

A SAFE AND HARMONIOUS GREATER DANDENONG



A Community Safety Plan
for Greater Dandenong **2015-22**



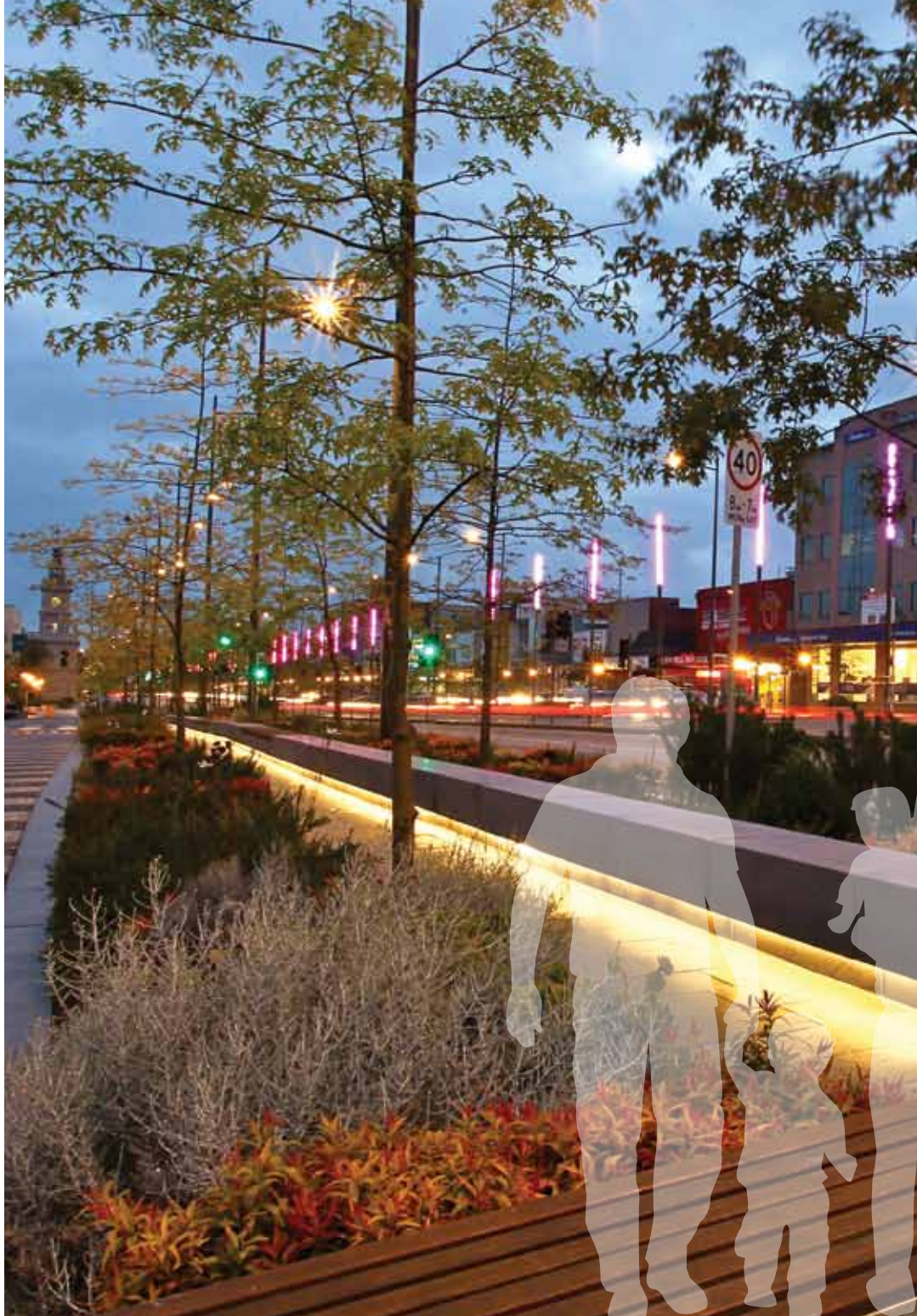


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FOREWORD

Feeling safe in the environment in which we live, work and play is a fundamental human right.

In the City of Greater Dandenong it is vital that every resident lives in an environment that is well designed, protected and based on a strong sense of safety and freedom.

A safe community is one that is harmonious, connected and trustworthy and this cannot be accomplished by local government alone. It requires robust collaboration and cooperation across a range of organisations, community stakeholders and the community.

Council's partnership with key government and community agencies is crucial in building awareness, creating ownership and enabling implementation of the Community Safety Plan's priorities.

Council particularly acknowledges the leadership of Greater Dandenong's Community Safety Advisory Committee in the development of this plan and the contribution of each member towards a safer, healthier city.

The priorities of the 2015-22 Community Safety Plan for Greater Dandenong focus on six areas: supporting diversity and promoting harmony; preventing family violence; safer public places; safety for road users, pedestrians and commuters; addressing issues of alcohol and other drug harms; and emerging technology and safety.

The City of Greater Dandenong Council and its community safety partners are united in their support of our City's many positive attributes.



Equally, we are committed to identifying and addressing safety priorities to ensure that our rich and diverse community continues to feel safe, respected, resilient and protected.

A handwritten signature in black ink that reads "S O'Reilly".

Cr Sean O'Reilly
Mayor
City of Greater Dandenong

1 A SAFE AND HARMONIOUS GREATER DANDENONG 2015-22

Community safety affects every member of the community and requires all residents and organisations alike to work in partnership to create safer environments. Creating a safe community is a complex task that is linked to the reduction of crime and anti-social behaviour through physical and social changes to the local environment. A community that feels and is safe is one where people are not at risk from potential criminal or anti-social behaviour or unsafe environments.

Through the combined efforts of Council, residents, community organisations and business, feelings of safety within the home and in public places can be addressed and improved. In a safe community, homes, workplaces, public transport

systems, public spaces and neighbourhoods are welcoming and secure. People can interact without anxiety and be free from harm.

A Safe and Harmonious Greater Dandenong 2015-22, the draft *Community Safety Plan* is a demonstration of the current and planned efforts to provide a safe and harmonious environment for all.

Council and key agencies involved in community safety have already committed considerable resources to address and improve actual and perceived levels of safety for all residents and visitors to the city. The 2015-22 Community Safety Plan builds on significant work and achievements of the 2010-14 Community Safety Plan.

This plan addresses the following six priority areas:

Priority Area

- 1. Supporting Diversity and Promoting Harmony**
Encourage respect and create a harmonious environment
- 2. Preventing Family Violence**
Address the causes of family violence and support those experiencing violence
- 3. Creating Safer Public Places**
Enhance safety, amenity and liveability in public places
- 4. Safety for Road Users, Pedestrians and Commuters**
Increase safety for all road users and those who travel within and out of the municipality
- 5. Addressing Alcohol and Other Drug Harms**
Minimise the harmful impacts of alcohol and other drugs
- 6. Emerging Technology and Safety**
Encourage online safety



Vision for community safety in Greater Dandenong

The Community Safety Plan for Greater Dandenong 2015-22 sets the scene for a safe and thriving community achieved through the following vision.



Vision

The City of Greater Dandenong is a diverse, safe and harmonious community where all people feel included and respected.

The Community Safety Plan for Greater Dandenong 2015-22 aims to improve community perceptions of safety and reduce the risk of crime and anti-social behaviour. The plan will work toward these aims by:

- enabling all residents to enjoy and contribute to well designed and accessible public spaces
- supporting respectful relationships and positive interactions between communities and individuals, so that all residents are safe in public and within their homes
- designing and maintaining public and private transport infrastructure for the safe movement of all residents
- addressing the causes and impacts of alcohol and other drugs through community education, regulation and designing harm minimising environments
- encouraging on-line safety while maximising the benefits of web based communications

The Community Safety Plan will work towards this vision through the recognition of the specific needs of vulnerable groups in our community. This includes, but is not limited to, older and young people, women, people of differing abilities, people from culturally and linguistically diverse backgrounds and Aboriginal communities.

2 COMMUNITY SAFETY PRINCIPLES

The Community Safety Plan for Greater Dandenong will seek to improve community safety using the following principles.

1. Partnerships, cooperation and connections.

Improving community safety requires effective partnerships between multiple stakeholders. This approach involves all levels of government, Victoria Police, community organisations and residents. Council will work with existing and new partners to build strong and resilient communities, reduce the likelihood of crime and anti-social behaviour and respond effectively to issues that impact on community safety. This approach also enables a coordinated and efficient mechanism to allocate resources for the benefit of the municipality. Council currently participates in a number of regional forums and partnerships including the Regional Justice Forum, Southern Metropolitan Regional Management Forum and Road Safe South East.

2. Design and planning of public spaces to improve safety

The design of public spaces will continue to be undertaken in line with principles that promote safety and health. Design principles such as Crime Prevention Through Environmental Design (CPTED) and Healthy by Design are used as a

means of improving community safety. CPTED provides guidance in the design of the built form to reduce the risk of crime and improve perceptions of safety. Likewise, Healthy by Design principles concentrate on improving safety and wellbeing through the design of public spaces that are accessible, walkable, livable and attractive.

3. Community development approach to community safety

Crime and anti-social behaviour often occurs as a result of complex social, economic and cultural circumstances. In acknowledgement of these factors, the Community Safety Plan for Greater Dandenong places an emphasis on preventative programs that aim to reduce risk of involvement with crime and anti-social behaviour. Importantly, this includes promoting opportunities for residents, community groups and other stakeholders that are accessible and contribute decision-making, accept community safety as a shared responsibility and build capacity and leadership across the community.

4. Promotion of community safety approaches and initiatives

Enhancing community safety and perceptions of safety includes strategies that educate, inform and promote the assets of Greater Dandenong. Council will continue to raise awareness of the importance of community safety by communicating the Priority Areas of the Community Safety Plan for Greater Dandenong. Finally, Council will widely promote the attributes and attractions of the municipality to enhance

perceptions of safety and encourage a sense of pride among residents.

Community Safety Advisory Committee - Supporting partnerships, cooperation and connectedness

Implementation of the Community Safety Plan for Greater Dandenong 2015-22 will be guided by the Greater Dandenong Community Safety Advisory Committee. This committee includes senior representatives of the Victoria Police in Greater Dandenong, relevant State Government Departments, community agencies, transport providers, Neighbourhood Watch and Council's Media and Communications, Regulatory Services, Community Development and Youth Services Departments.

The role of the Community Safety Advisory Committee is to provide direction and support to community safety programs across the municipality. The primary responsibilities of the Community Safety Advisory Committee include:

- overseeing the development, monitoring and reporting of Council's Community Safety Plan
- aligning plans of various local groups involved in community safety
- discussion and development of creative ideas for addressing community safety issues
- capturing and sharing information regarding community safety issues
- consideration of research into safe communities
- development of interventions to improve community safety.

3 POLICY CONTEXT TO SUPPORT A SAFE AND HARMONIOUS GREATER DANDENONG



Improving perceptions of safety and responding to crime and anti-social behaviour is a complex task requiring a coordinated approach between government agencies, community organisations, law enforcement, businesses and local residents. The following stakeholders have a key role in community safety.

Federal Government

The Australian Federal Government has a responsibility for addressing high-level crime, funding research, setting policy directions and supporting a variety of health and community services. Relevant Federal plans and strategies include:

- National Action Plan on Women, Peace and Security 2012-18
- National Alcohol Strategy 2006-11 – a revised version is currently being developed under the auspices of the Intergovernmental Committee on Drugs
- National Binge Drinking Strategy

- National Drug Strategy 2010-15 – which seeks to minimize harm arising from the use of tobacco, alcohol and other drugs
- National Injury Prevention and Safety Promotion Plan 2004-14
- National Plan to Reduce Violence Against Women and Their Children 2010-22
- National Safe Schools Framework
- National Strategy for Disaster Resilience 2011

The National Crime Prevention Framework, released in 2012, was prepared by the Australian Institute of Criminology. Priorities include:

- reduction in alcohol-related violence
- improved safety for young people
- improved safety for indigenous people
- preventing child abuse
- reducing violence against women.

