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# GLEN EIRA COMMUNITY SAFETY PLAN 2018-2022





The *Community Safety Plan 2018–2022* was endorsed by Glen Eira City Council at the Council meeting on 12 June 2018.

Glen Eira City Council acknowledges the Boon Wurrung people of the Kulin Nation as the traditional landowners and the historical and contemporary custodians of the land on which the City of Glen Eira and surrounding municipalities are located.

We acknowledge and pay tribute to their living culture and their unique role in the life of this region.

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# INTRODUCTION

## WHY A COMMUNITY SAFETY PLAN?

Feeling safe and secure in homes, workplaces, recreation spaces, streets and public places is recognised as an important human right. Safety in all these settings creates the conditions for a strong community with high levels of wellbeing and active participation in civic life.

The United Nations defines a 'safe community' as one in which people are able to go about their daily lives without fear for themselves or for others. This understanding recognises that relevant issues will reflect the characteristics of each community and will be unique to place.

A local *Community Safety Plan* is an important way of identifying those issues that matter to Glen Eira. It brings together the work of Council and key partners in co-ordinating and implementing actions and initiatives that will maintain and progress safety in the community.

For Glen Eira, this *Community Safety Plan* also reflects that during engagement with community on the development of the *Glen Eira Council and Community Plan 2017–2021*, 78 per cent of participants identified safety and security as a high priority for Council's future action.

A commitment was subsequently made by Council to:

- work with Victoria Police and other key stakeholders to promote and enhance safety throughout the City;
- establish a Glen Eira Community Safety Committee with representation from Victoria Police and other stakeholders; and
- develop a comprehensive *Community Safety Plan* in collaboration with the community.

As a community, the people of Glen Eira are passionate about their neighbourhoods, active in groups and not-for-profits, involved with sports clubs and local businesses and engaged with Council in the changing shape of their suburbs.

Importantly, a *Community Safety Plan* complements and promotes this vibrant community life, and sets a vision for a future, safe Glen Eira.

## WHAT COMMUNITY SAFETY MEANS TO GLEN EIRA

Conversations with community members, groups and partners together with research, tells us that community safety in Glen Eira is about:

- listening to the community and engaging in ongoing conversations about how Glen Eira is developing and changing;
- building on the strengths in the Glen Eira community and creating opportunities for people to connect more with others in positive ways;
- building individual and community-wide resilience and self-efficacy including through sharing information, raising awareness and promoting preventative action on safety issues;
- supporting a realistic and balanced view of safety in Glen Eira to enhance feelings of safety and reduce fear of crime;
- working with a diverse range of partners to share knowledge and pool resources and respond effectively to current and emerging safety issues and challenges;
- promoting healthy and respectful attitudes in the community and leading by example, including around issues of gender equality and identity, culture, faith and other forms of diversity;

- understanding the nature and extent of crime in the City and taking steps in partnership to address it;
- understanding the factors that underlie engagement in anti-social behaviours (including crime and harmful substance abuse) and taking steps in partnership to address them;
- the shape of the environment, including the design of public places and the ways people travel to and from, taking steps to progress the *Glen Eira Council and Community Plan 2017–2021* goal of accessible and liveable neighbourhoods; and
- building a community safety focus into the design, development and implementation of Council programs, services and facilities.

Definitions of the key terms to describe community safety are provided in appendix one.

Council's priority is to ensure that the City of Glen Eira remains amongst the most liveable, accessible, healthy and safest municipalities in the state of Victoria.

## OUR VISION FOR A SAFE GLEN EIRA IS





# ABOUT THE CITY OF GLEN EIRA

## COMMUNITY SNAPSHOT — WHO ARE WE?

The City of Glen Eira is located in the inner south-eastern region of Melbourne, on the traditional lands of the Boon Wurrung people of the Eastern Kulin Nation. It comprises the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield South, Caulfield North, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and parts of Brighton East and St Kilda East, over an area of approximately 39 km<sup>2</sup>.

