Community Safety Plan 2019-2023

Building a Safe Community Together

Contents

Aboriginal and Torres Strait Islander Statement

The City of Port Phillip respectfully acknowledges to the Yalukut Weelam of the Boon Wurrung. We pay our respects to elders, past and present. We acknowledge and uphold their continuing relationship to this land.

The Council of the City of Port Phillip acknowledges that the Yalukut Weelam clan of the Boon Wurrung language group are the first people of this land and have survived European settlement for more than two centuries.

The City of Port Phillip values its diverse and multicultural community and encourages tolerance and respect for all. The arrival of Europeans brought massive change to the Australian continent, and to its Aboriginal and Torres Strait Islander peoples. For its part, the City of Port Phillip acknowledges and grieves for the loss by the Aboriginal and Torres Strait Islander peoples of their land, their children, their health and their lives.

We acknowledge the right of Aboriginal and Torres Strait Islander peoples to live according to their own values and customs, and we commit ourselves to respecting Aboriginal sacred sites and significant places. The Council recognises the valuable contribution to the Port Phillip region made by Aboriginal and Torres Strait Islander peoples and looks forward to a future of mutual respect and harmony. The Council supports the Aboriginal and Torres Strait Islander, and non-Aboriginal and Torres Strait Islander peoples of Australia working together for the development of a formal instrument of reconciliation.

City of Port Phillip, Reconciliation Action Plan[1]

Mayor's Message

It is with great pleasure that I present to you the Port Phillip's *Community Safety Plan: - Building a Safe Community Together, 2019-2023.*

Safety is a fundamental human right and is essential to the wellbeing of our residents. Port Phillip Council is committed to building a community where both residents and visitors feel safe to live, work and play.

Community safety is a key priority of our Health and Wellbeing Implementation Strategy 2017 – 2021. The safer people feel, the more likely they are to participate in and enjoy community life; all of which leads to a healthy and thriving Port Phillip.

The Plan demonstrates Council's commitment to working in partnership to provide a safe and vibrant community for all. Together we can develop and implement effective community safety strategies and programs.

This Plan acknowledges our work to date and will deliver the foundation for community safety within the City of Port Phillip into the future.

Mayor Dick Gross
City of Port Phillip

A Safe and Connected Community

The City of Port Phillip local government area is home to over 113,200 residents.[2] It attracts more than 3.4 million visitors each year.[3] A thriving metropolitan area, the city is known for its attractive environment, cultural vitality and safety.

The World Health Organisation (WHO) defines community safety as

> *"a safe community is one in which all sectors of the community work together in a coordinated and collaborative way, forming partnerships to promote safety, manage risk, increase the overall safety of its members and reduce the fear of harm".*

Community safety is a priority for the City of Port Phillip. It influences our physical health and wellbeing by altering how people use, and interact with, the built environment, local amenities, parks and community facilities.[4] A safe city contributes to positive social and economic outcomes for our community.

The Victorian Government is responsible for law and order, public housing, health and public transport, and leads on responses to these issues in the City. Government policy settings, economic and social conditions all influence the safety of our community. Many of these factors are beyond the control and responsibility of the City of Port Phillip. In response, we work with our partners – including community members, government agencies, community service organisations, universities and local traders – to all Play our Part, and identify agreed solutions and share resources to continually improve safety in our community. We recognise the valuable skills, experience and knowledge our partners contribute to creating a safe and connected community for all.

The Community Safety Plan (the Plan) sets out the City of Port Phillip's contribution to making our community a safe and resilient place to live, work and visit. It describes our commitment to safety and how we can all Play our Part in the areas of focus for the next four years.

Our Priorities for Safety
The plan sets out three priority areas for action:
Priority 1: Creating Safe Spaces
Using a Crime Prevention Through Environmental Design (CPTED) approach, we work with our partners to increase actual and perceived safety in public places through design and activation as well as management of lighting, parks, bike corridors, graffiti and waste removal, and the use of sensitive and targeted CCTV.
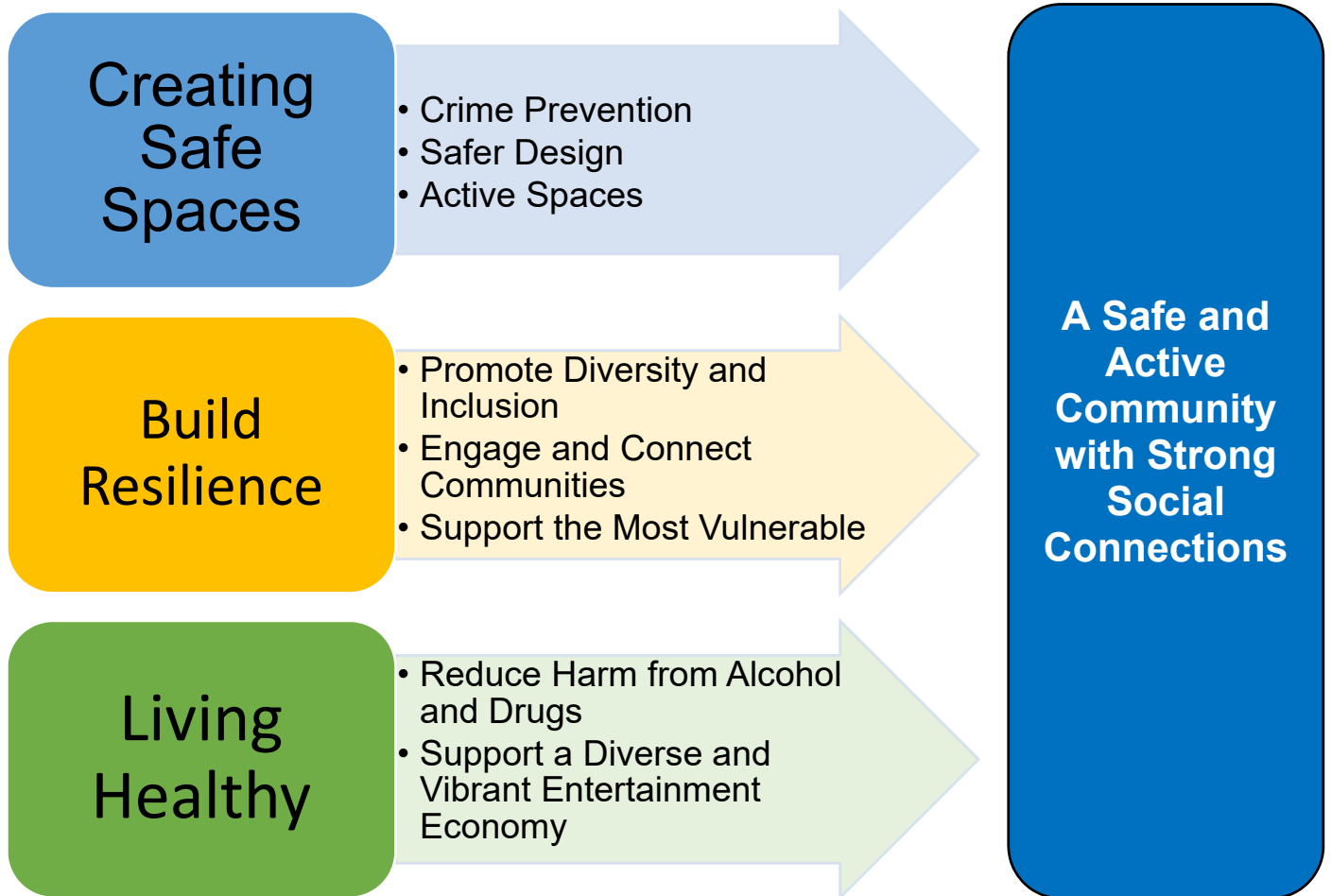
Priority 2: Building Resilience
Working with our partners to create a welcoming, inclusive resilient community and support the most vulnerable to feel and be safe.

Priority 3: Living Healthy
Supporting our community to realise their health potential through promoting social connectedness without a focus on alcohol, and contribute to reducing alcohol and drug related harm.

Our Priorities

Creating Safe Spaces
- Crime Prevention
- Safer Design
- Active Spaces

Build Resilience
- Promote Diversity and Inclusion
- Engage and Connect Communities
- Support the Most Vulnerable

Living Healthy
- Reduce Harm from Alcohol and Drugs
- Support a Diverse and Vibrant Entertainment Economy

A Safe and Active Community with Strong Social Connections

The City of Port Phillip is commited to working collaboratively to create a safe and welcoming community. We contribute to creating a safe community through our partnerships with Federal and State government, community and businesses, community service organisations and residents.

Development of the Community Safety Plan

Community safety influences many different aspects of our City's quality of life and sustainability for our growing population of residents, workers and visitors. The Plan outlines our current and future efforts to respond to our community's safety needs in collaboration with our partners. We developed the priorities in consultation with stakeholders to ensure our efforts are effective and meaningful based on our scope of influence and control.