State Government

The Victorian State Government has a variety of acts, policies, plans and strategies that guide the range of services involved in community safety. This also includes Victoria Police, Neighbourhood Watch, the Country Fire Authority, Metropolitan Fire Brigade, State Emergency Services, Vic Roads, Ambulance Victoria, child protection services and drug and alcohol services.

Relevant legislation includes:

- Child, Wellbeing and Safety Act 2005
- Children and Young Persons Act 1989
- Graffiti Prevention Act 2007
- Liquor Control Reform Act 1998
- Local Government Act 1989
- Occupational Health and Safety Regulations 2007
- Planning and Environment Act 1987
- Public Health and Wellbeing Act 2008
- Summary Offences and Control of Weapons Act 2009
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Emergency Management Act 1986/2013.

Relevant policies, plans and strategies include:

1. A Right to Respect: Victoria's Plan to Prevent Violence against Women 2010-20
2. A Right to Safety and Justice: A Strategic Framework to Guide Continuing Family Violence Reform in Victoria 2010-20
3. Because Mental Health Matters: The Victorian Mental Health Reform Framework and Action Plan 2009-19
4. Department of Human Services - Vulnerable Persons in Emergency Policy 2012
5. Emergency Management Manual Victoria
6. Reducing the alcohol and drug toll: Victoria's Plan 2013-17
7. Safer Design Guidelines for Victoria
8. Victoria's Advantage - Unity, Diversity, Opportunity
9. Victoria's Alcohol Action Plan 2008-13
10. Victoria Police Blueprint 2012-15
11. Victoria's Road Safety Strategy 2013-22.



Local Government

Local governments have for some time led or contributed to community safety initiatives and responses. The City of Greater Dandenong's role in improving community safety includes:

- developing plans and strategies which address crime prevention and perceptions of safety
- applying the principles of safer design and crime prevention when designing local infrastructure, public spaces and rail precincts
- managing the Safe City CCTV program
- delivering community development-based programs and strategies to address local safety issues
- informing the community of ways to prevent and respond to crime, graffiti, anti-social behaviour and emergency management
- exercising a regulatory role to enforce state regulations and local laws
- encouraging community participation in decision-making and local activities.

These roles are shared across departments within Council and are supported by Council's strategic policy documents. Most significant among these are the Imagine 2030 Community Plan, Council Plan 2013-17, Community Wellbeing Plan 2013-17

Municipal Strategic Statement and Municipal Emergency Management. Figure 1 depicts an integrated approach to planning within the City of Greater Dandenong with the Community Safety Plan for Greater Dandenong 2015-22 sitting below the Community Wellbeing Plan 2013-17.

Figure 1. Integrated Planning in Greater Dandenong



Figure 2. Planning for Community Safety in Greater Dandenong

Strategic plans	Objectives related to improving community safety and documents of Council
Imagine 2030 Community Plan	Community Vision Statement - People will feel safe because everyone is friendly, inclusive and respectful, and people do not feel threatened by each other.
Council Plan 2013-17	Strategic Objective 1.6 - Improve safety in public spaces and improve perceptions of safety in Greater Dandenong.
Community Wellbeing Plan 2013-17	Priority Three - To improve actual and perceived safety within the home and in public for all residents.
Municipal Strategic	<p>MSS 21.03 Attractive and Safe Environment – Realise opportunities to improve safety, amenity and image of Greater Dandenong in the public realm through good urban design.</p> <p>MSS 21.05 Built Form – Create community ‘connectedness’ and improve safety in public places through ‘Transit Oriented Development’ (TOD) and ‘Crime Prevention Through Environmental Design’ (CPTED).</p> <p>MSS 21.06 Open Space – Maximise passive surveillance from surrounding residential, commercial and/or industrial areas to promote community safety.</p> <p>MSS 21.07 Infrastructure and Transportation – Provide a safe, easily accessible and continuous bicycle network to deliver benefits to the community. Likewise encourage walking by progressively upgrading the walking path network. Assess social and community impacts of all transport modes ensuring that issues of safety and accessibility are considered.</p>
Municipal Emergency Management Plan	Identify hazards and determine risks that may impact upon the municipality; Implement measures to prevent or reduce the cause and/or effects of emergencies; Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies; Manage support that may be provided to or from adjoining municipalities; Assist affected communities to recover following an emergency; and complement other local, regional and state planning emergency arrangements.

Figure 2 above outlines the strategic plans and documents of Council and how they work in an integrated manner to prioritise improved safety and perceptions of safety.

4 COMMUNITY SAFETY IN GREATER DANDENONG

Greater Dandenong is a socially and culturally vibrant community with many assets, yet it continues to face a number of challenges that set it apart from other communities in Victoria and the broader metropolitan area.

Greater Dandenong is the most culturally-diverse community in Victoria. Nearly two-thirds (60 per cent) of its 155,000 residents were born overseas and its residents originate from more than 150 birthplaces. Languages other than English are spoken in two-thirds of Greater Dandenong households – the highest level in the state.

Cultural diversity in Greater Dandenong has been identified as a strength among young people who reported a sense of pride and belonging to their community in recent Council consultations. Yet some residents face the unfortunate experience of discrimination on the basis of their culture, religion or appearance.

Despite recent improvements in educational outcomes, Greater Dandenong reports relatively low levels of early childhood development and high rates of early school leaving. Consequently, young people in the community face high levels of unemployment.

While Greater Dandenong is a major regional employer, these unfavourable educational

outcomes, coupled with a decline in manufacturing, have also contributed to high levels of local unemployment among the general population. Median incomes are the lowest in Melbourne, resulting in financial hardship, which is exacerbated by high gambling losses and a doubling in housing costs over the past 15 years.

Police statistics reveal a substantial rate of assaults in public places, family violence and property crime. Alcohol consumption, coupled with illicit drug use, intensifies these trends and contributes to high levels of concern for personal security among Greater Dandenong residents.

Council considers planning for community safety as particularly significant for a changing and increasing population. Growth in the number of private dwellings and the changing preferences for inner urban living require Council and other key stakeholders to design and provide safe and highly activated public spaces.

Feeling safe at home contributes greatly to a person's ability to participate in community life. All people have the right to enjoy social participation, employment and prosperity free from the fear and impacts of violence.

This Plan highlights a collaborative approach to improve safety for all people where they live, work and play.

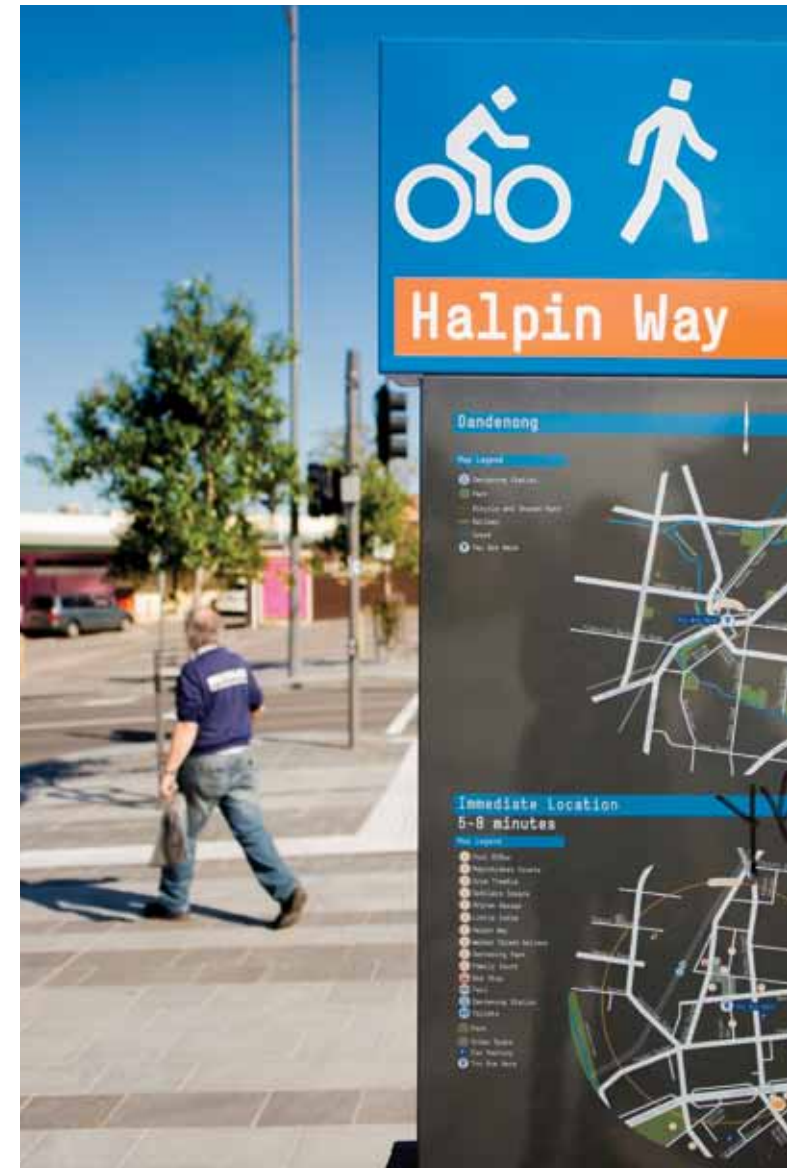


5 ACHIEVEMENTS AND PROGRESS OF THE COMMUNITY SAFETY PLAN 2011-14

The following key achievements demonstrate progress across the Priorities Areas of the 2011-14 Greater Dandenong Community Safety Plan.

Key achievements priority area one – safer public places

- ✓ Council has incorporated Crime Prevention through Environmental Design (CPTED) and Safer Design Principles (SDP) in the development, implementation and review of Structure Plans, major planning applications and Master Plans.
- ✓ In 2014, Council installed a 15-camera Safe City CCTV system in the Dandenong Central Activity District, covering the pedestrian path from Dandenong Station to the Harmony Square. Funding of just under \$400,000 has been secured from the Commonwealth Government to expand this system along Lonsdale and Walker Streets and into Palm Plaza. A similar system will be installed in Noble Park by the end of 2015. Council continues to ensure hotspot localities within the municipality are identified and prioritised.
- ✓ Promotional articles appeared in all local papers and 'The City' for community activities held at the Dandenong Station in partnership with Victoria and Transit Police. Local media have published favourable articles on various programs, upgrades and funding announcements, including the \$250,000 Victorian Government Public Safety Infrastructure Fund at Menzies Avenue, the Department of Justice graffiti removal grant and Springvale 'No Drinking Alcohol in Public Places' campaign.
- ✓ In 2013, Council endorsed the Alcohol Management Framework (AMF) which sets out a process for assessment of new liquor licenses and also provides context for the management of licensed premises which now require an Alcohol Management Plan as part of their application. The AMF was piloted for 12 months in central Dandenong with the intention that it will be applied across the municipality.
- ✓ Safety concerns are being addressed through significant investments in rebuilding and revitalising areas of central Dandenong, such as the Civic Precinct and areas near the Dandenong Railway Station and in other key centres in the municipality.



