Services</p> <p>Executive Manager – Built Environment</p>

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Research responses to graffiti occurrences that support community and business to respond:		New Internal budget	Finance	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	1. Number of Goodbye Graffiti packs distributed.	Executive Manager – Community Services
i. Investigate grant opportunities to address graffiti.	2.3, 2.4								2. No of grant opportunities identified.	
ii. Distribute/implement Goodbye Graffiti resources and toolkit.		Additional 0.5 FTE (CCDO)	-	-	-	-	-	-		
Align approach with WA Police and State Government.										



Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Implement awareness campaigns to promote the benefits and correct reporting processes for graffiti/vandalism.	2.3, 2.4	Within existing budget	Finance	\$1000	\$1000	\$1000	\$1000	\$1000	1. Graffiti is responded to quickly. 2. Graffiti is reported to Goodbye Graffiti.	Executive Manager – Community Services Executive Manager – Built Environment
Remove graffiti from City facilities and assets within prescribed timeframes.		Internal (staff costs)	-	-	-	-	-	-		
Investigate potential alignment with State Government’s Graffiti Management Plan.	2.1, 2.4	New Internal budget	Finance	\$8000	\$8000	\$8000	\$8000	\$8000	1. Number of activations held. 2. Reduction in hot spot areas while Cocooning Project is in place.	Executive Manager – Community Services
Ensure ability to upload images to State Government’s reporting portal- Goodbye Graffiti to build database of local tags, provide accurate data and inform Police actions.		Grant funding – Dept Justice submitted (100,000 per year -2-year term)	Additional FTE (GCDO 1 FTE – Level 5 – Funded via grant 2-year contract)	1 FTE	1 FTE					
Support community led response to maintaining and activating spaces that address areas of neighbourhood concern by: I. Investigate tidy up actions the City can support. II. Address ‘broken window principles’ with residents in actions that involves co-design and asset-based community approaches. III. Incorporates a ‘Cocooning’ response applicable where preventative actions can improve crime hot spots.	2.5	Within existing budget	Finance	\$5000	\$5000	\$5000	\$5000	\$5000	1. Increase in data provision via the Eyes on the Street.	Executive Manager – Development and Compliance Executive Manager – Community Services
Actions align to Place Enrichment Strategy.		Internal (staff costs)	-	-	-	-	-	-		
Eyes on the Street Program is promoted to City staff and the app is utilised by Rangers and other City Staff where applicable.										
Promote Eyes on the Street to residents.										

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
<p>Maintain an effective Closed-Circuit Television (CCTV) network in outdoor public spaces and indoor public spaces (City facilities) and areas of identified high risk that aims to reduce the incidence of:</p> <ul style="list-style-type: none"> • Crime • Anti-social behaviour <p>Uphold, review and Implement CCTV procedure and guidelines.</p> <p>Investigate developing a CCTV Strategy.</p> <p>Demonstrate (through audit checks) system is operated with strict adherence to:</p> <ul style="list-style-type: none"> • Criminal Investigation Act 2006 • Surveillance Devices Act 2006 • State Records Act 2000 • Freedom of Information Act 1992 • Evidence Act 1906 	2.2, 2.5	<p>Within existing budget</p> <p>Internal (staff costs)</p>	Internal (Staff costs)	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	<ol style="list-style-type: none"> 1. CCTV Network is maintained. 2. Areas with CCTV have decrease in incidents reported. 3. CCTV legislation, regulation and policy adherence is monitored and audited. 	<p>Executive Manager – Community Services</p> <p>Executive Manager – Development and Compliance</p> <p>Executive Manager – Systems and Projects</p> <p>Coordinator – Information Management Unit</p> <p>Executive Manager – Governance Services</p>
Advocate for community priorities including road safety, hooning and community policing.	2.1		-						CEO	



Pillar Three: People

Strategic Goal 3: To build knowledge, skills and capacity that works to strengthen individual and community resilience to prevent, prepare and respond to safety initiatives.

Objectives:

3.1 Provide locally based activities and opportunities that bring people together to build connections to each other, places, and promotes social cohesion.

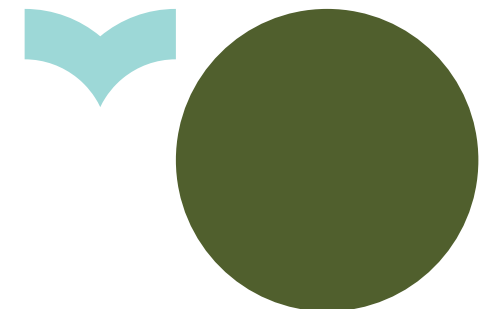
3.2 Provide opportunities for residents to build knowledge and capacity via actions that can strengthen their individual, and communities' safety.