Alignment with Existing Strategies

The priorities for this plan contribute broadly to the *City of Port Phillip Council Plan 2017-2027* (Directions 1,3 and 4) and *Health and Wellbeing Implementation Strategy 2017-2021.*[5] In particular the plan supports our objectives for:

- A safe and active community with strong social connections;
- Access to services that support the health and wellbeing of our growing community; and
- A community where diversity is valued and celebrated
- Liveability in a high density city

The Plan also draws on the actions endorsed in the Council's *Move Connect Live Integrated Transport Strategy 2018* and *Act and Adapt Sustainable Environment Strategy 2018-28*, and aligns with a range of state and national strategies that relate to crime prevention, family violence, reducing harm from alcohol and drugs, emergency response and community safety.

Community Consultation

Our stakeholders are experts in developing solutions for issues affecting their communities. To develop the plan, we engaged with community members, local traders, Victoria Police, community service organisations, government agencies and internal staff. In addition, community members were invited to provide feedback on the draft Plan via the '*Have Your Say*' website. We regularly seek feedback from our stakeholders and use it to inform our work outside of formal consultation processes.

Evidence Base
To identify the priorities for the plan we:
- Conducted consultation with community members, traders and other key stakeholders;
- Drew on outcomes from extensive community and stakeholder engagement undertaken for the development of the *Health and Wellbeing Implementation Strategy 2017-2021* and the *Move Connect Live Integrated Transport Strategy 2018;*
- Analysed long-term trends in local crime data and community indicators to identify risks and areas of strength to build on; and
- Reviewed community safety initiatives from comparable areas.

In addition, systematic desktop research was undertaken to identify relevant literature from local, national and international sources.

What you told us

Our residents, traders, businesses, local community service organisations and visitors are essential partners in making Port Phillip safer. We recognise the valuable skills, experience and knowledge they hold and seek to continually provide opportunities for them to collaborate and contribute to decision making.

Who Spoke to Us

The public consultation informed the priorities and action areas for this plan. Methods included face to face workshops, focus groups and online engagement through the *'Have Your Say'* website. In total, approximately 140 people were involved in the following activities:

- Two half-day workshops with 78 attendees including community members, representatives from community service organisations, Victoria Police and Council officers.
- Facilitated input from Council's community advisory committees i.e. Multicultural Forum, Multi-faith Network, Older Person's Consultative Committee, and the Cultural and Linguistically Diverse (CALD) community.
- Four intensive focus groups targeting residents, traders, local community service organisations and Victoria Police.
- Informal conversations with vulnerable members of the community at Father Bob's Community Dinner;
- Online survey via the *'Have Your Say'* website; and
- A workshop with elected Councillors.

In addition the input of residents, traders and street users to Placemaking audits has been harvested for this Strategy.

Key Themes and How Council is Responding

The "look and feel" of the community contributes to safety.
- People told us lighting helped them to feel safe when walking around at night and while at transport hubs.

Council's response
- Community Request Management system will register and track community concerns in relation to safety and perceptions of safety.
- All requests will be monitored through the Community Safety Steering Committee.
- Crime Prevention Through Environment Design (CPTED) principles will drive Council's response in which lighting is a primary component (refer to strategy 1.5).

Theft is a concern for residents.
- People highlighted fear of property, bike and car theft as a concern.

Council's response
- Council will take advantage of up to date crime data through Crime Statistics Agency and develop annual crime trends profiles for all activity centres.
- Council will work with the Community Safety Steering Committee and Victoria Police in response to emerging trends (refer to strategy 1.3).
- Council will work with its key partners to provide an annual community safety forum (refer to strategy 1.4)

Congestion contributing to road safety concerns.
- People spoke about increased number of cars in local streets, the problems with parking and concerns about the safety of pedestrians.

Council's response
- As the responsible authority, Council continuously works to improve roads, paths and transport within the City. As part of this authority Council will deliver Local Area Traffic Management (LATM) treatments to improve traffic flow and pedestrian safety (refer to strategies 1.9 to 1.14).

Community connections
- People told us they feel safer when they know their neighbours.
- People want opportunities to connect with others.

Council's response
- Council will continue to invest in opportunities that connect people including Investment in programs, events and festivals that promote social inclusion and connectedness in the community. These will include the annual Neighbourhood Ngargee program, the local Seniors Register for residents 50+ and the Linking Neighbours program (refer strategies 2.4 and 2.6)
- The annual Community Grants Program will provide local organisations funds designed to activate and connect community (refer to strategy 2.8).

Diversity is celebrated.
- People were proud of the diversity in Port Phillip and see it as a major community strength. The Plan outlines ways in which Council and partners can promote community connection and diversity.

Council's response
- Council will continue its investment in a culturally safe and diverse community through many forums and activities. This will include multicultural and multi-faith events, senior events and the Pride March (refer to strategy 2.1).

Access to housing and support increases safety.
- People told us they want people who are sleeping rough to be supported to access housing. The Plan outlines the work being undertaken by Council and community service organisations supporting individuals who are homeless.

Council's response
- The Plan outlines the work being done by Council as a lead partner in the Port Phillip Zero Partnership along with Victorian Government, homelessness services, Victoria Police, housing providers, health, and specialist Aboriginal and Torres Strait Islander stakeholders. The program provides direct support for people working with people who are without a home and sleeping rough (refer to strategy 2.15)

Support for vulnerable groups is important to creating safer communities.
- People spoke about the need to support for street-based sex workers.
- People identified risks of elder abuse and the need to support older people.
- The Older Person's Consultative Committee raised concerns about dangerous pavements and indicated that they felt much safer since the amendment of local laws to restrict public drinking in key shopping strips.

Council's response
- The Plan covers how Council and partners agencies work collaboratively to address creating safer communities for vulnerable individuals.
- The annual Community Grants Program will provide local community service organisations to support vulnerable members of the community (refer to strategy 2.8).
- Council will review the public drinking restrictions associated with streets and footpaths (see strategy 3.1)
- Council supports the City of Port Phillip - Street Sex Work Issues Network made up of agencies working directly with street sex workers to better enable coordinated, effective and pro-active services and supports (refer to strategy 2.10).
- In relation to supporting older people to live healthy and safe lives in the community, Council's intake and assessment team procedures incorporate in-home welfare checks capable of monitoring the health and wellbeing of older people and, where necessary activating referral processes to services and case management services (refer to strategy 2.12)
- Pavement repair is part of Council's responsibility to maintain local road infrastructure assets which include the road pavements, footpaths, drainage, signs and street furniture. (refer to strategy 1.09)

Responsible pet ownership is important to residents and visitors.
- People told us they feel unsafe around dogs off leash behaving aggressively.

Council's response
- The Domestic Animal Management Plan encourages responsible ownership
- Council has an animal management team sup responsible pet ownership (refer to strategy 1.7)

Concerns about impacts of alcohol and drug use.
- People spoke about alcohol and drug use, and the impact in the community.

Council's response
- The Plan incorporates how Council collaborates with partners including Victoria Police to respond to alcohol and other drug issues to minimise harm for individuals and the larger community including the use of public CCTV systems (refer to strategies 1.2 and 3.1 to 3.5).

Safety in Port Phillip

A Safe Community

Creating safe, vibrant communities is an important part of supporting the health and wellbeing of the Port Phillip community. Community safety is an important determinant of people's health and wellbeing. When individuals feel safe within their communities, they are more likely to connect with friends, engage with other community members and experience greater levels of trust and social connection.[6] Community safety also influences our physical health and wellbeing by altering how people use, and interact with, the built environment, local amenities, parks and community facilities.

Perceptions of Safety

How people perceive safety can influence behaviour and community wellbeing.[7] The positive 'look and feel' of our streets and spaces can contribute to reducing crime and increase feelings of safety. Perceptions of safety often come from how people feel about an area or place. How safe a person feels is often linked to fear of crime. Research shows fear of crime is often not equal to actual crime. These fears can impact people's quality of life, and the social and economic wellbeing of communities.[8]

How safe a person feels can be influenced by environmental and design factors such as poor lighting, lack of visibility, the presence of graffiti, damaged property or rubbish, or an absence of other people. It can also be influenced by social factors including the behaviour of other people – for example, alcohol or drug consumption in public places, dogs off-leash, or unsafe road and bike riding behaviour. An individual's experiences, particularly if they have been a victim of crime, had a traumatic life event or live with a mental health condition can also significantly impact their perceptions of safety.[9] Individuals who perceive their neighbourhoods as safe are more likely to report increased social cohesion and decreased social isolation.[10]

Safety in Port Phillip

Community Indicators and VicHealth Indicator surveys 2016 shows that Port Phillip residents feel safe in comparison with Victorian state-wide community safety perceptions.