Key achievements priority area two – preventing family violence

- ✓ Council continued to promote White Ribbon Day with internal Council events in 2010, 2011 and 2012. In 2013, 500 people took part in a 'Walk Against Family Violence' from the Market to the Drum Theatre. On the basis of this success, Council organised a 'Walk Against Family Violence' on White Ribbon Day 2014. The walk attracted over 700 participants with speakers promoting gender equity and the prevention of family violence.
- ✓ The 'CHALLENGE Family Violence' project is funded by the Department of Justice and delivered in partnership between Greater Dandenong, Casey and Cardinia Council and Monash Health. The City of Greater Dandenong is developing a faith-based family violence prevention resource in collaboration with local faith communities.
- ✓ As a leading employer in the municipality, Council has established an internal Family Violence Working Group.

Key achievements priority area three – safety in the home

- ✓ Council and its partners assist residents to make their homes safer and better suited to independent living. The Home and Equipment Safety Check program enables clients to improve the safety of their homes and Living at Home Assessments enable the provision of adaptive equipment. Low-cost aids and equipment have been provided through funding for private allied health assessments and funded programs such as the Aids and Equipment Program and Department of Health Equipment Program.
- ✓ Extreme hot weather presents serious risks, to vulnerable residents. To reduce these risks Extreme Weather Packs are provided to new community care clients and additional information supplied through an annual client newsletter, phone surveys and targeted mail outs. Under the Extreme Weather Sub plan, identified vulnerable people are contacted during heatwaves, provided with cooling equipment, assisted with getting food and medication and transported to appropriate air- conditioned venues, if required.

- ✓ Council helps people improve their chances of continuing to live independently by maintaining physical fitness through the 'Making a Move' program and individual low-level home exercise programs. More opportunities have been made available by incorporating 'Making a Move' into Planned Activity Group programs.

Key achievements priority area four – transport safety

- ✓ Council obtained Transport Accident Commission funding to help revise Council's Road Safety Strategy during 2013-14. Council will formally consider the revised draft Road Safety Strategy in 2015.
- ✓ Access maps for Springvale and Noble Park have been updated and reprinted. The maps are available on the Council's website. Dandenong access maps have also been completed and are available in hardcopy.
- ✓ 'Race Around the Community' is an annual full-day event conducted by Council's Youth Services to encourage young people to use public transport to access local services and programs.

6 COMMUNITY ENGAGEMENT

This plan was supported by a review of local crime, safety and other social conditions within the municipality. This information assisted in identifying significant safety concerns within the Greater Dandenong.

In addition, consultation was undertaken with residents, community groups, organisations and the Community Safety Advisory Committee. Consulting with the community and local stakeholders helps Council to understand community concerns and form partnerships to improve safety.

Consultation methods included:

- Workshops with key stakeholders.
 - two workshops were held with external and internal stakeholders
 - an additional workshop was conducted with the Council departments responsible for implementing this Plan.

- Surveys and face-to-face consultation with community groups, residents and young people.
- a focus group was held with Council's Young Leaders program and participants
- 91 survey responses from members of the public
- 24 survey responses from community organisations
- 27 survey responses from Council staff.
- Interviews with members of the Community Safety Advisory Committee.
- interviews were conducted to review priority areas of the plan and discuss its partnership activities and responsibilities.
- a public exhibition phase to solicit feedback from residents on the plan
- feedback from residents, organisations and community groups, during this phase will be considered when finalising this plan.

Results

Workshop feedback

- Internal and external workshops focused on strategies to address current crime and anti-social behavioural trends in Greater Dandenong. Priority areas of this plan were directly determined by workshop findings.
- All participants identified that despite the significant achievements from the 2010-14 Community Safety Plan, further work and sustained focus is required in the majority of the priority areas to improve safety for Greater Dandenong residents.
- Participants identified the need to include targeted safety strategies for young people and an emphasis on the safety implications of emerging online technology.

Survey and focus group feedback

- All the plan's priority areas were identified as 'very important' by a majority of survey respondents.
- Suggestions from community groups, staff and young people were varied. They included the need for the plan to include strategies such as:
 - well-designed and accessible spaces
 - community development initiatives that address the complex causes and impacts of crime and anti-social behaviour
 - greater promotion of Greater Dandenong's assets and strengths
 - encouragement of community ownership of strategies to improve safety and perceptions of safety.
- A majority of suggested strategies indicated a need for Council to work alongside relevant stakeholders to address crime and anti-social behaviour.

Research

Research was undertaken into the policy directions of the Federal and State Government as well as a review of Local Government best practice strategies to improve safety and minimise the risk of crime and anti-social behaviour. This research was considered in the development of the plan's priority areas and actions.



7 PRIORITY AREAS

7.1 PRIORITY AREA ONE:

Supporting diversity and promoting harmony

Cultural diversity is an opportunity and a strength in the community. Council celebrates cultural diversity with pride and seeks to build a harmonious community where all residents enjoy a sense of security and belonging. Around 60 per cent of residents were born overseas, in more than 150 different countries. Over half of the community (55 per cent) are from non-English speaking backgrounds. This makes Greater Dandenong the most culturally diverse locality in Victoria and the second-most diverse in Australia.

In 2013-14, 2,100 recently-arrived migrants settled in Greater Dandenong – the highest number of settlers in any Victorian municipality (Department of Immigration and Border Protection, 2014).

To succeed in promoting diversity and harmony, Council recognises and responds to racism and race-based discrimination. This includes violence, threats, race-based bias, exclusion and racial stereotyping. Discrimination and racism can be detected at individual, interpersonal, organisational and community levels.

Those most affected by racism and discrimination include Aboriginal and Torres Strait Islanders and people from Middle-Eastern, Asian and African backgrounds (VicHealth, 2012).

Issues affecting newly-arrived migrants and people from diverse backgrounds are complex and may include the experience of racism and discrimination, difficulty understanding Australian culture and law and limited access to information about available services (Refugee Council of Australia, 2012).

Recently-arrived people may find it difficult to secure affordable housing, their previous work experience, skills and qualifications may not be recognised and their English proficiency is often limited.

In addition, some may have experienced torture and trauma before arriving in Australia, while others may feel stigmatised or isolated in their new environment.

The City of Greater Dandenong has unanimously pledged to support the National Anti-Racism Strategy's campaign, Racism. It Stops with Me. This is an ongoing national anti-racism campaign launched by the Australian Human Rights Commission in 2012.

Working with the Office of Municipality Affairs and Citizenship, Council is also running a range of programs aimed at increasing social cohesion across the municipality.

Effects on the community

The experience of race-based discrimination is clearly linked to conditions such as depression, anxiety, obesity and drug abuse, while in some instances limiting an individual's participation in economic, social and civic life (VicHealth, 2009).



Garden Renewal Asylum Seeker Project (GRASP)

Council's Volunteer Program secured a project in partnership with Council's Parks Unit, Red Cross and the Adult Migrant Education Service Victoria. The project provides meaningful volunteer roles for Asylum Seekers in order to gain training and experience, building a sense of belonging. Participants planted a large garden bed at Roth Hetherington Botanic Gardens, Keysborough for the local residents to enjoy and feel safe in.

The park is well loved and used daily by local residents. A team of 12 asylum seekers from Afghanistan, Iran, Pakistan and Sri Lanka have worked hard to reduce overgrown areas. Residents say they feel much safer using the park now that it has been 'tamed' where before the overgrown bush areas made users uneasy while walking alone. Residents also commented anecdotally that their perceptions of asylum seekers had changed, due to the many conversations and friendly exchanges they shared during the project. In November 2014 this project won the Father Bob Maguire Angels of the Street Award (Environment).

The Australian Human Rights (2012-15) research findings indicate that:

- one in seven Australians have experienced discrimination because of their colour or background
- one in five Australians have experienced race-hate talk, such as verbal abuse, racial slurs or name-calling
- one in 10 Australians have experienced race-based exclusion in the workplace or at social events
- more than one in 20 Australians have been physically attacked because of their race.

The Community Safety Plan for Greater Dandenong will work towards supporting diversity and promoting harmony using the following objectives:

Objective 1 - Display leadership in promoting harmony and diversity.

Objective 2 - Address race based discrimination and support social cohesion.

These Council policies, plans and strategies aim to support diversity and promote harmony:

- Diversity, Access and Equity Policy (under development)
- Council Plan 2013-17

- Disability Action Plan
- Imagine 2030
- Community Wellbeing Plan 2014-17
- Asylum Seekers and Refugee Action Plan 2014-17
- Road Safety Strategy 2014 (draft)
- Youth Strategy 2012-17
- Municipal Emergency Management Plan

Interfaith Network City of Greater Dandenong

The Interfaith Network is a group of diverse cultural and religious faiths, working in partnership with the City of Greater Dandenong to promote peace and harmony within the municipality. The Network is the first established Interfaith Network in Australia and consists of various traditional and multi-faith groups who meet monthly. The Network's goal is simple - promoting understanding, respect and tolerance for each other's beliefs by living together in peace and goodwill. The Interfaith Network covers faith communities in Springvale, Dandenong, Keysborough and Noble Park. The Interfaith Network promotes peace and harmony, which in-turn promotes a sense of safety and security in the community.

7.2 PRIORITY AREA TWO:

Preventing family violence

The relationships we have between husbands, wives, partners, children and other family members are a huge part of our lives. Equal and respectful relationships within families contribute to a feeling of belonging and can improve our health and wellbeing. An equal and respectful relationship is one where each person values, respects and trusts the other person. Not all relationships are respectful. Some people are abused in their relationships or are made to feel worthless, scared and unsafe. This is known as family violence. In recent years, local governments and other organisations have become increasingly involved in the prevention of family violence. Preventing family violence requires a whole-of-community approach using multiple strategies to address this critical issue.

Family violence is a broad term that includes psychological, economic and emotional abuse as well as physical and sexual violence. It is the major contributor to preventable illness and death in women aged 15–44 years, the primary cause of homelessness among women and children and the causes an average of one death each week across Australia. Family violence also harms the mental and physical health of its victims, including anxiety and depression and accounting for 58 per cent of the disease burden resulting from violence (VicHealth, 2012).

Effective action in preventing family violence is to support the capacity of the community to respond and change attitudes towards family violence. Addressing its underlying causes, such as gender inequality and beliefs in rigid gender roles and stereotypes, is vital.

Effects on the community

Family violence affects people in every locality and all social circumstances. Though family violence is often hidden, it is prevalent: one woman in six is assaulted by a current or former partner in her lifetime and one in 30 each year (Australian Bureau of Statistics, 2013).

Children and young people are usually affected by family violence, either as witnesses to such behaviour or as victims of violence themselves. One in four children or young people witnesses violence against their mother during childhood. Effects may include depression and low self-esteem; aggressive and bullying behaviour; sleeplessness or bedwetting; loss of interests or friends; poor school performance; drug-related problems; suicidal or antisocial behaviour, alcohol and substance abuse, parent-child conflict, abuse of parents and suicide (Domestic Violence Prevention Centre Gold Coast, 2015). In addition, there has been a rise in the prevalence of adolescent violence towards parents in recent years with Victoria Police reporting that one out of 10 call-outs is in response to adolescent violence in the home – largely directed towards women.



At least one in 20 older people across Australia, as well as many people living with a disability, experience violence and abuse in their homes and care settings at the hands of carers or others. (Kurrle, 2008; Nauthin, 2008).

Family violence can extend to those in same sex relationships and in indigenous culture - the scope of this abuse can extend to kinship networks and communities. Recent studies have also indicated that the incidence of family violence can increase following a major disaster.

State Government reports indicate the level of confirmed child abuse cases in Greater Dandenong in 2011-12 was 11 per 1,000 children and adolescents, the second-highest level in metropolitan Melbourne (Department of Education and Early Childhood Development, 2013). The rate of police callouts to family incidents in Greater Dandenong in 2013-14 was the second highest in Melbourne and 44 per cent above the metropolitan average (Victoria Police, 2014).