The 2016 Australian Bureau of Statistics Census tells us that:

<p><b>We are growing</b></p>	<p>Between 2011 and 2016, the population increased by 8.5 per cent to an estimated 149,012 people.</p>
<p><b>Our community is home to a high and growing number of families</b></p>	<p>Couple households with children are the most common household type in Glen Eira. They are also the type of household that is growing most strongly, although 'group' households are also increasing.</p>
<p><b>We have a higher proportion of people in younger age groups</b></p>	<p>People aged in their late 20s and 30s are the most populous age groups in the City. However, Glen Eira also has a relatively high proportion of people aged over 85 years compared to other communities.</p>
<p><b>We are developing</b></p>	<p>Between 2011 and 2016, the number of dwellings in Glen Eira grew six per cent. Most of these new dwellings were medium to high density housing, however separate housing remains the dominant housing type being 50.6 per cent of total dwellings.</p>
<p><b>More of us are renting than ever before</b></p>	<p>The number of homeowners in Glen Eira, while slightly higher than the Victorian average, has been falling and the number of people renting has risen, to just under a third of the population in 2016.</p>
<p><b>We are becoming much more diverse</b></p>	<p>The proportion of the community born overseas rose in Glen Eira to 36 per cent in 2016. The number of community members identifying as Aboriginal and/or Torres Strait Islander is small, but growing, reaching 250 in 2016. The 2016 Census captured an increased number of people identifying as co-habiting in a same-sex relationship.</p>
<p><b>The nature of our diversity is unique and changing</b></p>	<p>The country of background of those born outside of Australia in Glen Eira is distinctly different from the Victorian overseas-born community, with the top five places of birth other than Australia being China, India, England, South Africa and Israel. The Chinese and Indian-born communities in Glen Eira are new growth communities for the City, with other groups that have been more traditionally dominant becoming less so over time.</p>

<p><b>We are a community of many faiths</b></p>	<p>The composition of those identifying with different faiths in Glen Eira is quite different to the wider Victorian population. In particular, the City has a smaller proportion of people identifying with Christianity, and a much larger proportion that identify with Judaism. Over half of all Victorians who identify with Judaism reside in Glen Eira.</p>
<p><b>But more of us are identifying as having no religious affiliation</b></p>	<p>Reflecting Victoria generally, the proportion of Glen Eira residents identifying as having no religious affiliation has been growing over time, reaching just under a third of the population in 2016.</p>
<p><b>We have a need for, and engage in, caring for people with disability</b></p>	<p>In 2016, more than 6,200 Glen Eira residents identified a need for assistance with core activities (4.4 per cent of the community). More than 11 per cent of the community identified as having cared for a person with a disability.</p>
<p><b>We are a highly educated community</b></p>	<p>Just under a third of Glen Eira residents were attending an educational institution in 2016. While this is comparable to the Victorian average, Glen Eira had a much higher proportion of the student population (24.7 per cent compared to 17.8 per cent) attending a university/tertiary institution. Glen Eira residents were also more likely than Victorians generally to identify a Bachelor degree or above as their highest educational attainment (40.6 per cent compared to 24.3 per cent).</p>
<p><b>Many of us are working and working long hours</b></p>	<p>More than 90 per cent of the Glen Eira population over 15 years were working full or part time in 2016. A significant proportion (45.4 per cent) of the working community was working long hours, more than 40 hours a week.</p>
<p><b>We have a high proportion of professionals and managers in our workforce</b></p>	<p>Just over half the 15 years and over population (51.1 per cent) were employed as professionals or managers compared with 36.8 per cent across Victoria. In Glen Eira, a much smaller proportion of the population was engaged in other professions, such as trades or labouring.</p>
<p><b>Our overall income profile is high</b></p>	<p>Compared with Victoria, the Glen Eira working community earned high median personal (\$780/week compared with \$644) and household (\$1741 per week compared with \$1,419 per week) incomes. The proportion of those earning \$3,000 a week or more in personal income was 6.1 per cent in Glen Eira, more than twice that of the Victorian community.</p>
<p><b>But key components of our cost of living are much higher</b></p>	<p>Glen Eira residents pay, on average \$65/week extra in rent and \$415/month extra in mortgage repayments, illustrative of the high costs of housing in the City.</p>

## WHAT DO WE KNOW ABOUT SAFETY IN GLEN EIRA?

Council's review of data relevant to Glen Eira shows that there is a range of safety-related issues that can be improved.