- 97.7% of Port Phillip respondents felt safe or very safe when walking alone in their local area during the day. This is very similar to the Victorian average of 97%.

- Port Phillip has higher safety perceptions regarding walking at night in their local area. 78.6% of Port Phillip residents felt safe or very safe at night, compared with the Victorian average of 70%.

- Port Phillip also has higher safety perceptions compared with the wider Southern Metropolitan region of Melbourne. 96.7% of people in the Southern Metropolitan region reported feeling safe or very safe when walking alone in the day. 70.3% of people in the region felt safe or very safe walking alone at night.

- People with disability were only half as likely to feel safe walking alone during the day, and a third less likely to feel safe walking alone after dark, than people without disability. This pattern was consistent for both men and women with disability. [12].
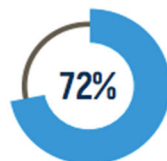
Safety in Port Phillip

95.5% of residents **feel safe or very safe when walking alone** in their local area during the day

95.5%

Almost 2/3 of residents **feel safe when walking alone** in their local area after dark, which is higher than the state average

72% agree that people in their neighbourhood are **willing to help each other out**

72%

71% agree that people in their neighbourhood **can be trusted**

71%

Data from VicHealth Indicators Survey 2015 Accessed at:
vichealth.vic.gov.au/-/media/VHIndicators/Metro/Vic161_PortPhilip_indicator_v5.pdf?la=en&hash=55038C4A5B1C2E0DA8F1393C71E2C94D0F51F826

As part of our ongoing monitoring we regularly review crime trends in the local government area. Data from the Victorian Crime Statistics Agency from 1 April 2018 - 30 March 2019 shows there were **9,691 reported incidents of crime** in the City of Port Phillip local government area. Of those:

- 4,016 incidents of **theft** accounting for 41 per cent
- 1,121 incidents of **family violence** accounting for 11.57 per cent
- 994 incidents of **break and enter** accounting for 10.26 per cent

- 887 incidents of **assault and related offences** accounting for 9.15 per cent
- 326 incidents of **drug use and possession** accounting for 3.36 per cent
- 196 incidents of **sexual offences** accounting for 2.02 per cent

Port Phillip ranked 9th in the state of local government areas with the highest criminal incident rates in the year ending March 2019.[13]

Information provided by the Victorian Crime Statistic Agency shows of all incidents recorded:
- 3,471 were committed in a residential location. This includes private and non-private dwellings and surrounding grounds.
- 4,020 were committed in a community location. This includes public places, religious or educational institutions and public transport.
- 1,974 were committed in other locations including retail, warehouses, workplaces and recreational facilities.

Victoria Police are responsible for responding to incidents of crime, and upholding law and order. The City of Port Phillip works closely with Victoria Police and other agencies to create a safe community and contribute resources and deliver responses to crime where appropriate.

Understanding Crime Statistics

A **recorded criminal incident** is a criminal event that may include multiple offences, alleged offenders and/or victims that is recorded by police on a single date and at one location.

Recorded offences include any criminal act or omission by a person or organisation for which a penalty could be imposed by the Victorian legal system.
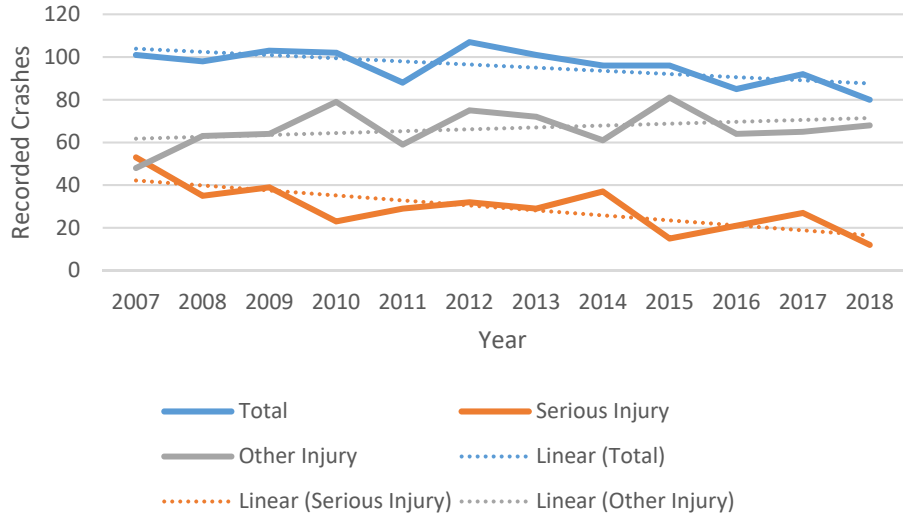
Road Safety

The Council's *Move Connect Live Integrated Transport Strategy 2018* outlines the actions being taken to improve road safety. The following table illustrates a steady decline in total and serious recorded injuries taking place, since 2007, on the roads of the City of Port Phillip:

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Total Recorded	101	98	103	102	88	107	101	96	96	85	92	80
Serious Injury	53	35	39	23	29	32	29	37	15	21	27	12
Other Injury	48	63	64	79	59	75	72	61	81	64	65	68

Since introduction of the 40km speed limit on local CoPP roads in 2013, there has been a steady decline in the recorded crashes on CoPP managed roads. Of particular interest is the reduction in the number of serious injury crashes falling from a total of 211 recorded in a five-year period between the years of 2007 - 2012 to 141 recorded in five years between 2013 - 2018.

Recorded Crashes on CoPP Managed Roads/Intersections

Working Together for Greater Impact to Play Your Part

Community safety is the responsibility of Federal, State and Local Government, community service organisations, business owners and community members. Safety is determined by a range of complex environmental, social and economic factors. No one organisation can solve complex safety issues in isolation. The City of Port Phillip works collaboratively to continually improve safety in our community.

The Role of Governments

Federal and State governments are responsible for law and order, public health, social housing, public transport and emergency management.
Victoria Police set the priorities for crime prevention and community safety, and lead on responses to these issues in Port Phillip.

The Role of Council

The City of Port Phillip is responsible for using our regulatory functions to promote and maintain safety in our community. This includes:
- Directly managing, waste, graffiti removal, street lighting, footpaths, cycle lanes, parks, parking and community recreational spaces in public areas.
- Using our planning controls to ensure the safety of buildings and infrastructure, and regulate their use, for example, licenced venues.
- Management of public events and public art.
- Promoting responsible pet ownership.
- Establishment of outdoor alcohol restrictions in partnership with Victoria Police who are responsible for enforcing alcohol bans.

In addition to our regulatory responsibilities, the City of Port Phillip develops policies and programs that strengthen the community to prevent crime, injury and ill-health, and foster positive social change as part of the City's *Health and Wellbeing Implementation Strategy 2017-2021.*[14]

Using evidenced based research and ongoing community feedback, the City advocates to State and Federal government to improve safety and reduce crime. Our priority areas include:
- Creating Safe Spaces
- Build Resilience
- Healthy Living

The Role of the Community in Playing your Part

Maintaining a safe community is a shared responsibility. Residents, local traders and community service providers are experts in determining the best solutions for issues affecting the Port Phillip community. Individuals can directly improve safety by respecting the public space, disposing waste appropriately, managing pets responsibly, being courteous toward fellow community members and reporting crime. Resident and trader groups together implement a number of measures to promote social connections in the community, such as the Dalgety Street community garden, and the Port Phillip Urban Food Network with the Eco Centre which outreaches to low income residents and public housing estates in the City.

If you witness criminal behaviour or are concerned about the safety of yourself or others you can contact Victoria Police:	To report safety issues in public spaces, or provide feedback and ideas for improving safety contact the City of Port Phillip customer service team:
• In an emergency – Triple zero (000) • Non-urgent crime or event – Police assistance line 131 444 • Anonymous report – Crime stoppers 1800 333 000	• Telephone: 03 9209 6777 • SMS: 0432 005 405 • Online: http://www.portphillip.vic.gov.au

We encourage community members to report anti-social behaviour and unsafe environments:

Our Approach

Increasing community safety requires a focus on the natural and built environment as well as on cultural, social and economic factors that impact on health and wellbeing. The City of Port Phillip contributes to the safety of the community in a number of ways, led by a set of key approaches that guide how we work.

Evidenced Based
We use evidence to guide our decision making. We gather this evidence from crime statistics, health trends, community feedback and best practice models of working. We recognise the need for flexibility and will adjust our areas of focus and activities in the plan as required to reflect local, national and global changes that affect our community over the next four years.

Gender Equity
Celebrating a diverse and inclusive culture is at the heart of our vision for a safe and connected community. We are committed to realising a community where females and males are equally valued and respected. Council recognises gender equity as a determinant for preventing violence against women and children.

Social Justice
We recognise inequality and discrimination are major issues impacting on the health and wellbeing of our community. We take a social justice approach using the principles of access, equity, community participation and human rights to inform our program design and delivery.

