



Draft Community Safety Action Plan 2016 - 2020



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Acknowledgements

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About this Action Plan

The draft Community Safety Action Plan 2016 - 2020 enables implementation of the intent of the *Sunshine Coast Social Strategy 2015* and relevant policies pertaining to community safety. It builds upon council's commitment for "A Strong Community – Supporting an engaged, resilient and inclusive community that embraces diversity".

What is a safe community?

A safe community is one in which all sectors of the community work together in a coordinated and collaborative way, forming partnerships to promote safety, manage risks, increase safety and reduce the fear of harm. The key feature is the creation of local networks (i.e. coalition of community, business and government leaders) that combine resources and interests to address local concerns about community safety and crime prevention in a coordinated and sustainable manner.

The **definition of community safety** that applies to this action plan is:

Community safety refers to actual and perceived safety concerns and risks of harm and injury that may affect the community's quality of life and wellbeing. The primary focus is on reducing the risk and fear of crime through the design and management of places, as well as through the development of a strong sense of community. Community safety is a shared responsibility achieved by working in partnership with other levels of government and non-government organisations and the community.

This Action Plan focuses on social conditions and risk factors that facilitate crime and measures that attempt to reduce the opportunities for crime related activity in the physical environment. They include:

- Strong community and partnerships
- Crime Prevention Through Environmental Design (CPTED) and Closed Circuit Television (CCTV)
- Alcohol, drugs and anti-social behaviour
- Graffiti management¹.

The other areas of safety that do not fall within this action plan are:

- Road safety
- Beach safety
- Emergency Disaster and Management
- Local Laws
- Planning

Community safety is addressed through a number of existing Council's policies, strategies and plans, local laws and state and federal legislation as outlined in Appendix 1.

Why do we need a Community Safety Action Plan?

While judicial and law enforcement roles are the jurisdiction of federal and state government, local government is an active facilitator of collaboration at the local level between federal, state and community organisations on issues of community safety.

This Action Plan details how council intends to enhance safety and perceptions of safety, to assist in the prevention of crime and to coordinate actions to increase actual and perceived safety in public spaces.

The Action Plan identifies council priorities in community safety and directs efforts for building partnerships with key organisations, groups and individuals. It also provides for a multi-disciplinary approach across council to address safety issues that may impact upon our community.

The Action Plan is an on the ground response to council's strategic policy position. It is designed to be used by council's Community Safety Officer in delivering improved community safety outcomes for the region.

¹ In the context of this document, graffiti is the name for images or lettering scratched, scrawled, painted or marked (tags) in any manner on property without the owner's consent and is considered vandalism.

1 Strategic alignment of this Action Plan

The Community Safety Action Plan is aligned with the intent of council's *Corporate Plan 2014-2020*, *Social Strategy 2015* and *Community Safety Policy 2014*. The actions within this Community Safety Action Plan implement the intent of these key strategic documents.

1.1 Sunshine Coast Corporate Plan

The *Sunshine Coast Corporate Plan 2014-2020* identifies the attainment of "A strong community – Supporting an engaged, resilient and inclusive community that embraces diversity". Four outcomes have been identified in the corporate plan in relation to this goal:

- Safe and healthy communities
- Resilient and engaged communities
- Culture, heritage and diversity are valued and embraced
- People and places are connected

1.2 Sunshine Coast Social Strategy 2015

Council's Social Strategy identifies a number of aims that respond to the corporate goal of "A strong community" and the associated outcomes. They include

- Retain high perceptions and levels of safety
- Partner with key stakeholders and state agencies to develop effective and appropriate local responses to underlying social issues
- Consult with the community on important matters
- Ensure the provision of community infrastructure contributes and responds to community needs.

1.3 Sunshine Coast Community Safety Policy

The *Sunshine Coast Community Safety Policy 2014* states that "*Community Safety is a shared responsibility of all levels of government and*

the community. Council acknowledges that each level of government has a different role to play in building safe communities. Greater community safety outcomes can be achieved through working together with people and organisations from multiple sectors taking joint responsibility and pooling resources."

The policy has five guiding principles which have been incorporated into the Community Safety Action Plan. These are:

- Evidence-based decision making
- Strengthening community and partnerships
- Integrated and coordinated proactive approach
- Compliance with relevant legislation
- Monitoring and evaluation

Other components of safety which help to shape the scope and focus of this Action Plan are:

- Strong community and partnerships formed to address community safety issues and build the capacity of our community and partners.
- Crime Prevention Through Environmental Design (CPTED) and Closed Circuit Television (CCTV) contribute to the design of public spaces that reduce the opportunities for crime.
- Alcohol, drugs and anti-social behaviour strategies that aim to reduce harms associated with alcohol and drug abuse and associated behaviours.
- Graffiti management that promotes the rapid response to the removal of graffiti improving public perceptions of safety.