<p><b>The Glen Eira community ranks relatively well on measures of social cohesion and community strength, but there is an opportunity to improve</b></p>	<p>73.5 per cent agree that people in their neighbourhood are willing to help each other; 59.8 per cent agree that their neighbourhood is close knit, which is lower than the Victorian average. 76.7 per cent agree that people in their neighbourhood can be trusted, higher than the Victorian average.</p>
<p><b>Community attitudes towards cultural diversity are generally positive</b></p>	<p>A relatively high proportion of the community (71.2 per cent) agree that multiculturalism makes life better (compared to 51 per cent across Victoria).</p>
<p><b>Feelings of overall safety in the community are relatively high although some sections of the community feel less safe at particular times</b></p>	<p>96.2 per cent agree that they feel safe walking alone during the day, 62.1 per cent agree that they feel safe walking alone after dark. However, females are much less likely to feel safe at this time (only 45.6 per cent).</p>
<p><b>Compared to elsewhere, crime in Glen Eira is relatively low</b></p>	<p>Glen Eira has the second lowest crime rate of all neighbouring councils and the rate of incidents (number per 100,000 persons) is much lower than the Victorian figure (3,696 compared with 6,352).</p>
<p><b>However, there are particular areas in Glen Eira that are of concern</b></p>	<p>Incidents of crime were highest, and increased the most in the suburbs of Bentleigh East, Bentleigh and Carnegie.</p> <p>While a relatively small number overall (209), the number of recorded criminal incidents in 2016–17 across the City's nine railway stations increased between 2015–16 and 2016–17. Caulfield Station recorded the highest number of incidents in 2016–17.</p>
<p><b>Safety on the road is a concern to the community, however the number of road crashes involving injury in Glen Eira has not increased markedly</b></p>	<p>The number of road crashes involving injury in the City has remained steady at an average of 222 road crashes per year, fewer than most neighbouring local governments.</p>
<p><b>The most significant type of crime (in terms of number of incidents) in Glen Eira in recent years is non-violent theft</b></p>	<p>In the year ending September 2017 (per 100,000 persons) there were:</p> <ul style="list-style-type: none"> <li>694 incidents of theft from a motor vehicle;</li> <li>427 incidents of residential non-aggravated burglary;</li> <li>304 incidents of criminal damage to property;</li> <li>243 incidents of benefit obtained by deception; and</li> <li>138 incidents of motor vehicle theft.</li> </ul>



<p><b>Family violence is a significant safety risk to the Glen Eira community</b></p>	<p>While the rate and number of police recorded family violence incidents in Glen Eira is relatively low, the rate has been growing over time to 669.4 per 100,000 persons in 2016–17.</p> <p>The complexity of family violence as an issue means that incidents demand significant local police resources — approximately 50 per cent of local policing hours are responding to reports of family violence.</p>
<p><b>Alcohol is involved in harming the safety of community members</b></p>	<p>There is a significantly high proportion of people in Glen Eira at risk of short term harm from alcohol — 33.7 per cent.</p>
<p><b>Drug use is involved in harming the safety of community members</b></p>	<p>Compared with neighbouring councils, the number of drug crimes (possession, trafficking, use, cultivation and the possession of manufacturing equipment) in Glen Eira is relatively low — 113 in Glen Eira compared to 245 in Victoria (per 100,000 persons). Hospitalisation from illicit drug use in Glen Eira is increasing. While lower than elsewhere in metropolitan Melbourne, in 2014–15, hospitalisation for illicit drug use in Glen Eira reached a rate of 34.6 presentations per 10,000 persons.</p>
<p><b>Self-harm and other types of injury are safety concerns, particularly for some sections of the community</b></p>	<p>Amongst neighbouring local governments, Glen Eira has a relatively high number of hospital admissions and presentations, including 132 incidents involving intentional self-harm in 2015–16 and 6,359 emergency department presentations from injury in 2015–16. Particular groups in the community more likely to experience hospitalisation for injury are children and younger people to 25 years old.</p>
<p><b>There are indications that gambling is a significant risk to safety (including financial safety)</b></p>	<p>In 2016–17, in Glen Eira more than \$76 million was spent in gambling via Electronic Gaming Machines (EGMs). As EGM gambling is just one type of gambling, overall losses can be expected to be much higher.</p>
<p><b>There are indications that housing stress is a risk to some sections of the community</b></p>	<p>Housing costs (including both purchase price and rent) in Glen Eira are very high and increasing. The number of social housing dwellings available to members of the community in need has fallen in Glen Eira over time.</p>



VICTORIA POLICE

CAULFIELD POLICE STATION

THE NEW NEIGHBOURHOOD  
WATERGLADE EIRIA

## COMMUNITY SAFETY IN CONTEXT

Creating and maintaining a safe community involves engaging the different levels of government, organisations and groups who have a role in the Glen Eira community. Achieving a safe community requires collaboration and working together in strong partnerships.