Community Strengthening
Local communities are best placed to develop and deliver solutions to improve safety in their own community. Council commits to building strong, connected and supported communities and building community capacity to participate in action towards improving safety outcomes. Council recognises that the delivery of practical and focussed programs and equitable access to facilities and resources will contribute towards building strong communities.

Partnerships
To achieve a safe and connected Port Phillip we need to work in partnership with others.
No one organisation can create community safety in isolation. Our partnerships are critical to the success of our programs. We work with government agencies, community service organisations community members and traders to identify agreed solutions and share resources to respond to priority issues.

Placemaking
Placemaking recognises that those who use a place are often in the best position to know what a place should look and feel like, and should have input into the way places are planned and services are provided. The City of Port Phillip Placemaking Action Plan outlines our approach to creating a city that is full of dynamic and distinctive places and precincts.[15]

Statement of Commitment to Child Safety

Child safety is everyone's responsibility.

The City of Port Phillip has zero tolerance for child abuse. The City of Port Phillip is a committed child safe organisation. Our commitment is to ensure that a culture of child safety is embedded into our practices and processes. Every child accessing City of Port Phillip has the right to feel and be safe.

This City embraces diversity and inclusion. All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, family background and social background, have equal rights to protection from abuse.

We firmly commit to the cultural safety of Aboriginal and Torres Strait Islander children, and children from culturally and/or linguistically diverse backgrounds, and to the provision of a safe environment for children with a disability, as well as other vulnerable groups of children.

All City of Port Phillip councillors, employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities, and maintaining a child safe culture.

On 1 August 2018, Council endorsed an updated, comprehensive child safe policy. This policy outlines Council's commitment to creating a child safe Port Phillip, and articulates how Council will continue to prioritise the safety and wellbeing of children and young people.[16]

Priority 1: Creating Safe Spaces

A priority of the City of Port Phillip is to ensure our streets, network of walking paths and bike corridors, entertainment precincts, the foreshore, parks and outdoor spaces provide a vibrant, safe and welcoming environment that can be enjoyed by all both day and night. Community members continually report the visual appearance of public spaces impacts on neighbourhood pride and feelings of safety in Port Phillip.[17] Making changes to the environment through designing, activating and managing the city's public places can reduce fear of crime and prevent actual crime occurring.[18]

Crime Prevention

Crime prevention refers to the range of strategies that are implemented by individuals, communities, businesses, community service organisations and all levels of government to target the various social and environmental factors that increase the risk of crime and victimisation.[19] The City applies an environmental approach to crime prevention, it aims to modify the physical environment to reduce opportunities for crimes to occur.[20]

The City of Port Phillip addresses factors that influence the opportunities for crime to occur through managing public space and building design, providing community recreational services and developing policies that affect local businesses and urban development processes. [21] As part of this, the City undertakes safety audits with traders and residents to identify opportunities to improve actual and perceived safety in Port Phillip. The City also contributes to the Port Phillip Police Community Safety Forums. These forums create an opportunity for community members to receive updates on crime trends and provide feedback and ideas to the police.

"Making changes to the environment through designing, activating and managing the city's public places can reduce fear of crime and prevent actual crime occurring."
Safer Design Guidelines for Victoria

CCTV

The City has a network of CCTV cameras located across the area. There are currently four Victorian Government funded CCTV systems in the City of Port Phillip located in Acland Street precinct, Fitzroy Street, Little Grey Street precinct and along St Kilda Foreshore. This helps Victoria Police prevent, detect and prosecute crime. The presence of these cameras can also prevent crime and increase public perceptions of safety.[22]

Preventing Crime in Fitzroy Street and the Little Grey Street precinct.

Following installation of CCTV and other crime prevention efforts in Fitzroy and Little Grey Streets crimes reported in the Precinct dropped 58 per cent in a two-year period from 2016 - 2018. The most significant fall was in the number of drug offences leading to charges down 86 per cent.[23]

The use of CCTV must be balanced with evidence for need, appropriateness of location and citizen's privacy. The City applies safer design principles along with a partnership response before considering CCTV. In line with the *Victorian Government closed circuit television in public places – guidelines*, CCTV should form part of a solution to crime. [24]

To meet the criteria as an additional safe design mechanism it must:
- Respond to high statistical evidence of crime (or sustained anti-social behaviour) in an identified area;
- Complement crime prevention strategies already engaged, and
- Strongly support police response to criminal behaviour.

Safer Design

Spaces that are inviting and appealing, have good lighting, clear vison, and a sense of ownership by the community can help people to feel safe, and prevent crime. All space, even well planned and well-designed areas need to be effectively used and maintained to maximise community safety. Places that are infrequently used are commonly abused.[25]

Public places can be designed to discourage criminal activity by ensuring there is more chance for offenders to be seen, challenged or caught; reducing opportunities for criminal activity; and creating a need for more effort to commit a crime, with limited rewards. This approach is referred to as Crime Prevention Through Environmental Design (CPTED). [26]

Aspects such as poor lighting, amenity, visibility and wayfinding and limited natural surveillance, may present greater opportunities for crimes to occur. The City of Port Phillip applies CPTED strategies to improve perceptions of safety and reduce the likelihood of crime, for broad community benefit.

The ongoing maintenance, cleansing and removal of graffiti and waste from our city contributes to enhancing actual and perceived safety for members of the public. Our work includes upgrading our infrastructure such as bike corridors, footpaths, parks and signage. We also have a focus on improving and maintaining a high standard of lighting across the City.

Active Spaces

Community ownership of public space sends positive signals to the broader community. Places that feel owned and cared for are likely to be used, enjoyed and revisited. Port Phillip attracts thousands of visitors during summer and at other peak times throughout the year. Placemaking is a new initiative implementing focussed interventions designed to increase community participation and visitation in three areas across the City – Fitzroy Street, South Melbourne and Port Melbourne Waterfront.

To ensure we retain safety and amenity of the area for all community members we increase street cleaning, waste education and amenity officer patrols as part of our ongoing activation and management.[29]

One of the ways we activate spaces in our community is through planning, designing, constructing and maintaining safe and accessible infrastructure for people to walk, cycle or use wheelchairs or other mobility devices around the city. An example of this is the Moray Street Bike Corridor Upgrade which provides a high-quality, alternative bike route from Albert Park to the CBD. Of those using the cycleway, 77 per cent report improvements post upgrade. With 80 per cent agreeing they would recommend the route to inexperienced riders.[30]
The table below outlines some of the key strategies that contribute to designing, maintaining and activating public places to prevent crime and contribute to increasing community safety in the City. Further details of each of strategies can be found in the appendix.

Priority	How we will do it?
Creating Safe Spaces	**Crime Prevention**
	Continue to improve community safety by evaluating CCTV, undertaking safety audits and implementing crime prevention measures such as environmental design.
	Subject to Council endorsement of a CCTV Policy, maintain the existing public space CCTV network.
	Track crime trends and community perceptions safety to identify priorities and emerging risks.
	To engage in regular conversations with the community to inform a proactive approach to community safety issues.
	Safer Design
	Continue to utilise safer by design principles in the design of public spaces.
	Maintain the positive look and feel of public spaces through ongoing cleansing, graffiti removal, amenity patrols and maintenance.
	Continue to maintain a high standard of amenity, ensure compliance with planning requirements and local laws, and support public health and safety through service improvements and mobile technology
	Work with the Victorian Government to improve the safety of buildings in our municipality.
	Active spaces
	Activate public spaces nominated in the Public and Open Space Strategy, through events and programs to enhance safety and belonging.
	Continue to improve safety for people walking, using wheelchairs and bike riding through the design and renewal of footpaths and bike corridors across the City.
	Design of our streets prioritises safety and comfort without compromising the movement of people and goods.
	Safe streets and places for walking and play are aligned with designing a City for people, and presents opportunities to all for a range of activities at different times of day and week
	To encourage increased bike riding by prioritising the delivery of comfortable, safe and continuous protected bike lanes for local access, commuting and recreational trips throughout the City.

Priority 2: Building Resilience

Groups that experience marginalisation and discrimination can also experience an increased risk of crime. The most extreme manifestation of this is hate crimes. Hate crime – also referred to as 'bias crime' – is crime that is motivated by prejudice, bias or hatred towards a presumed characteristic of the victim, such as race, religion, sexual orientation, disability status or gender identity.

A recent study from the University of Sydney reported that most hate crime in Australia is motivates by bias against race and religion. It reported the two groups most likely to experience such crime were people of Muslim and Jewish faith. These groups can also perceive a lack of safety because of past experiences or negative community attitudes. When discrimination decreases and acceptance and inclusion increases we can see a reduction in crimes against those groups.[63]

When people feel welcome, entitled and connected to their community they are more likely to get involved in local activities, use public spaces and feel safe. Diversity is one of the strengths of our community.