2 Council's role in Community Safety

A benchmark review of local government organisations in Queensland illustrates that most councils adopt a diverse approach to community safety and with specific actions that respond to local priorities.

2.1 What does Council currently do?

Council already has a well-established platform of existing policies, strategies and plans which contribute to community safety.

The *Sunshine Coast Council Community Safety Policy 2014* and the *Sunshine Coast Council Public Space Closed Circuit Television (CCTV) Policy 2014* contribute to the integration of Crime Prevention through Environmental Design (CPTED) principles in our built environments and the management of CCTV systems, graffiti and anti-social behaviour. Addressing anti-social behaviour is a community issue which depends on strong partnerships with State government, local business and community organisations.

Some examples of council's current activities and partnerships include:

- CPTED site assessments for organisations to define aspects of the built and natural environment which influence safety.
- The delivery of graffiti management initiatives in partnership with community and the Queensland Police Service.
- Participation in Community Safety committees established on the Sunshine Coast region. These committees comprise of various local organisations including progress and community associations, Chambers of Commerce, the Queensland Police Service, local Neighbourhood Watch and other agencies relevant to the local community.

2.2 The role of Council

Council's role in community safety is integrated with other levels of government.

The lead agency for crime prevention is the Queensland Police Service.

Council plays an important leadership role in facilitating and establishing collaborative approaches and actions to community safety.

Council is a key player in helping to facilitate multi-stakeholder involvement in community safety. It achieves this through the following roles:

Leader
Lead by example, community messaging on important matters
Partner
Contribute funds and/or resources towards an initiative or service that is delivered with or by other parties
Facilitator/Initiator
Bring together stakeholders to collectively pursue a shared interest or service or to resolve an issue
Owner /Custodian
Manage community assets including buildings, facilities, public space and reserves
Service Provider
Fully fund a service or provide a service, e.g. retrieval of CCTV footage
Information provider
Develop resources to promote a common understanding; provide information; distribute and display community information provided by others
Advocate
Make representation or seek to influence the outcome on behalf of the community
Regulator
Specific role in response to legislation which may be direct, specific or general in nature

3 Community Safety Implementation Framework

Community Safety Philosophy Statement:

Community Safety is a shared responsibility of all levels of government and the community. Council acknowledges that each level of government has a different role to play in building safe communities. Greater community safety outcomes can be achieved through working together with people and organisations from multiple sectors taking joint responsibility and pooling resources to make communities safer.

Guiding Principles:

The following five principles will guide the application of the Community Safety Action Plan:

- **Evidence-based decision making:** Council's safety initiatives are supported by evidence to ensure that the strategies and actions adopted make the best use of available resources and are appropriate to the region's safety needs and priorities.
- **Strengthening community and partnerships:** Community safety initiatives are focused on building and strengthening the capacity and resilience of Sunshine Coast communities. This region is a community of communities each with their own considerations, strengths and differences. Council values its key stakeholders and community's input to the development of safety initiatives and planning relevant to stakeholder's needs and capacities.
- **Integrated and coordinated proactive approach:** Community safety initiatives proactively respond, as part of an integrated, collaborative and problem solving approach to future and current issues of community safety.
- **Compliance with relevant legislation:** Council will actively seek to coordinate the requirements of all levels of government.
- **Monitoring and evaluation:** Council will monitor and evaluate initiatives to ensure early detection and management of arising safety issues, and to ensure desired outcomes of initiatives are achieved.

Priority Areas

The Community Safety Action Plan will focus the delivery of actions through three priority areas:

- **Stronger, resilient and safer communities through partnerships:** Stronger, resilient and safer communities will be achieved through working together with people and organisations from multiple sectors taking joint responsibility and pooling resources.
- **Strong community safety messaging:** Council will provide leadership through strong messaging on community safety to raise awareness of issues, brings people and organisations together and facilitate community based initiatives that can respond to local needs.
- **Great spaces and places:** Council will create and maintain great public spaces and places where people feel safe and everyone can enjoy.