The roles and responsibilities of these actors vary. Both the Australian Commonwealth Government and the Victorian State Government have obligations and are involved in many areas that impact on the safety of the Glen Eira community. Local Government responsibilities are undertaken by the City of Glen Eira through the Council organisation and elected representatives. Community organisations and members have a role in engaging with safety initiatives and taking responsibility for their own and others safety.

## **THE ROLE OF COMMONWEALTH GOVERNMENT**

The Australian Commonwealth Government creates and maintains legislation that provides an overall system and framework for laws that govern appropriate conduct and behaviour for a well-regulated and fair society. The Commonwealth oversees and is responsible for:

- funding the legal system which upholds the law;
- national security, including through espionage and counter-terrorism activities;
- national crimes that include money laundering, human trafficking, cyber-crime and drug trafficking;
- co-ordinating and funding national emergency management programs;
- the Australian Federal Police;
- the Council of Australian Government's Law, Crime and Community Safety Council, a key vehicle for the co-ordination of law enforcement and crime reduction; and
- supporting community safety at the local level by funding local crime prevention and security infrastructure programs such as the *Safer Communities Fund* and the *Safer Streets Program*.

## **THE ROLE OF STATE GOVERNMENT**

The Victorian State Government develops State laws and supporting guidelines and engages in a range of other activities and functions that impact on safety and security, including:

- funding and supporting the Victorian legal system including prisons, youth justice and rehabilitation centres;
- responsibility for Victoria Police who respond to crime such as traffic offences, theft, assault, property damage, family violence and antisocial behaviour;
- supporting communities through delivering a wide range of health, wellbeing and safety programs and funding emergency and social housing;
- leading on issues that affect safety such as family violence and overseeing the control of alcohol and gambling; and
- co-ordinating the Victorian *Emergency Management Framework*.

## **THE ROLE OF LOCAL GOVERNMENT/COUNCIL**

Council, as the local level of government, has a critical role in ensuring safety, peace and order in its municipal district through many functions, services and activities including:

- creating and enforcing local laws including those that regulate the consumption of liquor, animal management, parking, and planning for new developments. Council also has responsibility to enforce some Victorian Government legislation, such as food safety inspections and building controls.
- providing and maintaining public places for community that are safe and support community development, sporting, leisure, social and business activities.
- supporting safe travel and transport through planning, road and footpath design and maintenance; bicycle paths and walking tracks; contributing to local road safety programs; working with public transport providers; and ensuring adequate levels of street lighting.
- delivering a range of community services for family, children and youth services, older people and people with a disability and working to build social cohesion and harmony.
- supporting programs and community approaches to crime prevention.
- providing safety information and raising awareness on safety issues including through libraries, online, community groups and community programs.
- forming partnerships with strategic stakeholders and/or community to improve safety, such as the Glen Eira Community Safety Committee.

There are a range of strategies, policies, guidelines and plans that support or govern community safety across the three levels of government. A list of key strategies and policies developed and implemented by the Commonwealth, State and Local Governments can be found in appendix two.

## **THE ROLE OF THE COMMUNITY**

Everyone in the Glen Eira community has an important role to play in contributing to personal and neighbourhood safety. Individuals, families and neighbours must share a level of responsibility for community safety to be achieved.

There are many groups and organisations that willingly take on volunteer or elective roles that directly contribute to and improve the sense of safety and security across the community.

Groups and organisations such as sporting clubs, youth groups, schools, charity and service groups, Neighbourhood Watch and Community Security Group play an important role in maintaining connections, building resilience and creating an awareness of crime prevention activities.

Responsibilities of each individual, family unit or group that counts themselves as a member of the Glen Eira community include:

- watching out for, supporting and assisting vulnerable community members in the neighbourhood;
- looking out for neighbours and helping each other when needed;
- demonstrating and promoting respectful behaviour to others;
- being aware of and taking an interest in safety and security issues, being involved in solutions or ensuring matters are reported to the appropriate authorities;
- contributing to the cleanliness and upkeep of properties and the neighbourhood; and
- ensuring the reasonable safety and security of houses, vehicles and other assets.







## DEVELOPING THE GLEN EIRA COMMUNITY SAFETY PLAN 2018–2022

The development of the *Glen Eira Community Safety Plan 2018–2022* has been a collaborative effort. Together we aimed to build an understanding of the context and issues relevant to Glen Eira, our shared priorities and to provide a co-ordinated and integrated response.