> "The percentage of people who believe multiculturalism makes life better is among the highest in the state" VicHealth Survey, 2015

Respecting the First People

Indigenous Australians experience violent victimisation at rates well above those of their non-Indigenous counterparts. In addition, the overrepresentation of indigenous people in the justice system actually increases the risk of violence to indigenous Australians. Indigenous Australians charged with a criminal offence prior to the age of 17 years are approximately twice as likely to report being a victim of threatened or physical violence as those not charged with a criminal offence in childhood (ABS 2002).[62]

This means that the important measures the City take towards reconciliation is part of an important measure to improve safety for indigenous citizens. The City acknowledges the Yalukut Weelam clan of the Boon Wurrung are the first people of the City of Port Phillip. The City is committed to acknowledging, sharing and celebrating their living culture in the heart of our city. The Port Phillip *Reconciliation Action Plan 2017-2019*,[32] sets out the City's commitment to achieving Reconciliation, and closing the gap between Aboriginal and Torres Strait Islander peoples and the rest of Australian society. The Reconciliation Action Plan focuses on good relationships, respecting the special contribution of Aboriginal and Torres Strait Islander peoples to Australia, and working together to ensure they have the same life opportunities as other Australians.

The City has dedicated Aboriginal and Torres Strait Islander positions of Indigenous Policy Officer, Indigenous Arts Officer and Community Broker. The Community Broker role specifically

contributes to Council's commitment to Reconciliation through brokering partnerships that directly benefit members of Port Phillip's Aboriginal and Torres Strait Islander community. The role focuses on brokering culturally appropriate responses, for example in the area of indigenous people who are sleeping rough which is disproportionately high. It supports the planning and delivery of programs that contribute to improved health and wellbeing of Aboriginal and Torres Strait Islander people.

Promote Diversity and Inclusion

The City of Port Phillip values its diverse and multicultural community and encourages tolerance and respect for all. This is enshrined in the Council Plan, Strategic Direction 1 – We Embrace Difference and People Belong, and also, the Municipal Health and Wellbeing Implementation Strategy 2017-21, A Safe and Active Community with strong social connections.

We aim to achieve these outcomes by proactively and positively engaging people, and supporting and promoting interactions between different groups, including gender, sexuality, race, age, ability and class is critical in creating safe communities where people feel like they belong.

> **Multi-Faith Network**
> Council facilitates a Multi-Faith Network which comprises of representatives from a variety of religions and faith groups in the City of Port Phillip. The network meets on a bi-monthly basis and is concerned with promoting responses which deal with discrimination, social inequity, disadvantage and poverty. The network seeks to influence a stronger sense of true community acceptance, respect, diversity for all.

To create and champion safe and welcoming spaces for all, we use inclusive language, signage and cultural symbols in our facilities, venues and parks. This includes recognised symbols such as flags, artwork, multilingual resources and place names. Symbols of recognition can contribute to people feeling safer. We also fund and contribute to a range of cultural and celebratory festivals and events.

> **A City of Pride**
> The Victorian Pride Centre is a unique initiative that celebrates, bolsters and protects equality, diversity and inclusion. It is set to forge a new chapter in the narrative of Australian Pride by bringing our Lesbian, Gay, Bisexual, Transgender and Intersex community together in a single and powerful space located in the heart of St Kilda. The City of Port Phillip have provided land valued $13 million for this iconic development. In addition, the annual Rainbow Flag ceremony, the Rainbow Road, and long-standing sponsorship of the Pride March demonstrate ways the City of Port Phillip is committed to promoting a fair, just, tolerant, welcoming and inclusive community.

The Access and Ageing Services provided by the City of Port Phillip have achieved and maintained Rainbow Tick accreditation since 2014, demonstrating an ongoing commitment to the provision of safe and inclusive service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex people in our community. The Rainbow Tick Accreditation Program is developed by Gay and Lesbian Health Victoria and consists of six standards against which services are formally accredited to demonstrate Lesbian, Gay, Bisexual, Transgender and Intersex inclusive practice and service delivery. The Rainbow Tick reassures our community members that these organisations will be aware of and responsive to their needs.

Empower and Connect Communities

Communities where people are connected and empowered report increased feelings of safety, and improved health and wellbeing. The percentage of people who feel they are able to get help from neighbours is among the lowest in the state.[33] Building community connectedness with a continually changing resident population is an ongoing challenge for the City. The City has a high turnover of residents, for example on St Kilda Road between 2011 and 2016, 66.2 per cent of residents had moved address.[34] This is likely due to the large numbers of people renting across the local government area (49 per cent, 44 per cent private dwellings, 5 per cent social or community housing) and does not necessarily mean moving out of the municipality [35]

Building Connections

The City delivers services and programs, and funds a wide range of community groups through funding deeds and grants, to strengthen social connectedness and trust in our diverse communities. These community-based programs engage a diverse range of people and include initiatives to:

- Support people at risk of social isolation;
- Strengthen social connectedness in local neighbourhoods; and
- Intergenerational activities to foster connections across age groups.

Neighbourhood Ngargee
One of the ways the City promotes social inclusion and connectedness in the community is by facilitating opportunities for neighbours to interact with each other. When residents know their neighbours, they feel safer in their community. The City of Port Phillip commits a set budget each year to cover the costs of supporting residents to hold street neighbourhood gatherings, generally providing for up to 30 events per year. Community members report positive changes resulting from events.[36]

“People greet each other in the street now and stop to have a chat– there's a real community feeling." *Local Resident*

People living in social housing properties represents 5 per cent of households in our local area – one of the largest concentrations in Victoria.[37] The allocation and management of social housing is the responsibility of the Victorian government. Responding to issues in these communities requires a close partnership between the City of Port Phillip, the Victorian Government and local residents. In line with our commitment to social justice (see Our Approach), the City uses community development approaches to build social cohesion and to empower communities to participate in decision-making processes. Our programs focus on strengthening informal networks and enhancing community structures with the potential to build community capacity. This can, in turn, provide opportunities to mobilise communities to address local crime problems and increase safety.

The City of Port Phillip convenes and attends a wide range of interagency networks. The purpose of these is to improve collaboration among service provides to work effectively together to respond

to complex issues in the community. One example is the City of Port Phillip Sex Work Issues Network which is made up of professional representatives from government and community organisations that work directly with street-based sex workers and the issues regarding street sex work in Port Phillip.

Emergency Preparedness

The City of Port Phillip has a population of over 113,200 residents,[38] and thousands of visitors occupy our area each day. As with any city, being prepared for an emergency or an unexpected disaster helps save lives. The City of Port Phillip has developed a Municipal Emergency Management Plan which addresses how to prevent, respond to and recover from, emergencies within the municipality.[39] In resilient cities, communities are aware and prepared. They know how they can prepare and equip themselves in the event of a major shock. The City provides information about preparing and responding to emergencies to empower individuals and groups to take appropriate action to stay safe in the event of an emergency or extreme weather event.

Responding to Climate Change

The City of Port Phillip is already experiencing the impacts of climate change and we can expect an increase in extreme heat events, flooding, coastal storm surges and droughts. These extreme weather events can result in water supply issues, infrastructure and service failures and disease pandemics.

Responding and adapting to climate change is crucial for our community, especially the most vulnerable. The *Act and Adapt: Sustainable Environment Strategy (2018-28)* outlines Council's commitment to preparing our infrastructure and supporting our community to be resilient to the effects of climate change.

Climate change, especially more frequent hot days and heatwaves, will impact on the most vulnerable members of our community, including people experiencing homelessness, people living in social housing and people who may not be able to afford to run air-conditioning on hot days.

Support the Most Vulnerable

Access to safe and sustainable housing is fundamental to increasing safety and building community resilience. Port Phillip has the third highest rate of homelessness per 1,000 population in the state.[40] The City of Port Phillip recognises that homelessness, inadequate housing and forced evictions represent violations of international human rights.

Experiencing homelessness is an unsafe and traumatic experience. People experiencing homelessness are among the most vulnerable in our community. In February 2018, the City in partnership with Launch Housing, Department of Health and Human Services, Sacred Heart Mission, Port Phillip Housing Association (now Housing First), St Kilda Community Housing, Salvation Army Crisis Services, Ngwala Willumbong Co-operative, Star Health, South Port Community Housing and Victoria Police undertook its first street count to understand rates and causal factors of homelessness in the area. On the night of the count, there were 91 people sleeping rough in Port Phillip.[41]

Being homeless can increase a person's risk of being a victim of crime. There are also well-documented links between homelessness, offending and reoffending.[42] Evidence shows that people who find suitable, supported and stable housing are more likely to stay out of prison, particularly those with complex needs.[43] The City of Port Phillip recognises all people have a right to be in public spaces at the same time respecting the right of local communities to live in a safe and peaceful environment. In line with our *Protocol for Assisting People Who Sleep Rough*,[44] we

actively monitor and manage amenity of the public space and work closely with local community service organisations and Victoria Police to reduce homelessness and its impacts in Port Phillip.