4 Community Safety Action Plan

Priority Area 1 - Stronger, resilient and safer communities through partnerships

Stronger, resilient and safer communities will be achieved through working together with people and organisations from multiple sectors taking joint responsibility and pooling resources.	Community Safety Components				Key Stakeholders	Timeframe	Funding
	Design, CPTED, CCTV	Graffiti management	Alcohol, drugs & anti-social behaviour	Strong community and partnerships			
1. Work with Community Safety committees to build their capacity in developing community based solutions to local issues				✓	QPS & Community	As scheduled	Core Budget
2. Investigate external funding initiatives that will assist in the delivery of appropriate Community Safety Programs which address community safety needs/issues	✓	✓	✓	✓	Funding bodies	Ongoing	Core Budget
3. Provide ongoing advice and direction in relation to council's grants and funding programs for community events and activities that address priority community safety issues	✓	✓	✓	✓	Community, Service providers	Respond to demand	Core Budget, Partnership Funding
4. Participate in the Queensland Police Service, Sunshine Coast Community Policing Board, to ensure that Council actively participates in the proactive management of crime and community safety issues	✓	✓	✓	✓	QPS	As scheduled	Core Budget
5. Develop appropriate partnerships with not for profit and social enterprise organisations to assist in the delivery of community safety objectives and initiatives		✓	✓	✓	Service providers	As required	Core Budget, Annual budget submissions
6. Provide support where appropriate to agencies and organisations undertaking initiatives that build local community resilience to community safety issues. Council can provide this support to organisations by facilitating, advocating, and providing information				✓	State Government, Service providers	Respond to demand	Core Budget, Annual budget submissions
7. Participate in Youth Justice Conferencing to assist offenders to take responsibility for and to educate them on the community impacts of their actions		✓	✓	✓	Department of Justice and Attorney General	When invited	Core Budget
8. Work in partnership with local liquor accords and other relevant stakeholders to assist with the effective management of alcohol, drugs and anti-social behaviour across the region			✓	✓	QPS, CALM Liquor Accords	As required	Core Budget
9. Ensure all council controlled public space CCTV is managed in accordance with council's <i>Public Space Closed Circuit Television (CCTV) Policy 2014</i>	✓			✓	Council	Ongoing	Core Budget
10. Renew and revise existing Memorandum of Understandings with relevant State agencies to ensure the effective management of graffiti on public assets	✓	✓		✓	QPS, Community, Service providers	As required	Core Budget
11. Ensure Council is represented at the South East Queensland Local Government Community Safety & Graffiti Management Network	✓	✓	✓	✓	Local Government Authorities	As scheduled	Core Budget

Priority Area 2 - Strong community safety messaging

Council will provide leadership through strong messaging on community safety issues to raise awareness of issues, bring people and organisations together and facilitate community based initiatives that can respond to local needs.	Community Safety Components				Key Stakeholders	Timeframe	Funding
	Design, CP, TED, CCTV	Graffiti management	Alcohol, drugs & anti-social behaviour	Strong community and partnerships			
1. Facilitate the development of a Sunshine Coast community safety and crime prevention initiatives register to ensure that any initiative Council supports or conducts is holistic and not a duplication	✓	✓	✓	✓	QPS, Service providers, Neighbourhood Watch	2 years	Core Budget
2. Develop key community safety messages which are incorporated into council activities and events where appropriate				✓	Community	As required	Core Budget
3. Promote the <i>Community Safety Action Plan</i> to build awareness and community understanding of council's role, responsibilities and priorities in relation to community safety				✓	Community	Ongoing	Core Budget
4. Promote and support where appropriate community safety awareness programs which reinforce expected behaviours and responsibilities of our community and visitors to the region, with particular focus on late night activities and community events. Council can provide this support to stakeholders by facilitating, advocating, and providing information		✓	✓	✓	QPS, Liquor Accords, Service providers	Respond to demand	Core Budget, Partnership Funding
5. Partner with the Queensland Police Service in promoting crime prevention messages that contribute towards safer and healthier communities		✓	✓	✓	QPS	As required	Core Budget
6. Provide public space CCTV public awareness messaging in line with council's <i>Public Space Closed Circuit Television (CCTV) Policy 2014</i>	✓			✓	Community	Ongoing	Core Budget
7. Develop and promote graffiti management strategies, initiatives, tools and resources such as council's Graffiti Action Tool Kit, to promote a shared response to the management of graffiti		✓		✓	QPS, Community, Service providers, business	Ongoing	Core Budget
8. Promote/provide leadership through strong community safety messaging on key regional issues in accordance with council's <i>Social Strategy 2015</i>				✓	¹ Federal Government State Government Service providers	Annually	\$10,000 p/a

¹ Federal and State Government references key government agencies involved in community safety including but limited to the Queensland Police Service, State Governments Department of Communities and Department of Justice and Attorney General, and the Australian Government Attorney Generals Department