Family violence is gendered crime. Women are most likely to be the victims of family violence and men are most likely to be the perpetrators of family violence. In fact, between 1999-2010, 91-95% of perpetrators of family violence against women were male in Victoria. To prevent violence against women, we must address its causes. Some people think that alcohol, financial stress or poverty causes violence against women. But the key causes are in fact:

- Unequal power between men and women
- Rigid gender roles and stereotypes
- Social norms that condone violence by man

A 2013 VicHealth survey on attitudes toward violence against women found that one in five people consider violence against women excusable if a man loses his temper or regrets his actions. One in ten held that women should remain in violent relationships to keep the family together.

These attitudes serve to support a belief that family violence is acceptable and that its female victims should be responsible for minimising its adverse consequences. Communicating a zero-tolerance attitude to violence against women and children is important if family violence is to be significantly reduced or eliminated.

Efforts to promote gender equity and respectful relationships between men and women are important in preventing family violence. Programs and policies that challenge attitudes, beliefs and cultures that support or condone violence are essential to reduce rates of family violence.

City of Greater Dandenong Family Violence Working Group

The City of Greater Dandenong family Violence Working group was established in 2013. It creates awareness and understanding of family violence and supports those who have experienced violence while creating a culture of respect and equity within Council and in the community.

The Working Group has been instrumental in the promotion and running of the Walk Against Family Violence. Through the Working group, Council is seeking White Ribbon accreditation which recognises workplaces that are taking steps to prevent and respond to violence against women.

The Community Safety Plan for Greater Dandenong will work towards preventing family violence using the following objectives:

Objective 1 - Display leadership within Council, to promote gender equity and respectful relationships.

Objective 2 - Collaborate with stakeholders across sectors to prevent family violence and address its causes.

Objective 3 - Raise awareness about family violence and its causes.

Objective 4 - Provide services that seek to prevent and respond to family violence.

These Council policies, plans and strategies also contain actions that seek to address and minimise family violence:

- Community Wellbeing Plan 2014-17
- Council Plan 2013-17
- Youth Strategy 2012-17
- Children's Plan 2015-19
- City of Greater Dandenong Enterprise Bargaining Agreement 2012.
- Municipal Emergency Management Plan

7.3 PRIORITY AREA THREE:

Creating safer public places

The quality of public places can affect a community's overall level of health and wellbeing. The design and maintenance of public places affect how individuals feel about their surroundings, their sense of involvement in community life and the degree to which they feel safe. Public places can be public or privately owned and include streets, parks, reserves, shopping centres, car parks and squares (mehta, 2013).

Crime is less likely to occur in well-attended places. Good design and regular maintenance can encourage people to use spaces, interact with each other and feel positive about their communities. Council recognises that positivity and pride for the local community is influenced by actual and perceived levels of safety.

Safe City Closed Circuit Television (CCTV) program

One initiative Council has implemented to improve actual and perceived levels of safety is the Safe City CCTV program.

This program aims to improve safety by reducing the risk of crime and anti-social behaviour and promoting the use of public spaces for legitimate users. Safe public spaces, such as those encouraged through the presence of CCTV, enable interaction and breaks down isolation. This contributes to improved safety and wellbeing for all residents.

Greater Dandenong's CCTV program is delivered as a collaboration with Council, Victoria Police and Federal and State Government funding bodies (See Appendix 1 for a summary of roles, responsibilities and achievements).

The Safe City CCTV program currently consists of cameras at Menzies Avenue in Dandenong North and Central Dandenong. Additional cameras will be installed to add to Central Dandenong and Noble Park in 2015-16.

The City of Greater Dandenong considers a range of factors in assessing locations and the need for CCTV. To assist in this assessment, Council has designed a site identification matrix to prioritise key hotspot locations with scores assigned based on the following four key indicators:

- 1. Crime** – an assessment of crime data from Victoria Police, Council databases and other sources.
- 2. Location** – an assessment of the types and numbers of facilities within 500 metres, the extent of pedestrian traffic and a determination of whether the location serves a regional or neighbourhood catchment. This criteria provides guidance on the whether the responsibility for the provision of CCTV sits with Council or a private landowner.
- 3. Health and Wellbeing** – a review of perceptions of safety, the ability to access public spaces and proximity to community facilities.

- 4. Economic** – an evaluation of the sites economic attributes such as the level of employment and retail investment and the flow on effects of improved perceptions of safety on retail and commercial activity.



Additional considerations in the installation of CCTV cameras include the cost of installation, maintenance and the requirement for of ongoing monitoring. Council will also continue to consider the effectiveness of the current practice of passive surveillance of the CCTV system. This is an important consideration in making decisions to expand CCTV installation or introduce other community safety initiatives.

Central Dandenong Pop-Up Park

This project created an inclusive and safe community space on vacant land as part of a site that has sometimes been a troublesome 'hotspot'. The Revitalizing Central Dandenong (RCD) Pop-Up-Park is located opposite the Dandenong Railway Station on Foster Street on land owned by Places Victoria. The Our Place, My Future project, funded by the Department of Planning and Community Development (DPCD) and delivered by Mission Australia, has built and activated a community space in a temporary site: the Pop-Up-Park in Dandenong. The project developers engaged the community around the site –some of them particularly hard-to-reach groups - and deliver programs and events to maximise community participation and use of the park. The construction of the Pop-Up-Park also helped create employment and skill development opportunities for disadvantaged groups and local residents.

Graffiti Management

Council extends its commitment to build and maintain safe neighbourhoods by taking an active role in preventing graffiti. Graffiti affects the visual appearance of communities and contributes to poor perceptions of public safety. The most common problem in City of Greater Dandenong is 'tagger graffiti' with over 80 per cent of graffiti removal resources targeted to tags.

Council endorsed the Graffiti Management Plan 2013-2018 (see Appendix 2) which adopts the four successful pillars of education, engagement, erasure and enforcement to manage and reduce the risk of graffiti. The Action Plan uses a collaborative approach with local residents, businesses and the police to address the incidence of graffiti on private property and complement the existing approach to managing graffiti on public property.

Effects on the community

The 2012 VicHealth Indicators Survey found that 48 per cent of Greater Dandenong residents felt unsafe walking alone at night, the second highest percentage in a local government area in Victoria and substantially more than the corresponding state-wide figure of 30 per cent. This may be due to people's perceptions of the incidence of crime.

Crime rates are relatively high in Greater Dandenong, with the local rate of violent offences (crimes against the person) 162 per cent more than the Victorian level in 2013-14. The local rate of recorded violent offences has increased by 67.7 percent since 2004-05 and is the second highest in Metropolitan Melbourne outside the City of Melbourne Local Government Area (Victoria Police, 2005-2014).

Few Greater Dandenong residents cycle or walk to their place of work and this can have unfavorable outcomes for local levels of obesity and physical activity. The 2011 Census found that 0.5 per cent of employed residents cycled to work and two per cent walked compared with 12 and 13 per cent in other municipalities. Possible reasons for this under-representation may include fear of crime, traffic safety concerns and fear of encountering anti-social behaviour.

Young people are frequent and visible users of public spaces, using such places to construct their social identities by interacting with their peers and others (McMillan, 2012). Young people are often noticeable at public transport facilities, shopping centres and libraries, frequently attracting unwarranted negative attention based on ill-informed stereotypes.

Central Dandenong Harmony Square

Investment in civic infrastructure can stimulate a community's pride in its municipal assets and result in more positive perceptions of a municipality's built environment. In 2014 Council completed the new Council building and the adjoining Harmony Square in central Dandenong. The precinct has a distinctive design and includes places to sit and relax, a high-resolution Big Screen, a state-of-the-art public library and complementary cafes and retail outlets. Accessible to pedestrians and public transport users the Harmony Square offers a place for residents to relax, eat, congregate and participate in major community events. It was the location for well-attended New Year's Eve celebrations and fireworks. The flow of people through the square, coupled with well-lit open design, has fostered a sense of community among residents in central Dandenong and enhanced perceptions of personal safety. It is anticipated that the prominence and high-visibility of the Civic Square will have a positive influence on residents and visitors perception well beyond its immediate surroundings.

Despite many achievements in improving safety in public places, many local young people have also reported feeling unsafe especially around people affected by alcohol or other drugs, or where they are targets of racism. The proportion of local young people who either commit, or are victims of, violent crime is the third highest in metropolitan Melbourne.

Violence experienced and perpetrated by young people is often a symptom of poverty, low education attainment, inadequacy of parenting or role-modeling, family dysfunction, or the influence of alcohol and other drugs (Grossman, M and Sharples, J. 2010). Notably, levels of substantiated abuse of adolescents are the second highest while the proportions of young people who did not have a trusted adult in their life, did not have someone to turn to for advice or were dissatisfied with life, were the highest in Melbourne, according to a State Government survey conducted in 2009 (Department of Education and Early Child Development, 2013).

The Community Safety Plan for Greater Dandenong will work towards safer public places using the following objectives:

Objective 1 – Design, maintain and activate public spaces to improve safety and perceptions of safety.

Objective 2 - Strategically respond to safety concerns and identified hot-spots in a planned and collaborative manner.

Objective 3 - Promote strengths and assets of the municipality to improve perceptions of safety.

These other Council policies, plans and strategies also contain actions that address safer public places:

- Graffiti Management Plan 2013-18
- Dandenong Railway Station Precinct Action Plan 2011-18
- Public Art Strategy 2008-13
- Children's Plan 2015-2019
- Community Wellbeing Plan 2013-17
- Municipal Strategic Statement (MSS) - last amended 2014
- Open Space Strategy 2009
- Alcohol Management Policy 2013
- Imagine 2030 Community Plan
- Youth Strategy 2012-17
- Walking Strategy (under development) 2015-19.
- Walking Strategy (under development) 2015-19.
- Place Making Framework (under development)

7.3 PRIORITY AREA FOUR:

Safety for road users, pedestrians and commuters

Safety for residents while they are commuting within and out of the city is an essential community safety consideration. Motorists, cyclists and pedestrians within Greater Dandenong tend to have worse outcomes as road users than residents of the rest of the metropolitan area.

While Greater Dandenong is relatively well-serviced with a variety of public transport options, the uptake of public transport is heavily influenced by the occurrence of crime and anti-social behaviour and the resulting poor perceptions of safety at public transport nodes.

Greater Dandenong works with partner organisations in a number of initiatives and programs that aim to improve safety for road users, pedestrians and commuters in the municipality.

Effects on the community

Safety for road users

Road accidents inflict an enormous social, emotional, physical and economic toll on the community, including death, permanent incapacity and loss of mobility, depression, anxiety, loss of earnings and property damage.

Despite reductions in accident rates, road crashes still occur at higher rates than in other parts of the metropolitan area. In 2011, the rate of accidents resulting in serious injury was 12 per 10,000

residents in Greater Dandenong - substantially higher than the corresponding metropolitan area rate of 8 per 10,000. Overall, older people, children under 14 years and intoxicated pedestrians are at greatest risk on our roads (Victoria's Road Safety Strategy – 2013-22).

Speed Alert Mobile Trailer

Council uses a Speed Alert Mobile Trailer to provide a safer road environment for all road users by encouraging motorists to comply with the 40 km/h speed limit within school zones and shopping precincts.

Safety for pedestrians

Walking is the most popular physical activity in Greater Dandenong with participation rates (52 per cent) exceeding both state (36.6 per cent) and national (35.9 per cent) participation rates (City of Greater Dandenong Sport and Recreation Participation Study 2011). Encouraging the desire to walk as a form of recreation and transport requires well-planned and safe infrastructure.