Port Phillip Zero Initiative
The City of Port Phillip *Homelessness Action Strategy 2015-2020,*[45] outlines our contribution to ending homelessness in our community. As part of this the City in partnership with Victorian Government, homelessness services, police, housing providers, health and specialist Aboriginal and Torres strait Islander support services are delivering Project Zero - working to realise functional zero homelessness in Port Phillip. The Project is funded for a further 12 months. Functional zero means there is enough housing and support to ensure any person who experiences homelessness can quickly be supported to access housing with support. The partners engage with people sleeping rough and meet regularly to support them to overcome barriers to access sustainable housing with support.

Domestic and family violence the leading cause of homelessness in Australia.[46] Victim survivors fleeing an unsafe home environment are often left without the resources to access alternative accommodation. The Victorian government are leading the response to domestic and family violence through the 10-year plan, *Ending Family Violence: Victoria's Plan for Change,*[47] which outlines over 220 recommendations to reduce these crimes in our community.

"On average, one woman a week is murdered by her current or former partner." Our Watch

From March 2018 to April 2019, there were 1,121 incidents of family violence in the Port Phillip Local Government Area.[48] Victoria Police are responsible for responding to incidents and reports of family violence, and have specialised training and links with support services. Responding to domestic and family violence is a priority for the City of Port of Phillip. The Victorian Royal Commission into Family Violence,[49] highlighted the urgent need to establish a culture of non-violence in Victoria and reaffirmed this type of violence is driven by gender inequality. A commitment to gender equity informs our approach to program design and service delivery, (see Our Approach). The City collaborates with government and community service organisations to deliver programs aimed at reducing incidents of family violence as well as advocating to the Victorian Government to improve service responses and address the shortfall in affordable housing.

The table below outlines key strategies that contribute to a welcoming, inclusive and resilient community. Further details of each of the strategies can be found in the Appendix.

Priority	How we will do it?
Build Resilience	**Promote Diversity and Inclusion**
	Continue delivery of programs and events that celebrate our diverse communities, including multicultural and multi-faith events senior events and the Pride March.
	Use culturally inclusive language, signage and symbols in the City service hubs, venues and parks to indicate and champion safe and welcoming spaces for all.
	Develop a Gender Equality framework in line with recommendations from the Victorian Government.
	Deliver the Reconciliation Action Plan, and build and maintain partnerships with Aboriginal and Torres Strait Islander community.
	Establish the Pride Centre in St Kilda.
	Engage and Connect Communities
	With our partners coordinate community events to strengthen social connection.
	Work with emergency services, relevant agencies and the community to build resilience in communities to prevent, respond and recover from emergencies.
	Develop clear work protocols for service delivery teams to cope with extreme weather events to ensure safety of staff, clients, contractors, service partners and community and minimise disruption to service delivery
	Continue to provide funding to groups and organisations that support local networks, encourage community participation and support access and inclusion.
	Continue with Placemaking approaches that bring together residents, property owners, businesses and place users to agree on a future vison and new place identity for our Placemaking precincts.
	Work in collaboration with Victoria Police and community service organisations to manage the impact of street sex work on the local community.
	Council supports consultative processes and advisory groups to ensure our understanding of community service needs is well-informed and relevant
	Support the Most Vulnerable
	Support prevention strategies to reduce family violence.
	Implement a whole of Council and community approach to preventing and responding to family violence.
	Advocate to and seek opportunities to partner with the Victorian Government and Housing Associations to address climate vulnerability of public housing tenants

	Work with Government and local community service to support people experiencing homelessness to access sustainable housing and health services.
	Continue Port Phillip Zero Rough Sleeping initiative for a further 12 months, supporting homelessness service coordination around homelessness, rough sleeping and rooming house closure response.
	Build the capacity of frontline staff to help vulnerable community members prepare for extreme weather including: - deliver heat health messages to the community - pursue funding opportunities to provide heatwave packs to vulnerable community members
	Identify and provide information to the community on potential heat refuges across the City including their proximity and availability to vulnerable residents

Priority 3: Living Healthy

Living a healthy life is influenced by a range of different physical, psychological, environmental and economic factors. The Port Phillip *Health and Wellbeing Implementation Strategy 2017-2021,*[50] outlines our organisational priorities for a healthy and thriving community. Within the scope of the Plan, living healthy describes our commitment to reducing harm from drugs and alcohol. VicHealth, Victoria Police and specialist support services lead on responses to substance use. The City of Port Phillip supports these efforts by contributing resources to address environmental impacts associated with alcohol and drugs.

Reducing Harm

Drug and alcohol use have well documented health impacts. Findings from the *VicHealth Indicators Survey* (2015),[51] found significantly more Port Phillip residents were identified as being at risk of short-term harm from alcohol. With those identified as being at very high risk of short-term harm being the highest in state.[52] We also have significantly higher rates of alcohol related ambulance attendances, hospitalisation, emergency department presentations, including the highest rate of male alcohol-related hospitalisations in the state.[53] Drug use is also an identified challenge in the community. We have significantly higher rates of pharmaceutical related ambulance attendances and highest illicit drug hospitalisation rate in the state.[54]

Reducing harm from alcohol and drug use is an identified priority for the City of Port Phillip. Drugs and alcohol misuse can have a range of negative impacts on community safety including offensive behaviour, littering, excessive noise, malicious damage and acts of violence.

The City of Port Phillip applies a harm minimisation approach which aims to address alcohol and other drug issues by reducing the harmful effects of alcohol and other drugs on individuals and the community. This approach acknowledges that drug use is an inevitable part of society. A range of harms are associated with different types and patterns of use, and a broad range of approaches can be used to minimise these harms.

Public Drinking Restrictions

Alcohol restrictions in public places help prevent alcohol-related antisocial behaviour. While council officers have no authority to move people on, confiscate alcohol or issue fines the City maintains the public signage, validity of alcohol restrictions and provides information for residents and visitors. Victoria Police use existing powers to enforce alcohol bans within designated areas.[55]

Syringe Disposal Program

The City of Port Phillip has a syringe disposal program that aims to reduce needle and syringe litter within the municipality. There are 157 syringe disposal units (sharp safe bins) located within the municipality in all public toilets and in areas of identified need. The City also provides a service for supplying residents with personal syringe disposal containers.

A Vibrant and Diverse Entertainment Economy

Port Phillip has an established social, cultural and economic heritage, with a proud tradition of supporting the arts, culture, tourism and events. Our cultural life is highly regarded, and together with our strong history of diversity and inclusion, is an essential part of our City.

There are over 835 licensed premises in the City of Port Phillip, comprising of cafes, restaurants, hotels, small bars, registered clubs and nightclubs.[56]   Responsible use of alcohol can support the vitality of the local economy by generating employment and increasing visitors to the area. Balancing the safe consumption of alcohol with the impacts to the community is an ongoing challenge. The City works in partnership with the Victoria Police, traders, venue operators, the community and community service organisations to reduce alcohol related antisocial behaviour. A priority of this partnership is to create a positive social and physical environment around licensed premises to attract patrons and help people to feel and be safe.

Port Phillip Licensees Association
The Port Phillip Licensees Association is a representative group of licensees and nominees who collaborate to improve business sustainability and improve safety and amenity in the City of Port Phillip. The partnership acknowledges the important role of licensed premises in ensuring a safe city and the need to more fully address licensing, safety and amenity issues relevant to licensees and the broader community.

Improving Drinking Culture

The City of Port Phillip experiences high rates of alcohol related harm. Council led research improves our understanding of how alcohol may impact the health and wellbeing of our community as well as community safety. An example of research and partnership work is the *What's Your Story Alcohol Culture Change* project.

What's Your Story? An Alcohol Culture Change Initiative

The *What's Your Story*? project is a partnership between the City of Melbourne, City of Port Phillip and the City of Stonnington funded by the VicHealth Alcohol Culture Change Initiative. The goal was to improve the drinking culture amongst young adults aged 18 to 24 years old who visit late night entertainment precincts in the Port Phillip, Melbourne and Stonnington municipalities through the collection and sharing of stories.

The evaluation found a new emerging alcohol culture among 18-24, year olds. This new culture revolves around social connectedness, diversity and activity without a focus on alcohol. Findings show, risky drinking behaviour is decreasing within this group.

The table below outlines the key strategies to contribute to creating a healthy community. Further details of each of strategies can be found in the appendix.