3.3. Develop activities that provide young people opportunities to connect to their communities in positive ways.

3.4 Provide support, information, and resources for residents to develop their proactive responses to safety issues.

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Support activities that promote Neighbourhood Watch.	3.2	Within existing budget	Finance	\$1000	\$1000	\$1000	\$1000	\$1000	1. Number of activities held.	Executive Manager – Community Services
		Internal (staff costs)		0.5 FTE	0.5 FTE	0.5 FTE	0.5 FTE	0.5 FTE		
Facilitate connections for the State Government and not-for-profits to deliver their programs and information through City facilities.	3.2	New Internal budget	Finance	\$4000	\$4000	\$4000	\$4000	\$4000	1. Number of connections identified and delivered upon.	Executive Manager – Community Services
		Internal (staff costs)	0.5 FTE	0.5 FTE	-0.5 FTE	-0.5 FTE	-0.5 FTE	-0.5 FTE		
Provide information to residents to carry out personal CPTED safety audits at resident request that includes tailored resources and complements a Safety Incentive Scheme (links to Cocooning).	3.1, 3.2, 3.4	Within existing budget	Finance	\$2000	\$2000	\$2000	\$2000	\$2000	1. Number residents engaged and requests for information. 2. Number and quality of resources produced tailored to community needs.	Executive Manager – Community Services
			Additional FTE (GCDO 1 FTE – Level 5 – Funded via grant 2-year contract)	1 FTE	1 FTE	-	-	-		

Projects/Actions	Objectives	Funding Type	Resourcing	Year 1 24/25	Year 2 25/26	Year 3 26/27	Year 4 27/28	Year 5 28/29	Measures of Success	Responsibilities
Implement a Security Incentive Scheme that: <ul style="list-style-type: none"> i. Incentivises residents to invest in target hardening measures at their home to reduce likelihood of opportunistic crime. ii. Incentivises residents to register with WA Police initiative Cam Maps. iii. Supports residents' (with concession) registration cost with WA Police initiative Safe and Found. iv. Cross promotes any other security incentives or rebates provides by State Government or other agencies. 	3.2, 3.4	New Internal budget Internal (staff costs)	Finance Additional FTE (GCDO 1 FTE – Level 5 – Funded via grant 2-year contract)	\$40,000 1 FTE	\$80,000 1 FTE	\$40,000	Review	-	1. Number of rebates provided. 2. Increased resident uptake with WA Police initiatives. 3. Number of satisfaction Surveys undertaken including measurement of perception of safety.	Executive Manager – Community Services
Support the delivery of youth initiatives that encourage young people to make informed choices for the benefit of personal safety and that of the community.	3.3	Within existing budget	Finance	-	-	-	-	-	1. Initiatives delivered 2. Feedback is implemented	Executive Manager – Community Services



Community Safety Guiding Principles and Terminology

Antisocial Behaviour

refers to actions that harm or lack consideration for the well-being of others in a community. It can take various forms, such as vandalism, graffiti, intimidation, harassment, noise disturbances, and other actions that disrupt public order or violate social norms. Antisocial behaviour can be a broad term, encompassing a range of behaviours that are considered harmful or disruptive. Anti-social behaviours can increase a fear of crime, because the behaviours prevent the creation of a safe and harmonious environment for everyone.

Asset Based Community Development (ABCD)

refers to an approach to community development that focuses on identifying and harnessing the existing strengths and assets within a community to drive positive change. Rather than starting with a needs assessment that highlights gaps or deficiencies, ABCD recognises and nurtures the skills, talents, resources, and capacities that individuals and communities already possess.

Capacity Building

Community capacity building links community with resources and assets for productive future actions that strengthen community from within, empowering them with the tools to be self-led.

Closed Circuit Television (CCTV)

refers to a system of video cameras that can monitor and record specific locations for surveillance (Note, the City of Mandurah only uses CCTV in public spaces and in accordance with legislation).

Community Safety

refers to the combined efforts and measures taken to protect and enhance the well-being of individuals and communities. It involves creating environments and promoting behaviours, attitudes and

actions where people feel safe, thrive, and are able to pursue their goals and aspirations without fear of harm.

Crime Prevention

refers to implementing purposeful actions to reduce crime and stop offences occurring. Well-planned interventions can prevent crime and victimisation, promote community safety and make a significant contribution to the sustainable development of vibrant communities.

Crime Prevention through Environmental Design (CPTED)

is a strategy used to prevent crime by designing the built environment in a way that reduces opportunities for criminal activity and increases the likelihood that people will see and report suspicious behaviour. CPTED principles are based on the idea that design and effective use of the built environment can lead to a reduction in the fear of crime and the incidence of crime (Crowe,2000 p1). Core elements of CPTED include:

- **Natural Surveillance:** Designing buildings, streets, and open spaces in a way that maximises visibility, making it easier for people to see what is happening around them. This can include features like low planting, under pruning trees, few alcoves, windows overlooking public areas and lighting.
- **Territorial Identity:** Defining and enhancing the boundaries of spaces to increase a sense of ownership and responsibility among users. This can include things like clearly defined property lines and the use of landscaping and signage to demarcate private and public spaces.
- **Natural Access Control:** Designing entrances, exits, and pathways in a way that makes it easy for authorised users to access a space while deterring unauthorised access. This can include features like well-lit entrances, clearly marked pathways, and barriers to restrict access to certain areas. guide legitimate movement of people in

open spaces, using pathways, landscape design and street furniture.

- **Security Maintenance and Management:** Ensuring that the environment is well-maintained and managed, as neglect can signal a lack of care and increase the likelihood of criminal activity. This can include things like landscaping upkeep, repairing broken windows, removing graffiti promptly, providing CCTV, and managing public areas effectively.

Broken Windows Theory

The Broken Windows Theory is a criminological theory which suggests that visible signs of disorder and neglect, such as broken windows, graffiti, and rubbish, can create an environment that encourages further crime and disorder.





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