Currently around 40 per cent of people who die in accidents on the roads in Greater Dandenong are pedestrians. This could be significantly reduced through the creation of walkable environments which are appealing, convenient, safe and enjoyable. From footpaths to parks and other public spaces, a walkable environment invites a culture of walking to shops or services, for recreation, to catch the bus or to get to school or work.



Safety for cyclists

In addition to walking, cycling is an important form of recreation and a mode of transport. To support this activity the City of Greater Dandenong has a large bicycle network consisting of 98 kilometers of both off and on-road cycling paths, including the EastLink and Dandenong Creek Trails.

Greater Dandenong residents tend to use bicycles less than people in other municipalities. Reports on perceptions of safety have found that respondents fear having a traffic accident, being assaulted or confronting anti-social behaviour while riding. Safe and supportive environments that encourage people of all ages and capacities to walk and ride for transport and recreation deliver multiple benefits. These include:

- health benefits of leading an active life, including increased physical activity and reduced rates of chronic disease
- transport benefits and environmental benefits from reduced vehicle use
- using less energy than motor vehicles
- stronger and more liveable communities with more people interacting
- improved community safety, as 'peopled' places are safer places (Garrad. J, 2008).

Safety for commuters

If public transport facilities are unsafe, or perceived as such, people are less likely to use them and may consequently find it difficult to use public transport to get to work or personal appointments. Public transport facilities including railway stations, bus interchanges and taxi ranks are vital facilities and residents need access to safe and visually attractive transport.

Unfavourable perceptions of safety around public transport nodes can change passenger travel behaviours and have a flow-on effect for the economic and social fabric of the municipality (Dandenong Railway Station Action Plan Precinct Action Plan 2011-2018).



An example of Council's commitment to improving safety around transport nodes is the Dandenong Railway Station Precinct Action Plan 2011-18 (see Appendix 2 for a summary of the Plan). Activities of the Action Plan are delivered in partnership with Metro Trains, Public Transport Victoria and Victoria Police.

Recent achievements include:

- the installation of CCTV security camera systems in and around the station precinct
- improved cleanliness, maintenance, staffing levels, disability and public access
- enforcing local laws banning consumption of alcohol in public places
- redevelopment of the Bus Interchange area and its shelters, combined with the introduction of a Safe Taxi Rank with its own CCTV, improving pedestrian and traffic safety
- regular cultural, performance and social activities to engage patrons and other visitors
- a new plaza, 'Settlers Square' beside the 'Pop-Up-Park' and opposite the train station, which connects to a new street, 'Halpin Way' that leads to the city's new public square.

Dandenong Railway Station Precinct Action Plan 2011-18

As the gateway to central Dandenong, Dandenong Railway Station connects nearly 8,000 people to employment, shopping and social destinations every day. Council is engaged with Metro Trains, Public Transport Victoria and Victoria Police in a program to improve safety in and around the station. Redesigning the nearby taxi rank and bus interchange, removing graffiti, installing CCTV, running trains more often, developing a local 'pop-up' park on previously unused land and having Protective Service Officers patrol the area are among the measures which have been taken to enhance security and perception of safety in the area.

The Community Safety Plan for Greater Dandenong will work towards improving safety for road users, pedestrians and commuters through the following strategies:

Objective 1 - Improve safety for all road users through development and endorsement of Council's Road Safety Strategy.

Objective 2 - Address safety concerns at public transport nodes through partnerships, appropriate design and location.

Objective 3 - Promote vehicle safety through educative programs on road law compliance.

Objective 4 - Improve safety for pedestrians and cyclists through the promotion of accessible infrastructure.

These other Council policies, plans and programs also address safety for road users, pedestrians and commuters:

- Council Plan 2013-17
- Community Wellbeing Plan 2013-17
- Municipal Strategic Statement - last amended 2014
- Open Space Strategy 2009
- Imagine 2030 Community Plan
- Walking strategy (under development) 2015-19
- Children's Plan 2015-19
- Dandenong Railway Precinct Action Plan 2011-18
- Disability Action Plan
- Road Safety Strategy (under development)



7.5 PRIORITY AREA FIVE:

Addressing alcohol and other drug harms

Consuming alcohol is widely accepted throughout Australia as a key element in celebrations, dining, entertainment and sporting activities. Responsible service of alcohol can support the vitality of a local economy by generating employment and profit in manufacturing, advertising, hospitality and tourism.

Yet when it occurs at levels that cause harm, alcohol consumption is one of the world's top three public health issues (City of Greater Dandenong, 2014). Circumstances which may contribute to excessive alcohol consumption include personal pressures and concerns, social acceptance and the ready availability of alcohol (Stimson, 2006).

As with alcohol, people consume illicit drugs for a variety of reasons including recreation, to be part of a group, out of curiosity or to avoid physical and/or psychological pain. Drug use is influenced by a number of factors including their perceived benefits (Australian Drug Foundation, 2014). However, the use of illicit drugs has considerable health risks for people who use them and impacts their family, friends and the wider community.

Local governments are often confronted with the consequences of alcohol misuse and illicit drug use, including alcohol-related assaults, injuries, car crashes, property damage and other forms of anti-social or illegal behaviour (Australian Drug Foundation, 2012).

Addressing the cumulative impact of outlet density and alcohol related harms

Council along with the South East Melbourne (SEM) Councils Alliance, Victoria Police, Ambulance Victoria, Swinburne University, the Australian Drug Foundation, and Turning Point Alcohol and Drug Centre are conducting a research project to determine if alcohol's outlet density, sales and use affects communities. The project is aiming to develop an evidence-base for what social, economic and/or health factors are impacted on by alcohol sales and use. The project will assist the identification of strategies to address alcohol related harms.

Effects on the community

Consequences of alcohol abuse can make people feel less safe, regardless of the actual level of risk associated with a place, situation or the behaviour of others. These perceptions of safety can affect how people link in to and are connected to the community as a whole and how included they feel (McAtamney and Morgan 2009).

Excessive alcohol consumption is a major risk factor and often causes a crime, road accidents, ill-health and mortality:

- alcohol intoxication is implicated in almost half of all assaults, contributes to a third

of road accidents leading to injury or death, and causes at least 3,300 deaths each year across Australia (National Drug Research Institute, 2013a, 2013b; O'Leary et al, 2012; Hulubowycz, 1994)

- locally, the 2011-12 Victorian Population Health Survey found that 29 per cent of Greater Dandenong residents consumed alcohol to a level which exposed them to short-term risk. While this rate is comparatively lower than the State level at 45 percent, the health and social effects of excessive alcohol use calls for ongoing action by relevant agencies.
- other measures of local alcohol-related harm, such as alcohol-related assaults, drink driving and emergency room attendances for alcohol-related incidents, differ little from Victorian levels (Victoria Police, 2012; Monash University Accident Research Centre, 2012; Australian Bureau of Statistics, 2012).

Illicit drug use is increasing in the City of Greater Dandenong:

- in 2013-14, the rate of drug offences was 87 per cent higher than the metropolitan level, having risen by 50 per cent during the past decade to become the second highest rate in Melbourne (Victoria Police, 2014). In addition, Victoria Police advise that such drugs frequently ignite local incidents of violence and other offences.



Those most at risk from alcohol misuse and illicit drug use include:

- young people engaging in risky behaviours
- women, children and young people experiencing family violence
- individuals or groups from culturally diverse backgrounds
- people dealing with mental health issues and/or other challenging life situations
- people who are homeless or living in insecure accommodation, such as rooming houses
- people who are isolated from community life and their family.

The relatively recent surge in crystal methamphetamine 'ice' use in Victoria poses a great concern for the general community, justice and health services. Police arrests and ambulance data indicate that the use of 'ice' has surpassed the last peak period of 2005/2006. In addition the purity of this substance has risen from approximately 20 per cent in 2010-11 to more than 75 per cent in the 2012-13 period . This has resulted in more than a 250 per cent increase in the number of fatal overdoses as a result of 'ice' use since 2010.

The detrimental effects of 'ice' include physical, psychological, legal and financial impacts on users and their families. (Westmore, Van Vught, Thomas, Griffiths & Ryan, 2014)

While reliable municipality based data is unavailable, State-wide trends on 'ice' use has lead the Victorian Government and many other stakeholders to invest resources in reducing the use and harms of this drug.

The Community Safety Plan for Greater Dandenong 2015-22 addresses the use of 'ice' as an action item in partnership with Victoria Police. In addition, the Plan responds to this issue in a preventative manner.

The Community Safety Plan for Greater Dandenong addresses alcohol and other drug harms through the following strategies:

Objective 1 - Respond to impacts of alcohol and other drug harms in an integrated and strategic manner within Council.

Objective 2 - Collaborate with local and state-wide stakeholders in responding to alcohol and other drug harms.

Objective 3 - Design public spaces to provide safer environment and reduce the impacts of alcohol and other drug use.

Objective 4 - Deliver and support community education and diversionary to encourage positive lifestyle choices.

These Council policies, plans and strategies address harms caused by alcohol and other drugs include:

- Council Plan 2013-17
- Municipal Strategic Statement – last amended 2014
- Imagine 2030 Community Plan
- Community Engagement Policy 2013
- Community Wellbeing Plan 2010-13
- Local Economic and Employment Development Strategy 2011-15
- Local Law No.2 – Municipal Amenity, Clause 33 and 34
- Local Law No.3 – Road Management and Asset Protection, Clause 16 and 17



Restricting public consumption of alcohol

In 2014 Council ran the 'No Drinking Alcohol in Public Places' program in Springvale. The program aimed to reduce drinking in public places and to increase both perceptions and actual levels of safety. Signs and footpath messages were used in public spaces including the Springvale shopping area and Athol Road shopping centre; stickers were placed on packaged alcohol at some licensed outlets warning people that if they drink alcohol in public spaces they risk being fined; an article was placed in the local paper and other media, and City of Greater Dandenong Council Officers and Victoria Police patrolled streets. Fines of up to \$1000 may be issued to people who are drinking alcohol in public spaces.

The 'No Drinking Alcohol in Public Spaces' program has already been operating in the Noble Park shopping area as well as the Foster Street area in Dandenong. It has reduced public drinking in streets and parks and improved public perceptions of safety.

- Children's Plan 2015-19
- Open Space Strategy 2009
- Alcohol Management Policy 2013
- Youth Plan 2012-17
- Walking Strategy 2015-19 (under development)

7.6 PRIORITY AREA SIX:

Emerging technology and safety

The internet is a convenient and valuable source of information and connection for a growing number of people. For young people in particular the internet can provide an opportunity to connect with others and engage in activities such as social networking, messaging and emailing. The capabilities of online communication has meant that social media is often used by groups of people as a platform to unite around a cause and increase a sense of belonging and community. In addition, government bodies and other service providers increasingly use on-line communications to invite community involvement in political processes, policy choices and program development. Similarly Council's role in emergency management is enhanced through the appropriate use of emerging technologies and in particular social media.

Our Say – Youth Engagement Platform

Council's Youth Services provided an online platform for young people to express ideas. Ideas expressed by young people were used to develop programs in 2015. Youth Services used Our Say, an online communication tool to engage with Greater Dandenong Youth.

Young people were asked "Tell us what programs you want in 2015". The top three ideas were considered by Council's Youth Think Tank Committee. The idea chosen for delivery was "Impact" - a community volunteering program that provides young people with links to community organisations. The program will enable young people to give back to their community whilst gaining valuable and employable skills and experience in fields of interest.