A strong partnership with key stakeholders ensures the actions we take complement and support those of others and are informed by shared knowledge.

The primary objective of this plan is to achieve the best safety outcomes for the community having regard to the long-term and cumulative effects of our decisions and promoting the social, economic and environmental viability and sustainability of the City.

## ENGAGING COMMUNITY AND STAKEHOLDERS

The Glen Eira Community Safety Plan has been developed by:

1. Reviewing what the community told us in recent community consultations, including:
  - surveys and community forums held in the development of the *Glen Eira Council and Community Plan 2017–2021*;
  - a survey of young people in Glen Eira;
  - a survey of recipients of Council's community care services; and
  - surveys, forums and discussions with the community on the topic of the future of Council's activity centres and shopping strips.
2. Reviewing data (including demographic), that has been incorporated into a community safety snapshot.
3. Reviewing Council's suite of strategies and plans (which cover health and wellbeing, transport, place design/housing, animal management, libraries, family violence, disability access and inclusion and healthy ageing).
4. Holding discussions and sharing knowledge with partner organisations and key stakeholders, including members of the Glen Eira Community Safety Committee.
5. Consulting with relevant departments within Glen Eira City Council.
6. Formulating key safety questions for the community:
  - What does community safety mean to you?
  - What do you think the key community safety issues are in Glen Eira?
  - What actions can we take to keep Glen Eira safe?
  - How should Council work together with others to support community safety?
7. Reviewing community responses to the key safety questions asked via:
  - our online *Have Your Say* web page;
  - emails and telephone conversations with interested community members;
  - community discussion forums on the topic of community safety; and
  - one-on-one pop-up surveys in public spaces in the community.
8. Bringing together the information in a draft *Glen Eira Community Safety Plan 2018–2022*, *Glen Eira Community Safety Plan — Action Plan 2018–2020* and *Community Safety Snapshot 2018* and presenting these to the Glen Eira Community Safety Committee for review and to Council for approval to proceed to public exhibition.
9. Presenting the draft documents to the community for comment through public exhibition, reviewing and incorporating comments and feedback received and formulating a final *Plan* for endorsement by Council.

## WHAT THE COMMUNITY TOLD US

Council's consultation with the community identified a diverse range of issues that people considered to be important to community safety.

Many people we talked to told us that Glen Eira is a very safe place to live, work, bring up a family, attend a sports club, participate in community groups and travel through. The safety of Glen Eira was the overwhelming message that Council heard through our discussions in the community.

However, people also told us that they can see the neighbourhoods of Glen Eira changing, with new people, dwellings and developments reshaping their neighbourhoods. Some expressed concern that the 'quality of life' and the 'liveability' that they love about Glen Eira might be threatened by safety and security issues now or at some time in the future.

We heard from the community that:



### COMMUNITY CONNECTIONS ARE CRITICAL.

People spoke about the importance of knowing their neighbours to feeling safe.

Some people told us that they don't know who the other residents in their street are and wouldn't know who to turn to if they needed help.

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### GROWTH AND DEVELOPMENT HAVE CONTRIBUTED TO CONGESTION ON LOCAL ROADS.

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

Traffic speed and the potential for conflict around schools and strip shopping centres were identified as priority issues.

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### GROWTH AND DEVELOPMENT IS FAST PACED.

Some people in the community are unsettled by the changes which include new apartment blocks and other multi-level dwellings.

There is a sense that more might be done to control development and to preserve a sense of identity within neighbourhoods as they go through a period of significant renewal.

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**PROTECTION OF  
PROPERTY IS A  
CONCERN FOR SOME.**

People mentioned thefts and a perceived increase in home and vehicle break-ins.

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**PARKS AND PUBLIC  
PLACES ARE  
GENERALLY SAFE.**

People in and around the community did not see their parks and other public spaces as unsafe. Safe public spaces (both green and urban) are very valued and well used by many members of the community.

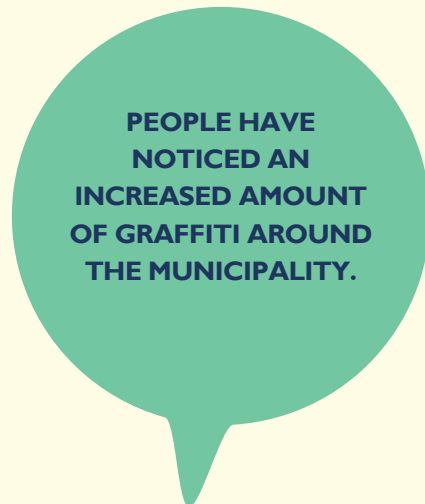
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**THERE  
IS AN  
INCREASING NUMBER  
OF VULNERABLE  
PEOPLE PRESENT IN  
AND AROUND THE  
COMMUNITY.**

People mentioned seeing and feeling concern for, more community members in Glen Eira who appeared to be experiencing homelessness.