Priority	How we will do it?
Living Healthy	**Reduce Harm from Alcohol and Drugs**
	Review the public drinking restrictions associated with streets and footpaths.
	Promote, deliver and continuously improve City of Port Phillip's syringe waste management service to ensure the appropriate and rapid disposal of syringes.
	Support a Diverse and Vibrant Entertainment Economy
	Review liquor licences and planning permit applications relating to licenced premises referred from the Victorian Government.
	Create a positive social and physical environment around licensed premises and events to attract patrons and support people to feel and be safe.
	Support initiatives to improve drinking culture.

Monitoring and Evaluation

The community, all levels of government, community service organisations and businesses all contribute to making our city safer. Government policy settings, economic and social conditions all influence the safety of our community. Many of these factors are beyond the control and responsibility of the City of Port Phillip. Therefore, in measuring the success our planned actions to increase safety we have two distinct roles which are to:

- Monitor safety outcomes at the population level; and
- Measure the outcomes our own activities.

Monitoring safety at a population Level		
Data	**Method**	**Timing**
Safety Perceptions	Intercept safety perception and wellbeing surveys will be held in key neighbourhoods.	Annually
Crime Statistics	Analysis of Crime Statistics for each neighbourhood will occur in accordance with Crime Statistics Agency Victoria data release. Crime Statistics and trends will be monitored at the Community Safety Plan Steering Committee for further actions.	Quarterly
CCTV Reporting (pending Council policy)	Victoria Police to report on the impact of CCTV in preventing and responding to crime in and around the City through the Community Safety Plan Steering Committee.	Annually
Monitoring safety through Council activities		
Data	**Method**	**Timing**
Council service data	Summary of the following Council operation data by neighbourhood: - Graffiti removal - Streetscape maintenance - Syringe collection data - Customer enquiries summary - Rapid response requests	Annually
Community Safety Plan operational activities	Number of community safety plan operational activities	Annually
Community Safety Plan Steering Committee	Stakeholder attendance at each meeting	Quarterly

Place making audits	Input and observation data recorded through place audits at identified placemaking precincts across the City.	Annually

Further measures to be developed by the Community Safety Plan Steering Committee during inception.

Appendix

1. Glossary

CCTV

Closed Circuit Television (CCTV) A surveillance system in which a number of cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder. CCTV systems consist of cameras, monitors, recorders, interconnecting hardware and support infrastructure.[57]

Child Sexual Abuse

Child sexual abuse refers to any act that exposes a child to, or involves a child in, sexual processes beyond their understanding or contrary to accepted community standards. It can include child grooming, which refers to actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity with the child.[58]

Crime Prevention

Crime prevention refers to the range of strategies that are implemented by individuals, communities, businesses, community service organisations and all levels of government to target the various social and environmental factors that increase the risk of crime and victimisation.[59] Situational crime prevention aims to change contextual factors to reduce opportunities for offenders to engage in criminal behaviour.

Crime prevention through environmental design (CPTED)

This approach uses the design of the environment to discourage criminal activity by ensuring there is more chance for offenders to be seen, challenged or caught; reducing opportunities for criminal activity and creating the impression that more effort is required to commit a crime, with limited rewards. This can also be referred to as 'safety by design' or 'designing out crime'.

Cultural Safety

An environment that is culturally safe for people is one where there is no assault, challenge or denial of their identity, of who they are or of what they need. It is about shared respect, shared meanings, shared knowledge and experience. This concept can be used in the way community services are provided to ensure respect for cultural and social differences.[60]

Domestic and Family Violence

Domestic and family violence is when someone intentionally uses violence, threats, force or intimidation to control or manipulate a family member, partner or former partner. It is characterised by an imbalance of power whereby the perpetrator uses abusive behaviours and tactics to obtain power and control over the victim, causing fear.[61]

Harm Minimisation

Harm minimisation aims to address alcohol and other drug issues by reducing the harmful effects of alcohol and other drugs on individuals and society. This approach acknowledges that drug use, both licit and illicit, is an inevitable part of society. A range of harms are associated with different types and patterns of use, and a broad range of approaches can be used to minimise these harms.

Resilience

We are using the term 'resilience' here to refer to the capacity of individuals, communities, institutions, businesses and systems within a city to survive, adapt, grow and thrive.

Safer Design

See CPTED.

Social Cohesion

Social cohesion is a core feature of an inclusive, socially sustainable society. It is indicated by positive relationships and strong bonds among members of the community, and can be measured through levels of community trust, reciprocity and belonging.

2. Operational Community Safety Plan

Priority	Strategy	Action	Year			
			19/20	20/21	21/22	22/23
1. Creating Safe Spaces	**1.1** Continue to improve community safety by evaluating CCTV, undertaking safety audits and implementing crime prevention measures such as environmental design. *	Community safety requests will be received and responded to via the Community Request Management system. Response will incorporate officer assessment and resolution in keeping with Council Authority and influence.	✓	✓	✓	✓
	1.2 Pending endorsement of CCTV Policy by Council, maintain the existing public space CCTV network, which will have maintenance and replacement costs	Council will work closely with Victoria Police to maintain all existing public CCTV systems. To develop a public spaces CCTV policy informing decision making around future CCTV proposals and funding for maintenance and replacement of existing systems. Establish a Community Safety Steering Committee (CSSC) incorporating CCTV audit purposes.	✓	✓	✓	✓
	1.3 Track crime trends and community perceptions of safety to identify priorities and emerging risks.	Develop crime trend profile for all activity centres and work with	✓	✓	✓	✓

		the CSSC and Victoria Police around emerging trends.			
	1.4 To engage in regular conversations with the community to inform a proactive approach to community safety issues.	Council will provide an annual forum for residents, local traders and other key stakeholders to engage in dialogue and inform a proactive approach to community safety concerns. Annual Place audits in placemaking precincts	✓ ✓ ✓ ✓		
	1.5 Continue to utilise safer design principles in the design of public spaces.	Crime prevention through environmental design principles drives decision making and response.	✓ ✓ ✓ ✓		
	1.6 Maintain the positive look and feel of public spaces through ongoing cleansing, graffiti removal, amenity patrols and maintenance.	CoPP's Graffiti Management Plan improves liveability through responsive graffiti mitigation programs and activities. Maintain a high performing parks maintenance and street cleaning, public bin collection etc..	✓ ✓ ✓ ✓		
	1.7 Continue to maintain a high standard of amenity, ensure compliance with planning requirements and local laws, and support public health and safety through service improvements and mobile technology. *	Council continue to strengthen capacity around ensuring amenity and compliance in keeping with the Local Law No 1 (Community Amenity)

Council has introduced a designated City Amenity team to work alongside Victoria Police | | | |

		and community services in response to amenity, community safety and support which is funded for 12 months. Proactive daily patrols of the City's amenity hotspots enable quicker and coordinated response to matters impacting on individuals and the City.				
	1.9 Activate public spaces identified in the Public Space Strategy, through events and programs that enhance safety and belonging. Formal and informal sports programming to help activate spaces	Along with high impact festivals and events like St Kilda Festival, Live and Local, and the Yalukit Weelam Festival, Council will deliver placemaking initiatives with a particular focus on Fitzroy Street, South Melbourne and Waterfront Place. Continue to deliver good quality playgrounds?	✓	✓	✓	✓
	1.10 Continue to improve safety for people walking, using wheelchairs and bike riding through the design and renewal of footpaths and bike corridors across the City.	As the responsible authority, Council will address maintenance of local road infrastructure assets which include the road pavements, footpaths, drainage, signs and street furniture.	✓	✓	✓	✓

			Action				
		The City of Port Phillip continuously works to improve the roads, paths and transport within the City.					
	1.11 Design of our streets priorities safety and comfort without compromising the movement of people and goods.	Deliver Local Area Traffic Management (LATM) treatments to deter through traffic and maintain safe vehicle speeds on local streets.	✓	✓	✓	✓	
	1.12 Design of our streets priorities safety and comfort without compromising the movement of people and goods.	Implement blackspot safety improvements at high collision locations. *	✓	✓	✓	✓	
	1.13 Safe streets and places for walking and play is aligned with designing a City for people and presents opportunities to all for a range of activities at different times of day and week.	Support the Victorian Government to develop a Movement and Place Strategy for St Kilda Junction and Council to deliver safety and amenity improvements. * The Domestic Animal Management Plan encourages responsible ownership of dogs and cats and seeks to minimise the risks of attacks on people and animals.	✓	✓	✓	✓	
	1.14 Safe streets and places for walking and play is aligned with designing a City for people and presents opportunities to all for a range of activities at different times of day and week.	Complete the intersection upgrade of Wellington Street to improve traffic safety and pedestrian and bike riding facilities. *	✓				