Local governments and other emergency management agency's use social media such as SMS, Twitter and Facebook to communicate with communities during emergency events. The benefits of using this mode of communication include delivering vital information in real time, gaining critical information from multiple sources and those most affected and building closer ties between the community and emergency services.

Despite the substantial benefits of emerging technologies and social media, increased use of the internet has also led to on-line scams and other predatory behaviours that result in adverse financial, health and wellbeing outcomes.

In 2013, the reported financial losses for scams reached \$90 million nationwide, though this figure is expected to be higher due to likely under-reporting. Aside from financial losses, victims of on-line scams suffer impacts on their mental health, work capacity and personal relationships (ACCC, 2014).



Another matter of significant concern is the rising prevalence of cyberbullying. Cyberbullying is bullying through electronic technology such as mobile phones, computers and tablets as well as communication tools including social media sites, text messages, chat and websites.

The internet has become an avenue through which children and young people may be exposed to cyberbullying as well as other harmful influences such as gambling, pornography, grooming, harassment and other forms of violence. Cyberbullying is becoming more common and poses health and wellbeing risks such as low self esteem, depression, anxiety, fear and decreased academic achievement, (Kids Help-Line, 2014). In addition, there is evidence that use of social media can exacerbate negative sentiment towards young people or place young people at risk through spontaneous and uncontrolled gatherings.

Effects on the community

Determining the prevalence of cyberbullying is a difficult task as rates differ depending largely upon the definition of cyberbullying, the manner in which the question is asked and the particular group of people surveyed.

However recent Australian research indicates that approximately one in five children aged 8-17 years experienced cyberbullying in a 12 month period. Cyberbullying appears to be most prevalent among 10-15 year olds and declines with increasing age (Spears, Keeley, Bates and Katz, 2014).

While the rate of cyberbullying is lower than levels of traditional bullying, its impact includes psychosocial and life problems and is significant enough to have prompted many agencies and schools to consider strategies to improve online safety (Spears, Keeley, Bates and Katz, 2014).

The Community Safety Plan for Greater Dandenong will work towards improving on-line safety through the following strategies:

Objective 1 - Encourage a safer on-line environment through educative and personal support in a number of settings.

Objective 2 - Improve safety for all residents through the use of on-line communications during emerging safety situations.

These Council policies, plans and strategies support safety in the online environment:

- Social Media Policy 2013
- City of Greater Dandenong Code of Conduct
- Municipal Emergency Management Plan
- Social Media Emergencies



8 ACHIEVING OUR OBJECTIVES -THE ACTION PLAN

STRUCTURE OF THE ACTION PLAN

Objective – Each Priority Area has a number of high-level Objectives that will result in improved long term Community Safety for the City.

Strategies – Each Strategy supports and underpins the Plan's Objectives. There are numerous Strategies for each Objective in response to the complex and multi-faceted approach required to improve community safety.

Action – Each Action outlines a process or initiative in response to a Strategy. Actions are linked to Council's existing and future strategies and plans, as well as work undertaken by key partners.

When – Each Action has a timeline to track progress.

The timelines for the Community Safety Plan 2015-22 include:

Ongoing - for Actions considered a continued activity to improve safety

By July 2016 – Year 1 of the Plan

By July 2017 – Year 2 of the Plan

By July 2018 – Year 3 of the Plan

By July 2019 – Year 4 of the Plan

By July 2020 - Year 5 of the Plan

By July 2021 - Year 6 of the Plan

By July 2022 - Year 7 (final year) of the Plan

Responsibility – Each Action assigns responsibility to Council Departments and/or community safety partners. Many actions identify multiple responsible parties, lead responsibility lies with the parties with the bolded text.

PRIORITY AREA ONE: SUPPORTING DIVERSITY AND PROMOTING HARMONY

Objective 1 - Display leadership in promoting harmony and diversity				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
1.1.1	Develop and implement Council policies and programs to support an inclusive community that values diversity and addresses perceptions of and actual levels of safety.	Develop and endorse the Diversity, Access and Equity Policy to promote Greater Dandenong as a safe and welcome City for all.	Develop - By July 2016 Implement - ongoing	Health and Wellbeing
1.1.2		Promote community safety messages to culturally diverse communities in accordance with Council's Language and Communications Policy and Framework.	Ongoing	Community Development
1.1.3	Develop and embed training and awareness programs to increase knowledge and skills within Council and among service providers.	Develop a model to conduct cultural competency initiatives for Council staff and service providers to work effectively with culturally diverse communities, groups and individuals.	By July 2017 Implement - Ongoing	Community Development Community Services
1.1.4		Develop an initiative for Council staff and local service providers to recognise and support disengaged young people.	By July 2017	Youth and Family Services

Objective 2 - Address race based discrimination and support social cohesion

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
1.2.1	Improve perceptions of safety by challenging race-based discrimination and supporting inter-cultural interactions.	Conduct events and other community based initiatives to build understanding, respect and connections across communities and cultural groups.	Ongoing	Arts and Cultural Development Community Development Media and Communications
1.2.2		Develop and implement a pilot program for young people to enhance skills in cross cultural and faith interaction.	By July 2017	Youth and Family Services
1.2.3		Implement the Police Corps program to build positive relationships and understanding between Victoria Police and young people from CALD backgrounds	Ongoing	Victoria Police
1.2.4		Implement the Social Cohesion program to support respect and harmony across culturally diverse communities.	By July 2016	Community Development Asylum Seeker and Refugee Advisory Committee
1.2.5		Explore funding and partnership opportunities to develop sustainable social cohesion initiatives.	By July 2016	Community Development Asylum Seeker and Refugee Advisory Committee
1.2.6	Create opportunities for culturally diverse communities to participate in civic life and influence conditions that impact on safety.	Develop new programs to encourage newly arrived communities to participate in community life.	By July 2016 Implement – Ongoing	Community Development Asylum Seeker and Refugee Advisory Committee

Objective 2 - Address race based discrimination and support social cohesion

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
1.2.7		Encourage community groups to apply to Council's community funding program for initiatives that encourage respect and understanding.	Ongoing	Community Development
1.2.8	Strengthen the community's appreciation for the benefits of cultural diversity.	Develop a communication program that promotes the contributions of culturally diverse communities through a variety of media outlets.	By July 2017	Community Development
1.2.9		Disseminate information that dispels cultural myths and stereotypes through Council publications and Council website	Ongoing	Community Development
1.2.10	Advocate for and facilitate programs to address the risk of isolation and anti-social behaviour among diverse communities.	Promote safety for young people from culturally diverse backgrounds, with a focus on new and emerging communities using a collaborative approach.	Ongoing	Youth and Family Services Community Development YSAS
1.2.11		Collaborate with indigenous services to support the safety of indigenous young people through a range of services, programs and activities	Ongoing	Community Development Youth and Family Services
1.2.12	Create opportunities for culturally diverse communities to participate in civic life and influence conditions that impact on safety	Utilise the Regional Aboriginal Justice Advisory Committee to develop programs that divert people of Koori background from involvement in the justice system	Ongoing	Department of Justice and Regulation
1.2.13		Engage with asylum seeker and refugee young people through the One Community Project to build meaningful life skills	By July 2017	Youth Support and Advocacy Service

PRIORITY AREA TWO: PREVENTING FAMILY VIOLENCE

Objective 1 - Display leadership within Council to promote gender equality and respectful relationships.				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
2.1.1	Demonstrate Council-wide leadership in preventing family violence and promoting gender equity and respectful relationships.	Develop policies and programs that promote gender equity and support employees experiencing family violence.	Ongoing	Organisational Development Council Family Violence Working Group
2.1.2		Implement initiatives to prevent violence against women within Council and the community under the guidance of Council's Family Violence Working Group.	Ongoing	Family Violence Working Group
Objective 2 - Collaborate with stakeholders across sectors to prevent family violence and address its causes.				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
2.2.1	Collaborate with stakeholders across sectors that aim to address the causes and prevent family violence.	Participate in inter-council networks and regional networks to share information and respond to family violence.	Ongoing	Health and Wellbeing Community Development Department of Justice and Regulation
2.2.2		Develop and distribute as appropriate, a faith-based Family Violence Prevention resource through the Challenge Family Violence Project.	By July 2016	Health and Wellbeing Community Development
2.2.3		Develop a collaborative model of engagement with sport and recreation clubs and groups to create welcoming environments for women, culturally diverse groups, youth and families.	By July 2017	Sport and Recreation Community Development Department of Justice and Regulation

Objective 3 - Raise awareness about family violence and its causes

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
2.3.1	Promote Council and stakeholder activities to raise public awareness about the causes and impact of family violence in the community.	Participate in family violence campaigns such as White Ribbon Day and other initiatives that raise awareness about the cause and prevalence of family violence.	Ongoing	Health and Wellbeing Community Development
2.3.2		Disseminate information on gender equity and family violence using Council publications and local media outlets to promote non-stereotypical gender roles.	By July 2017	Health and Wellbeing Community Development Media and Communication Family Violence Working Group

Objective 4 - Provide services that seek to prevent and respond to family violence

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
2.4.1	Provide services that focus on skills development, personal safety, self-esteem and respectful relationships.	Respond to the recidivist perpetrators and victims of family violence through the dedicated Family Violence Unit.	Ongoing	Victoria Police
2.4.2		Develop a Koori Family Violence Strategy to respond and decrease the risk of family violence in the Koori community.	By July 2018	Victoria Police
2.4.3		Develop a model of collaborative programs that encourage respectful relationships and support young people to manage violence in the home and public places.	By July 2018	Youth and Family Services Children's Services

PRIORITY AREA THREE: SAFER PUBLIC PLACES

Objective 1 – Design, maintain and activate public spaces to improve safety and perceptions of safety				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
3.1.1	Design and maintain public spaces to deter crime and anti-social behaviour while promoting safety and a sense of place.	Design and develop high-quality open spaces and recreational facilities across the city that improve passive surveillance and promote community safety.	Ongoing	Planning and Design Community Development Active Centres Revitalisation Retail Development
3.1.2		Develop the Activity Centre’s Place Making Framework for Dandenong, Noble Park and Springvale to contribute to lively and comfortable public spaces.	By July 2016	Active Centres Revitalisation
3.1.3	Activate key municipal localities to encourage use by all residents day and night.	Facilitate arts initiatives and public events to activate public spaces and increase perceptions of safety in public spaces in accordance with the Arts and Cultural Heritage Strategy.	Ongoing	Arts and Cultural Development
3.1.4		Conduct community engagement initiatives to support the activation of public places for local residents.	Ongoing	Community Development Youth Services
3.1.5	Design attractive, safe and responsive public spaces in consultation with the community.	Implement initiatives that influence infrastructure to enhance community safety for children in line with the ‘Child Friendly Cities’ Principles.	Ongoing	Children’s Services Youth and Family Services Planning and Design Strategic Transport and Planning
3.1.6		Develop and implement youth-led community development activities in public places where young people meet and socialise to increase perceptions of safety.	Ongoing	Youth and Family Services

Objective 2 - Strategically respond to safety concerns and identified hot-spots in a planned and collaborative manner

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
3.2.1	Improve amenity, perceptions and actual levels of safety through strategic policies, partnerships and programs.	Develop and implement a strategic Hotspots Response framework to proactively manage community safety issues within public spaces.	By July 2016	Community Development Active Centres Revitalisation Retail Development Planning and Design City Improvement Regulatory Services Infrastructure Planning Victoria Police Neighbourhood Watch
3.2.2		Implement the Safe City CCTV program expansion into Central Dandenong.	By February 2016	Community Development Regulatory Services Victoria Police CCTV Audit Committee
3.2.3		Review CCTV priorities for the City, especially where further CCTV may be beneficial in line with an enhanced CCTV priority setting framework.	By July 2016	Community Development Health and Wellbeing Regulatory services Victoria Police
3.2.4		Establish a CCTV Policy outlining Council's overall intention and framework for an effective CCTV program.	By July 2016	Community Development Health and Wellbeing Regulatory services Victoria Police
3.2.5		Evaluate the impact of the current CCTV program and develop further planning directions including monitoring or other recommendations to ensure the most effective outcome from the program.	By July 2016	Community Development Health and Wellbeing Regulatory Services Victoria Police
3.2.6		Implement Council's graffiti management priorities and report on its progress as part of the Community Safety Plan 2015-22.	Ongoing	Community Development Regulatory Services City Improvement Infrastructure Planning