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**PEOPLE HAVE  
NOTICED AN  
INCREASED AMOUNT  
OF GRAFFITI AROUND  
THE MUNICIPALITY.**

While some community members thought public places in Glen Eira were very clean and well maintained, others mentioned that they had been seeing more damage, including through 'tagging' and other forms of graffiti.

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## **COMMUNITY SAFETY PRINCIPLES**

The principles we will use to govern and moderate the delivery of the *Glen Eira Community Safety Plan 2018–2022* include:

### **COMMUNITY STRENGTHENING**

- A commitment to building strong, connected and supported communities that can participate in building a safe City.
- Use growth, development and change in our community as an opportunity to develop quality urban environments that support active participation and connections.

### **COLLABORATION AND PARTNERSHIPS**

- Proactively work with the community and partners to promote a shared responsibility and collaborative approach to address and improve community safety.
- Know that local communities are best placed to develop and deliver solutions to improve safety in their own community.
- Council and partners will actively engage and consult with the community to understand emerging priorities and identify local safety solutions.
- A focus on information and resource sharing and achieving a collaborative impact through partnerships.

### **PREVENTION AND AN EARLY INTERVENTION APPROACH**

- Focus on early identification of emerging issues and prevention and mitigation of associated risks.
- Work to understand and address the drivers of community safety and the underlying social and economic conditions that contribute to crime, anti-social behaviour and other community safety issues.
- Adopt an early intervention approach that targets those most vulnerable to and susceptible to engaging in unsafe behaviour.
- Work with Victoria Police and other partners on strategic and innovative crime prevention activities.

### **ACCESS AND EQUITY**

- Council and partners will identify opportunities to strengthen all members of the community to more fully participate in community life, regardless of gender, race, religion, culture, language or life circumstances.
- Ensure that programs, services and facilities are designed to facilitate equitable access by all members of the community.

### **AN EVIDENCE BASED APPROACH**

- Ensure that programs, projects and activities are underpinned by sound analysis of available safety data, follow best practice and are aligned with established state and regional priorities and plans.
- Council through the Community Safety Committee will ensure accountability by developing, implementing and reporting on a biennial action plan.
- Council and partners will ensure that all activities and investments are subject to rigorous evaluation to deliver greatest public value.

Theme one

Theme two

A strong, resilient  
and connected  
community

Living safely

Safe public places

Safe travel  
and transport

Theme three

Theme four

## COMMUNITY SAFETY THEMES

Four key themes have been identified to be a focus for the *Glen Eira Community Safety Plan 2018–2022* and will guide our planning and activities. As Glen Eira values and enjoys a relatively high quality of life and safety, these themes aim to continue to keep Glen Eira safe and to minimise issues that have been identified and may arise in the future.

In determining these themes, there was extensive discussion and careful consideration of responses received from community through the engagement process, input from key stakeholders and partners, and consultation across internal Council departments. The available data, statistics and information on safety issues in Glen Eira was sought and analysed.

Under each theme there is a high-level objective, a description of why it is important for the improved safety of the Glen Eira community, and strategies to achieve these objectives. The strategies listed under each theme are expanded upon in the biennial *Glen Eira Community Safety Plan — Action Plan* that will drive the implementation of the *Plan*.





# THEME ONE —

## A STRONG, RESILIENT AND CONNECTED COMMUNITY

### OBJECTIVE:

Promote connection within the community and neighbourhoods to reduce isolation, create support linkages, and foster a sense of belonging and safety.

### WHY IS IT IMPORTANT FOR SAFETY IN GLEN EIRA?

A strong community has the capacity to cope with change or challenges. It fosters connections between people which helps to prevent crime and anti-social behaviour. A sense of belonging, social cohesion and purpose in life are the foundations that support a safe community.

Individuals and families connected to others and to the broader community, young people involved in activities and education, neighbours knowing and supporting one another, and people having meaningful activities and purpose in life are all factors that help to create a safer community and help people to feel safe within their community.