1.15 Safe streets and places for walking and play is aligned with designing a City for people and presents opportunities to all for a range of activities at different times of day and week.	Deliver pedestrian projects that create safe, high amenity walking routes and reduce barriers to crossing major roads. * Look for opportunities to repurpose road space to create new space for play and recreation	✓	✓	✓	✓
1.16 Safe streets and places for walking and play is aligned with designing a City for people and presents opportunities to all for a range of activities at different times of day and week.	Work with school communities to support active travel to school as a popular, safe and easy travel option.	✓	✓	✓	✓
1.17 To encourage increased bike riding by prioritising the delivery of comfortable, safe and continuous protected bike lanes for local access, commuting and recreational trips throughout the City.	Deliver a network of dedicated and continuous protected bike corridors to create safer routes for all ages and abilities.	✓	✓	✓	✓
1.18 To encourage increased bike riding by prioritising the delivery of comfortable, safe and continuous protected bike lanes for local access, commuting and recreational trips throughout the City.	Partner with Parks Victoria to plan and deliver the Shrine to Sea boulevard to deliver safety and streetscape improvements for walking and bike riding. *	✓	✓	✓	✓
1.19 To encourage increased bike riding by prioritising the delivery of comfortable, safe and continuous	Encourage and support the community to ride bikes, including promoting the growing	✓	✓	✓	✓

	protected bike lanes for local access, commuting and recreational trips throughout the City.	network of protected bike corridors across the municipality.				
2. Build Resilience	**2.1** Continue delivery of programs and events that celebrate our diverse communities, including multicultural and multi-faith events, senior events and the Pride March. *	Coordinate and support events and programs that support diversity and inclusion including Cultural Diversity and Refugee week, International Day Against Homophobia, Transphobia and Biphobia, interfaith events, formal and informal sports programming, Pride March, Port Phillip Annual Seniors Festival, Seniors Register and Linking Neighbours Program, Annual Community Ball acknowledging mental health week, and International Day for People with Disabilities.	✓	✓	✓	✓
	2.2 Use cultural inclusive language, signage and symbols in the City service hubs, venues and parks to indicate and champion safe and welcoming spaces for all.	Continue to implement Council's naming policy with particular reference to Fisherman's Bend. Council will also be investigating creating culturally safe spaces for individuals from culturally and linguistically diverse backgrounds	✓	✓	✓	✓
	2.3 Develop a Gender Equality framework in line with	Council has entered a partnership with Women's	✓	✓		

	recommendations from the Victorian Government.	Health in the South East to deliver an organisational Gender Equity Audit. The Audit will be the precursor to the development of a Gender Equity Action Plan in keeping with Victorian Government expectations. Examine opportunities for gender sports audits as they arise			
	2.4 Deliver the Reconciliation Action Plan and build and maintain partnerships with Aboriginal and Torres Strait Islander community.	Council's Reconciliation Action Plan expires in late 2019. The document will be reviewed with the intention to develop a new Plan.	✓ ✓	✓	✓
	2.5 Establish the Pride Centre in St Kilda. *	The Victorian Pride Centre is currently under construction, works began in March this year estimated to be completed around July 2020.	✓ ✓		
	2.6 With our partners coordinate community events to strengthen social connection.	Deliver the Neighbourhood Ngargee program annually. The Multi-Faith Network meets on a bi-monthly basis with a focus on positively influencing issues like discrimination, social inequity, disadvantage and poverty. The network seeks to influence a stronger sense of	✓ ✓	✓	✓

			true community acceptance, respect, diversity for all. The Gender Equity Game Jam in partnership with Girl Geek and VicHealth The Homeless Memorial in partnership with Star Health Our Rainbow Place BBQ and Wominjeka BBQ at Vegout in partnership with Star Health Aboriginal Men's Group at Gasworks					
		2.7 Work with emergency services, relevant agencies and the community to build resilience in communities to prevent, respond and recover from emergencies.	Council is represented at the Regional Emergency Management Planning Committee and other relevant working groups by the Coordinator Municipal Emergency Management. Council coordinates and chairs the Municipal Emergency Management Planning Committee and other relevant working groups. Council has a dedicated municipal emergency management team which	✓	✓	✓	✓

	coordinates the ongoing building of resilience in the community to prevent, respond and recover from municipal emergencies. Council has a well-structured plan for ongoing building of resilience in the community to prevent, respond and recover from municipal emergencies.				
2.8 Provide funding to groups and organisations that support local networks, encourage community participation and support access and inclusion. *	The Community Grants Program 2019/2020 awarded 46 projects from 29 organisations totalling $281,000 to fund the delivery of programs that develop active, healthy, connected and inclusive communities. In addition, 25 organisations will also receive $23,790 from the Toyota Equipment Fund.	✓	✓	✓	✓
2.9 Progress the 3 Placemaking precincts which bring together residents, property owners, businesses and place users to on agree a future vision and new place identity *	Deliver placemaking initiatives with a particular focus on Fitzroy Street, South Melbourne and Waterfront Place precincts	✓	✓	✓	✓

2.10 Work in collaboration with the Victoria Police and community services organisations to manage the impact of street sex work on the local community.	Participation in the City of Port Phillip Sex Work Issues Network. Liaise with Victoria Police and community service organisations to manage the impact of street sex work on the local community.	✓	✓	✓	✓
2.11 Council supports consultative processes and advisory groups to ensure our understanding of community service needs is well-informed and relevant.	Convene the Older Persons' Consultative Committee, Youth Advisory Committee, Multi-Cultural Advisory Committee and Multi-Cultural Forum, and Multi-Faith Network.	✓	✓	✓	✓
2.12 Support prevention strategies to reduce family violence.	Council has pledged a commitment to working towards a community culture where all women and children are protected from violence and works with partners to promote gender equity. All Council facilities provide a safe, spaces that enable children and young people and families to thrive. This is supported by Councils Child Safe Standards	✓	✓	✓	✓

		Council Family support services now have a designated lead worker to assist clients with appropriate referrals. Maternal Child Health Services are trained to develop safety plans in support of clients who have experienced family violence. Council's intake and assessment procedures incorporate in-home welfare checks monitoring the health and wellbeing and safety of older people and where necessary, activate referral processes and case management options.					
	2.13 Implement a whole of Council and community approach to preventing and responding to family violence. *	City of Port Phillip will work with Women's Health in the South East in undertaking a gender equity audit after which Council will develop a Gender Equality Action Plan and report on progress towards achieving targets and against key indicators of workplace gender equality.	✓				

			✓	✓	✓	✓
2.14 Work with Government and local community service organisations to support people experiencing homelessness to access sustainable housing and health services.	Deliver intake, assessment, support and referral direct services to people with significant disabilities and/or aged over 50 experiencing homelessness, housing stress or at imminent risk of homelessness and administer Council's nomination rights to local older person public housing.		✓	✓	✓	✓
2.15 Deliver Port Phillip Zero Rough Sleeping initiative supporting homelessness service coordination around homelessness, rough sleeping and rooming house closure response.	Port Phillip Zero Partnership with Victorian Government, homelessness services, Police, housing providers, health and specialist Aboriginal and Torres strait Islander support has been established. The Project is funded for a further year The fortnightly Hotspot partnership meeting has been established to support outreach efforts around people how do not have housing as well as address amenity issues that may impact upon place A fortnightly service coordination meeting has been established to support individual pathways into housing as well as support people whose		✓			

		housing may be impacted by closures of rooming houses within the suburb.				
Living Healthy	**3.1** Review the public drinking restrictions associated with streets and footpaths.	Evaluation of the two-year trial of the amendment to local laws to restrict public drinking on streets and footpaths. The evaluation will incorporate community's perception of safety, local amenity and crime.	✓			
	3.2 Promote, deliver and continuously improve the City of Port Phillip's syringe waste management service to ensure the appropriate and rapid disposal of syringes.	Syringe disposal program operates to reduce number of inappropriately discarded syringes with strategically placed disposal units. Community requests are responded to quickly, to reduce risks of needle stick injury on public or private land.	✓	✓	✓	✓
	3.3 Review liquor licences and planning permit applications relating to licenced premises referred from the Victorian Government.	Consult with relevant internal staff to ensure that best practice outcomes are achieved.	✓	✓	✓	✓
	3.4 Create a positive social and physical environment around licenced premises and events to attract patrons and support people to feel and be safe.	CoPP attends with the Victoria Police and VCGLR, as an invited guest, the quarterly Port Phillip Licensees Association's meetings. The group collaborate to improve business sustainability and improve safety and amenity in the City of Port Phillip.	✓	✓	✓	✓

		The Placemaking program, creates opportunities to weave community ties, activate vacant spaces and create a sense of belonging and safety in our three focus areas; Fitzroy Street, South Melbourne and Waterfront Place.					
	3.5 Support initiatives to promote drinking culture.	Share findings from *What's Your Story? An Alcohol Culture Change Initiative* project with relevant partners to continue to reduce alcohol related harm. Council will work closely with VicHealth, City of Melbourne and City of Stonnington to develop an alcohol culture change resource for dissemination across Victoria.	✓				

* Strategy and/or action is in the Council Plan

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