Priority Area 3 – Great spaces and places

Council will create and maintain great public spaces and places where people feel safe and everyone can enjoy.	Community Safety Components				Key Stakeholders	Timeframe	Funding
	Design, CPTED, CCTV	Graffiti management	Alcohol, drugs & anti-social behaviour	Strong community and partnerships			
1. Council will ensure the design of public spaces and assets continue to reinforce Crime Prevention Through Environmental Design (CPTED) principles and thereby enhance the perception of safety	✓				Community	Ongoing	Core Budget
2. Review crime data and community safety related feedback from the community and key stakeholders, to inform future planning of public spaces and priority community safety initiatives	✓			✓	QPS, Community, Service Providers	Annually	\$10,000 p/a
3. Investigate and where appropriate utilise Smart City technologies to enhance community safety through technical advancements	✓			✓	Service Providers	As required	Core Budget, Annual budget submissions
4. Participate on the Queensland Government led Sunshine Coast Safe Night Precinct Public Safety Consultative Committee (PSCC)			✓	✓	State Government	As scheduled	Core Budget
5. Administer council's <i>Public Space Closed Circuit Television (CCTV) Policy</i> to ensure the protection of its resources and to the safety and wellbeing of its staff, community and visitors to the region	✓				Community	Ongoing	Core Budget, Annual budget submissions
6. Continually seek external funding opportunities to support Council's suite of public space community safety initiatives and crime prevention measures such as public lighting and CCTV	✓				Funding bodies	As required	Core Budget, Annual budget submissions
7. Conduct CPTED/Safety audits of Council owned public spaces in partnership with the Queensland Police Service and other key stakeholders to assist with the management and future planning of public spaces	✓			✓	QPS, Community	Respond to demand	Core Budget
8. Conduct annual staff training in CPTED principles, to assist staff with imbedding CPTED in daily work practices	✓			✓	QPS, Service providers	Annually	\$8,000 p/a
9. Partner with the community to deliver the Drawn Together graffiti management project with the aim to affect cultural change in graffiti management with a whole of community, education, place activation and creative response		✓		✓	QPS, Community Service Providers	As scheduled	\$20,000 p/a
10. Continue to implement good graffiti management practices ensuring graffiti on Council assets are managed and removed consistently in accordance with organisational objectives		✓			Community	Ongoing	Core Budget
11. Conduct quarterly integrated "community safety" meetings across the organisation to discuss crime prevention through environmental design success stories, review graffiti issues and responses and provide ongoing advice in helping the organisation meet its community safety objectives		✓			Council	As scheduled	Core Budget

5 Monitoring and review

The implementation of the Action Plan over the next four years will require monitoring and review of the initiatives within the three priority areas to ensure:

- Responsive stakeholder engagement and problem solving
- Strong relationships with Federal, State and other Local Government and agencies
- Improved funding alignment and opportunities for community safety initiatives
- Design policy is set for the development of the private realm and where development impacts on adjoining public space
- Memorandums of Understanding are in place with relevant agencies
- Established "Hospitality Precincts" for entertainment purposes
- Enhanced management of CCTV systems
- CPTED principles are integrated within new master planned communities
- CPTED principles are integrated within Council's master planning and landscape design works
- Coordination of timely graffiti removal requests
- Maintenance and linkage to a regional graffiti database shared with law enforcement agencies.

Appendix 1

Other related policies and legislation

Sunshine Coast Council

Access and Inclusion Plan 2011-2016
Affordable Living Strategy 2010-2020
Biodiversity Strategy 2010-2020
Climate Change and Peak Oil Strategy 2010-2020
Community Engagement Policy 2009
Community Events and Celebrations Strategy 2010
Compliance and Enforcement Policy 2009
Corporate Plan 2014-2019
Domestic Animal Management (Cats and Dogs) Strategy 2014-2020
Regional Economic Development Strategy 2013-2033
Events Policy 2010
Festive Season Strategy 2010
Open Space Landscape Infrastructure Manual (LIM)
Local Disaster Management Plan 2014
Local Law 2 (Animal Management) 2011
Local Law 3 (Community Health and Environment Management) 2011
Local Law 4 (Local Government Controlled Areas, Facilities, Infrastructure and Roads) 2011
Local Law 6 (Bathing Reserves) 2011
Open Space Strategy 2011
Placemaking Charter 2012
Placemaking Policy 2012
Positive Ageing Strategy 2011-2016
Privacy Policy 2010
Reconciliation Action Plan 2011-2016
Social Infrastructure Strategy 2011
Sunshine Coast Performance and Venues Service Plan 2014-2024
Sunshine Coast Planning Scheme 2014

Sustainable Transport Strategy 2011-2031
Volunteers Policy 2010
Waterways and Coastal Management Strategy 2011-2021
Wellbeing Charter for the Sunshine Coast 2010
Youth Strategy 2010-2015

Queensland Government

Local Government Act 2009
South East Queensland Regional Plan 2009-2031
Sustainable Planning Act 2009

Australian Government

Disability Discrimination Act 1992
Human Rights and Equal Opportunity Commission Act 1986
Information Privacy Act 2009 (Qld)
National Crime Prevention Framework 2012



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