These factors contribute to personal attitudes and social capital essential for safety: respectful relationships, pride of place, caring for others, tolerance, inclusiveness and understanding, and a lack of discrimination.

Glen Eira overall enjoys a good level of social cohesion and community strength with more than 70 per cent of people feeling that people in their neighbourhood are helpful and can be trusted. There is room for improvement however with only 59.8 per cent feeling their neighbourhood is close knit. Feelings of safety have a great impact on people's behaviour and their willingness to participate in community. Increasing people's feeling of safety in Glen Eira can also be improved with 62.1 per cent overall but only 45 per cent of women feeling safe to walk alone after dark.

In Glen Eira, the pace and rate of urban development and renewal is challenging the sense of community. It is important to support and continue to work towards strengthening and connecting community to preserve and build on foundations we do have, to prevent and provide alternatives to and minimise the impacts of community safety issues.

### STRATEGIES

- 1.1 Encourage and support connections in community and neighbourhoods to reduce isolation, create support linkages and foster a sense of belonging and safety.
- 1.2 Develop, maintain and participate in partnerships and networks that promote cohesion in the community.
- 1.3 Improve community confidence and feelings of safety and develop effective responses.
- 1.4 Improve understanding of factors that may have a community safety impact and/or drive crime and anti-social behaviour to inform future strategies and planning and develop effective solutions.







# THEME TWO — LIVING SAFELY

## OBJECTIVE:

Support a safe and secure society and minimise crime and anti-social behaviour.

## WHY IS IT IMPORTANT FOR SAFETY IN GLEN EIRA?

Crime and anti-social behaviour has a negative impact on all sectors of a community; to individuals, families, neighbourhoods, and businesses. The impact extends beyond those that live in Glen Eira to those that visit, travel through, shop, or work in the area. The consequences of crime include property and financial loss, harm and injury to people and disruption to normal life. Exposure to anti-social behaviour and witnessing drunkenness and drug use has a significant effect on how safe people feel.

The overall number of criminal incidents in Glen Eira is comparatively low however there is crime and there are areas of concern. Theft is the most prevalent type of crime in Glen Eira. Family violence is a significant risk to the Glen Eira community with the number of reported incidences and presentations to hospital rising. The amount of local police resources that are currently being dedicated to dealing with family violence cases is significant at approximately 50 per cent of local policing hours.

In Glen Eira, it is important to work collaboratively to support initiatives that minimise the incidences of and associated harms from crime and anti-social behaviour in our community.

## STRATEGIES

- 2.1 Develop and work in partnerships with regional and state networks, peak bodies, other agencies and departments to foster joint planning and action to address key community safety issues.
- 2.2 Engage with and support with young people to minimise harms and reduce the risk of adopting criminal and anti-social behaviour.
- 2.3 Support initiatives that seek to support gender equality, prevent and reduce family violence.
- 2.4 Actively work within a framework that supports a harm minimisation approach to drugs and alcohol in the community.
- 2.5 Support initiatives that seek to proactively address and reduce incidences of theft.



# THEME THREE —

## SAFE PUBLIC PLACES

### OBJECTIVE:

Provide safe and activated public places to deter crime and anti-social behaviour and ensure people feel safe when using public spaces.

### WHY IS IT IMPORTANT FOR SAFETY IN GLEN EIRA?

Public places that are safe, meet the needs of community and provide appropriate facilities are critical in supporting community safety. Public places include parks, shopping strips, car parks or anywhere that is commonly shared and created for community use. Public places provide space for people to informally meet and pursue recreational, social and economic activities, where community bonds are strengthened and a sense of belonging is fostered.

Physical elements such as adequate lighting and clear visibility, and open places that prevent hiding and entrapment are important in deterring crime and anti-social behaviour. Places that are vibrant and well used with a high level of activity further increase safety by increasing passive surveillance and observation from people going about normal activities.

In Glen Eira, developing and revitalising public spaces around the specific needs and desires of the community is important to foster greater community safety and create local identity.

### STRATEGIES

- 3.1 Design public places to create safer environments, encourage community use and deter and reduce crime and other incidents.
- 3.2 Maintain public places to provide safe environments and deter and reduce crime.
- 3.3 Activate public places to create vibrant and accessible environments that encourage public usage and enhance safety and security.





# THEME FOUR — SAFE TRAVEL AND TRANSPORT

## OBJECTIVE:

Work with the community and partners to improve travel and transport safety for residents, workers and visitors.