Objective 3 - Strategically respond to safety concerns and identified hot-spots in a planned and collaborative manner

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
3.3.1		Review Council's syringe management model to improve syringe disposal options in public space and perceived and actual levels of safety.	By July 2017	Community Development Infrastructure Planning City Improvement Risk Management and OH&S
3.3.2		Respond to public order issues through a dedicated Divisional Safe Suburbs taskforce and the Greater Dandenong Task and Response Unit. Use these resources to address 'hotspots' and other high risk community locations such as open spaces and railway stations.	Ongoing	Victoria Police
3.3.3		Implement intensive outreach programs in partnership with service providers that focus on vulnerable young women at risk of sexual exploitation.	By July 2016	YSAS in collaboration with project partners
3.3.4		Develop and implement programs that educate people on personal safety and vehicle safety including Safe Plate Days, shopping centre information days, public forums and programs directed at children.	Ongoing	Neighbourhood Watch

Objective 4 - Promote strengths and assets of the municipality to improve perceptions of safety

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
3.4.1	Promote positive aspects of Greater Dandenong's community and assets to improve perceptions of safety within the municipality and beyond.	Develop and publish positive media releases and articles about community safety and key attractors in the City on Council's website and a variety of media outlets.	Ongoing	Media and Communications Community Development Youth and Family Services Community Safety Advisory Committee Victoria Police Neighbourhood Watch

PRIORITY AREA FOUR: SAFETY FOR USERS, PEDESTRIANS AND COMMUTERS

Objective 1 - Promote vehicle safety through educative programs on road law compliance				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
4.1.1	Support and facilitate education programs and campaigns with RoadSafe South East and other stakeholders to improve safety and compliance with road rules.	Promote vehicle safety information at community events, programs in Council publications and website.	Ongoing	Transport Planning Media and Communications VicRoads RoadSafe South East
4.1.2		Seek funding and promote programs for novice drivers that address issues of inexperience, over-confidence and risk taking. Aim to match female learners with female mentors.	Ongoing	Youth Services Infrastructure Planning RoadSafe South East Victoria Police
4.1.3		Promote the correct selection and installation of vehicle child restraints by providing literature and opportunities for residents to have restraints professionally fitted.	Ongoing	Infrastructure Planning Maternal and Child Health Service
Objective 2 - Address safety concerns at public transport nodes through partnerships, appropriate design and location				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
4.2.1	Improve community safety in and around public transport nodes, related routes and interchanges.	Improve safety in and around railway stations through the appropriate placement and hours of duty of Protective Services Officers.	By July 2017	Victoria Police
4.2.2		Request that public transport stops are installed in activity zones such as shopping and residential precincts in accordance with community safety principles such as passive surveillance and clear sightlines.	Ongoing	Greater Dandenong Business Infrastructure Planning Community Development

Objective 2 - Address safety concerns at public transport nodes through partnerships, appropriate design and location

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
4.2.3		Encourage and support effective public lighting levels, seating, shelter and signage in and around public transport to improve the safety of pedestrians, cyclists and other commuters at night time.	Ongoing	Infrastructure Planning

Objective 3 - Improve safety for pedestrians and cyclists through the promotion of accessible infrastructure

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
4.3.1	Support and undertake initiatives that promote cycling and walking as a safe and accessible mode of transport.	Consider the feasibility of a dedicated road safety officer for City of Greater Dandenong.	By July 2017	Infrastructure Planning Community Development
4.3.2		Promote safe environments for walking and cycling.	By 2021	Sport and Recreation Health and Wellbeing Infrastructure Planning
4.3.3		Encourage appropriate night trading in and around pedestrian transit zones and precincts, to improve perceptions of safety.	Ongoing	Greater Dandenong Business Infrastructure Planning Community Development

PRIORITY AREA FIVE: ADDRESSING ALCOHOL AND OTHER DRUG HARMS

Objective 1 - Respond to impacts of alcohol and other drug harms in an integrated and strategic manner				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
5.1.1	Develop strategic responses to the impacts of alcohol and illicit drug use across the municipality.	Review Council's Alcohol Management Policy and Guidelines and continue to implement.	By July 2017	Community Development Health and Wellbeing Planning and Design Regulatory Services Victoria Police
5.1.2		Develop a strategy to reduce the supply, demand and harm caused by the growing use of crystal methamphetamine (Ice).	By July 2017	Victoria Police Community Development
5.1.3		Participate in the final stages of the South East Melbourne Regional Packaged Liquor Project to influence statutory planning changes and raise awareness about alcohol related harms.	By July 2018	Community Development
Objective 2 - Collaborate with local and state-wide stakeholders in responding to alcohol and other drug harms				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
5.2.1	Undertake collaborative advocacy and service delivery to reduce the harms associated with alcohol and other drug supply and use.	Participate in local, regional and national initiatives that assist Council to support and plan local responses to reduce alcohol and other drug impacts.	By July 2018	Community Development Health and Wellbeing
5.2.2		Partner with Victoria Police to strengthen the Greater Dandenong Liquor Licensing Accord to support legislative and planning compliance across varied license types.	By July 2019	Victoria Police Community Development Sport and Recreation

Objective 3 - Design public spaces to provide safer environment and reduce the impacts of alcohol and other drug use

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
5.3.1	Ensure the design of public spaces enhances positive perceptions of safety whilst reducing the likelihood of alcohol and other drug-related impacts.	Upgrade and monitor Council's syringe disposal model to reduce the likelihood of needle stick injury.	Ongoing	Community Development Infrastructure Planning City Improvement Risk Management and OH&S
5.3.2		Implement Council's 'No Drinking Alcohol In Public Places' campaign, focusing on packaged liquor outlets throughout the City to reduce alcohol consumption in public places.	By July 2019	Community Development Regulatory Services Victoria Police

Objective 4 - Deliver and support community education and diversionary activities to encourage positive lifestyle choices

	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
5.4.1	Utilise community development approaches to support positive lifestyle choices and minimise harmful alcohol and drug consumption.	Develop and implement partnership initiatives programs that raise awareness of the impact of alcohol and other drugs in all community settings.	Ongoing	Community Development Health and Wellbeing Sport and Recreation Youth Services Community Wellbeing Infrastructure Planning
5.4.2		Implement the Southern Metropolitan Alcohol Diversion Program in response to alcohol related crime.	By July 2016	Victoria Police in collaboration with project stakeholders
5.4.3		Deliver the Assertive Youth Outreach Project to assist young people with alcohol and other drug issues and are connected to Youth Justice or Office of Corrections.	Ongoing	YSAS
5.4.4		Deliver Alcohol and Other Drug outreach services for young people experiencing multiple and complex needs.	Ongoing	Youth Support and Advocacy Service

PRIORITY AREA SIX: EMERGING TECHNOLOGY AND SAFETY

Objective 1 - Encourage a safer on-line environment through educative and personal support in a number of settings				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
6.1.1	Seek to improve online safety through community development initiatives in strategic settings and with key stakeholders.	Undertake consultation with the Community Safety Advisory Committee to identify and develop a plan in response to emerging online safety issues.	By July 2017	Community Development Community Safety Advisory Committee
6.1.2		Achieve eSmart Libraries accreditation to equip libraries and connect communities with the skills needed for smart, safe and responsible use of technology.	By July 2018	Library Services Telstra Foundation Alannah and Madeline Foundation Public libraries Victoria Network
6.1.3		Support community groups through Council's Community Funding Program to implement online safety initiatives.	Ongoing	Community Development
6.1.4		Support local schools to develop initiatives to address cyber safety concerns.	By July 2017	Youth and Family Service Health and Wellbeing
Objective 2 - Improve safety for all residents through the use of on-line communications during emerging safety situations				
	STRATEGIES	ACTIONS	WHEN	RESPONSIBILITY
6.2.1	Utilise council's communication tools and infrastructure to improve safety for residents.	Utilise online communication tools such as Council's website, Facebook and Twitter in response to emerging safety situations and disasters and to take part in online safety campaigns.	Ongoing	Media and Communications
6.2.2		Explore further use of Council's urban screens including the 'Big Screen' to communicate safety messages in a manner that is accessible to a diverse community.	Ongoing	Media and Communications

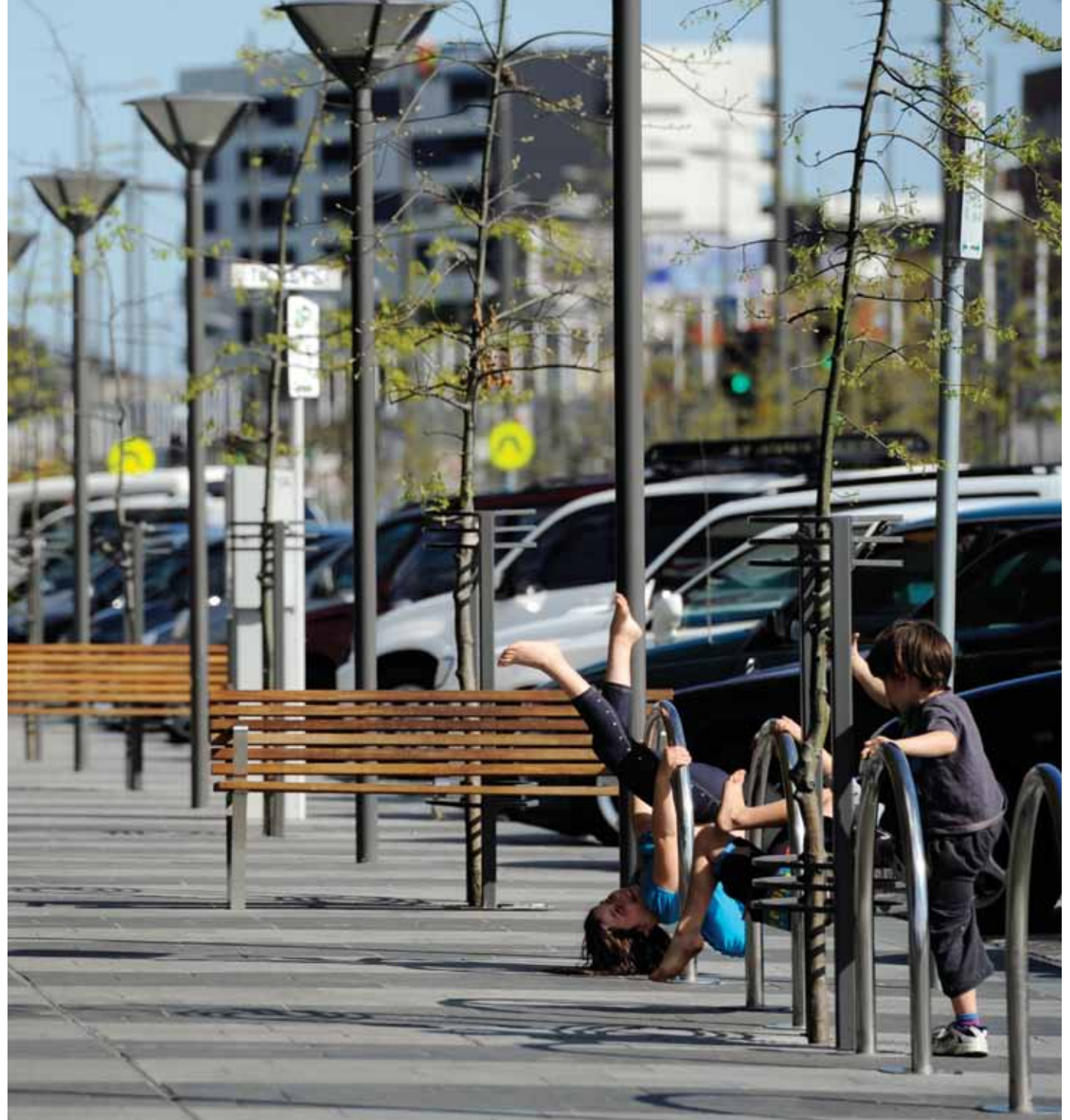
9 IMPLEMENTATION AND REVIEW

The Community Safety Advisory Committee will oversee the implementation, monitoring and reporting on the actions of the Community Safety Plan for Greater Dandenong 2015-22.

Council will monitor the progress of the action plan, assess the ongoing relevance of priority areas and carry out any relevant updates within the life of the plan. An annual review will be undertaken with its findings reported to the Community Safety Advisory Committee and Council.

In addition a mid-point review will be undertaken to ensure that the 2015-22 Community Safety Plan for Greater Dandenong, is able to identify and respond to emerging community safety matters.

At the conclusion of this plan's life cycle, Council will gather contemporary crime and safety data as well as community feedback to develop a revised plan. Community Safety will remain a priority for the City of Greater Dandenong and a revised 2015-22 Community Safety Plan for Greater Dandenong will build on the strengths of this plan.



10 APPENDIX ONE

City of Greater Dandenong Safe City CCTV Program Summary

Council's Safe City CCTV program is one part of an overall approach to improve community safety. The aim of the Safe City CCTV Program is to improve actual and perceived levels of safety, reduce the risk of crime and anti-social behaviour, and promote access to public spaces for residents.

The implementation of Greater Dandenong's Safe City CCTV program is managed by Council and Victoria Police.

STRATEGIC ACTION	RESPONSIBILITY
Manage stakeholder relationships including those with current and potential funding bodies	Council
Conduct community safety initiatives in support of the aims of the CCTV program	Council
Provide strategic oversight and planning of Council's future priorities and funding opportunities	Council
Monitor the delivery of new CCTV projects based on funding obligations	Council
Plan, design, procure and implement funded CCTV projects	Council
Monitor the compliance of all parties to the Safe City CCTV Protocols and Code of Practice	Safe City CCTV Audit Committee
Maintain contemporary knowledge of relevant laws or other regulations relating to open space surveillance and open space CCTV systems ensuring Council's compliance	Council
Implement a maintenance schedule for the Safe City CCTV project	Council
Manage and implement the MOU with Victoria Police in respect to viewing and accessing recorded footage and providing systems training as required	Council
Provide advice to Council on preferred CCTV Camera locations and assist in developing CCTV policies	Victoria Police
Provide access to agreed data to monitor and evaluate the CCTV system	Victoria Police/ Council
Provide regular training to relevant Victoria Police staff on the operation of the CCTV system	Victoria Police
Report maintenance requests to Council	Victoria Police
Access and passively monitor recorded CCTV images to improve interventions in crime and anti-social behaviour	Victoria Police

KEY ACHIEVEMENT TO DATE

Planned and current CCTV installations

- 13 Cameras - Menzies Avenue in Dandenong North
- Car Parks - City Hall in Springvale
- 15 Cameras - Foster Street, Halpin Way, Settlers Square and Safe Taxi rank in central Dandenong
- Approximately 22 additional camera's for Dandenong Central Activity District - planned for delivery in 2015/16
- 6 Cameras - Douglas St & Paddy O'Donoghue Centre in Noble Park - installed by end of 2015

Successful Grant Applications

- Victorian Department of Justice - \$250,000 for the Halpin Way and Foster Street precinct
- Federal Attorney Generals Department - \$398,000 for Central Dandenong

The CCTV program also received funding from a private business contribution for Central Dandenong.

CCTV installations at Menzies Avenue, Dandenong North and Noble Park are funded by Council.



11 APPENDIX TWO

Dandenong Railway Precinct Action Plan 2011-18

Summary

The Dandenong Railway Station Precinct is a gateway into the Dandenong central business and shopping district and a vital form of infrastructure allowing people to access work and personal commitments. In response to concerns about the level of crime and anti social behaviour in the area Council developed the Dandenong Railway Station Precinct Action Plan 2011-18 in consultation with key partners.

Since 2011, the Action Plan has guided efforts by Council and its partners to improve community safety, amenities, design and security of the station and its surrounds. The Action Plan is carried out by a working group consisting of senior representatives from Metro Trains, Public Transport Victoria, Victoria Police and Greater Dandenong Council. The working group meet annually to review the achievements of the Action Plan and identify priorities for future years.

OBJECTIVE	STRATEGIC ACTION	RESPONSIBILITY
Design	<p>Improve cleanliness and visibility, undertake general maintenance, improve disability access and manage overcrowding.</p> <p>Advocate for an upgrade/renovation of the station concourse, ticketing areas and platforms to cater for increased passenger loads.</p> <p>Consider retail and/or commercial development adjacent to the station to activate spaces in and around the precinct.</p>	<p>Metro Trains Council Department of Transport</p>
Staff, surveillance and safety	<p>Promote the presence of visible, distinctive staff.</p> <p>Inform the public of ongoing CCTV monitoring.</p> <p>Promote safety messages at the Station.</p>	<p>Metro Trains Council Department of Transport</p>

OBJECTIVE	STRATEGIC ACTION	RESPONSIBILITY
Security and protection	<p>Explore opportunities to support the work of Protective Services Officers.</p> <p>Extend protective measures such as CCTV, and alcohol management policies and practices.</p> <p>Continue monitoring crime trends and Victoria Police operations within the precinct.</p> <p>Install the precinct’s CCTV system and establish an evaluative framework.</p> <p>Monitor the impacts of the supply and consumption of alcohol around the station.</p>	<p>Metro Trains Council Department of Transport Department of Justice Victoria Police</p>
Perception of safety and communication	<p>Promote positive messages to improve perceptions of safety.</p> <p>Activate public spaces in and around the precinct.</p> <p>Enforce local laws banning the consumption of alcohol on the street and in the station.</p> <p>Undertake activities and events at the Pop up Park.</p> <p>Consider retail or commercial developments within the precinct to increase activity and passive surveillance.</p> <p>Evaluate liquor licensing controls, operating hours of licensed premises and information provided to licensees.</p>	<p>Council Department of Transport Victoria Police Metro Trains</p>

KEY ACHIEVEMENT TO DATE

Design

- Opening of Settlers Square Plaza beside the Pop-up Park providing pedestrian access from the railway station, via Halpin Way, to the City's new Civic Square.
- New taxi rank and bus interchange design improving pedestrian movement and safety within the railway station precinct.
- Improvement of sightlines, cleaning and graffiti removal from the precinct.

Surveillance and Safety

- Installation of CCTV security camera systems in and around the railway station precinct.
- Deployment and visibility of Protective Service Officers (PSO's) and station staff at the railway station, improving patrons' perceptions of safety.

Security and Protection

- Increased Victoria Police proactive operations in and around the railway station precinct, targeting anti-social behaviour, public drinking and theft of and from vehicles.
- Increased frequency of train services to reduce passenger waiting times and increase patron safety.

Perceptions of Safety and Communications

- Space activation events including Safe City Days, station music sessions and the Pop-up Park.
- Positive coverage of the station precinct by local and metropolitan media.

A copy of the Dandenong Railway Station Precinct Action Plan is available at <http://www.greaterdandenong.com/document/27694/dandenong-railway-station-precinct-action-plan-2011-18>



12 APPENDIX THREE

Graffiti Management Plan 2013-18

Summary

Council has implemented a collaborative approach between the community, Victoria Police and other key partners to help create safer and cleaner environments in which to live, work and play. By actively improving their surrounds, a community can foster a sense of pride and ownership over the area.

Graffiti can have an adverse effect upon the community, often contributing towards unfavorable perceptions of personal safety and of the neighbourhood. An accumulation of graffiti may imply that no one cares for the neighbourhood thereby encouraging further criminal behaviour and compromising the amenity of a local area.

Council's approach to dealing with graffiti is outline in the Graffiti Management Plan 2013-19 and based on the best practice approach, known as the 'Four Es'

OBJECTIVE	STRATEGIC ACTION	RESPONSIBILITY
Enforce	Advocate for and support enforcement of sanctions for graffiti-related property crime offences	Victoria Police Council Community Safety Advisory Committee
Erase	Remove graffiti from Council assets and commercial and private properties, in accordance with the key priorities	Council Graffiti Contractor
	Support the removal of graffiti from commercial and other private property	
Engage	Build community capacity to develop local solutions	Council
Educate	Inform the community on how to prevent, report and remove graffiti	Council

KEY ACHIEVEMENT TO DATE

Design

- Council recorded 368 incidents of graffiti on private property for 2013-14. Consequently letters were sent to every property owner, advising options for removal with 367 owners following Councils' advice and arranging removal. No further enforcement action was required.
- One owner failed to act and a compliance notice was sent resulting in graffiti removal - no further enforcement action was required.
- Council did not issue any infringements and no court prosecutions were pursued.

Erase

- The Proactive removal programs, introduced 1 February 2014, across shopping centres, strip shopping centres and main arterial roads across CGD includes the removal of graffiti on council assets and private assets where permission is available.

The program has lead to a noticeable reduction in the presence of graffiti with a 98.67% on-time completion rate.

- The Proactive program is coupled with a service in which members of the community may report graffiti vandalism to have it removed by council's graffiti removal contractor.
- Council has introduced free graffiti removal from private property when the graffiti can be accessed without the need to enter the property. This generally includes removals from fences, building walls and shop fronts. All private property owners are permitted one free graffiti removal a year and can access a user-pays service for additional removal. Free graffiti removal kits are available from Council to remove the graffiti. Unlimited graffiti removals are undertaken in the high-profile sites which include properties that are located within the Proactive removal program.
- Council also has a partnership with the State Government's Department of Justice, with the Office of Corrections deploying a crew to Dandenong each week. This crew paints out graffiti on Council's timber fencing at Council reserves and in public laneways

- Council's contract with UMS also includes maintaining a data base of graffiti removals, including their location, date of removal, size of the graffiti, a photo image and cost of removal. This information is available to Council and to Victoria Police to assist in investigating and prosecutions

Engage

- Council engages with local communities to conduct an annual community clean-up day. These events include the removal and prevention of graffiti vandalism within a local place. Council has conducted two graffiti clean-up days:
 - Hemmings Park, Dandenong (2014)
 - Dunearn Road Shopping Precinct (2015)
- Council received a \$9,550 grant from the Department of Justice in 2014 to develop media resources informing residents and businesses on how to prevent and remove graffiti from their property.

Educate

- Council has developed brochures informing residents and business on how to remove graffiti using Council's free removal kit.
- A video has been developed by Council providing a step-by-step process on how to remove graffiti using Council's free graffiti removal kits. The video is available for viewing on Council's website.
- An animation video was developed to inform residents and businesses about preventing graffiti vandalism, the animation is displayed on Council's civic screen and website.

A copy of the Graffiti Management Plan 2013-18 is available at <http://www.greaterdandenong.com/document/19757/graffiti>



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