## WHY IS IT IMPORTANT FOR SAFETY IN GLEN EIRA?

Being able to move around safely in your neighbourhood is a fundamental right that should be available to all members of the community. Accessible and safe paths of travel are important to allow full participation in life and to reduce risk and cause of injury. Providing the infrastructure and conditions necessary to support walking and cycling safely in Glen Eira will reduce the likelihood and impact of injury.

Pedestrian, cycling and road safety are areas of great importance to Glen Eira. In addition, improving public transport access and safety has been identified as a priority.

Council also has statutory responsibility for footpaths, local roads and the effective management of the impact of development. Safety for users of public transport is important to Glen Eira and although the number of criminal offences at railway stations is relatively small, these have increased in the past year with Caulfield Station having the highest number of offences.

## STRATEGIES

- 4.1 Improve the safety of pedestrians and cyclists.
- 4.2 Enhance safety around railway stations and other public transport nodes.
- 4.3 Improve road safety for drivers to reduce crash statistics and road injuries in Glen Eira.







## HOW DO WE GET THERE?

The *Glen Eira Community Safety Plan 2018–2022* provides a four-year strategic framework to guide the work of Council and strategic partners. The *Plan* is informed by the *Community Safety Snapshot* and supported by a biennial *Glen Eira Community Safety Plan — Action Plan*.

Council will consider the resourcing of initiatives through its annual Council budget process.

In addition to the *Glen Eira Community Safety Plan 2018–2022* there are a number of other Council plans, strategies, policies and action plans that complement this *Plan* by incorporating themes or actions that support community safety. Notable among these are Council's *Family Violence Prevention Action Plan 2017–18*, *CCTV Policy*, *Municipal Health and Wellbeing Plan 2017–21*, *Integrated Transport Strategy*, and the *Open Space Strategy 2013–2026*. Together with this *Community Safety Plan* and in partnership with other stakeholders, community safety in Glen Eira will be enhanced.

## THE GLEN EIRA COMMUNITY SAFETY COMMITTEE

The Glen Eira Community Safety Committee has responsibility for driving and overseeing a collaborative approach to achieving community safety priorities through implementation of strategies and actions contained in the biennial *Action Plan*.

Council established the Glen Eira Safety Committee in late 2017 to bring together key agencies and organisations whose work has a significant impact on community safety.

Membership of the Committee includes Glen Eira elected Councillors, senior Council officers, government stakeholder representatives (including members of the Department of Justice and Regulation, and Department of Health and Human Services), community organisations and Victoria Police.

Appointed by Council, members of the Committee have a strong understanding of safety in Glen Eira, strong networks and links to the community and a keen interest in driving good outcomes in the municipality. The Committee plays a key ongoing role in reviewing available data, identifying trends and prioritising initiatives.

## THE ROLE OF PARTNERS

Partnerships are key to achieving community safety. A number of other key agencies and stakeholders that work towards community safety and/or with mandated responsibilities include:

- Victoria Police is the key agency for law enforcement however also has a strong focus on preventative programs and on engagement with the community.
- The Department of Education plays a strong role in maintaining connections to school and providing support services for young people who may be at risk.
- The Department of Justice and Regulation provides crime prevention programs and grants through the Community Crime Prevention Unit, protects children and youth that may be vulnerable, supports road safety cameras, and delivers emergency services.
- The Department of Health and Human Services provide health, housing, mental health and disability support and services.
- Community health and other support agencies such as TaskForce and Women's Health in the South East, funded by the Victorian Government, provide important assistance and advice to families and individuals when at risk.
- Vic Roads plays an important role in maintaining major roads and footpaths within our community. Council generally has responsibility for local roads and footpaths.
- Safety on public transport (trains, trams and buses) is the responsibility of the contracted public transport providers, Victoria Police and Protective Service Officers, Public Transport Victoria and Vic Track.
- The State Emergency Service plays an important role in restoring and maintaining safety following significant natural weather or emergency events, and also assists in community preparedness.

## **DELIVERING THE PLAN**

### **WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN:**

- we meet the requirements of our *Glen Eira Council and Community Plan 2017–2021*;
- there will be an increase in the percentage of residents that report that they feel safe to walk alone at night time (page 32);  
and
- we deliver on the actions in the biennial *Community Safety Plan — Action Plan 2018–2022*.

We will monitor and evaluate measures for resilience, connectedness and positive feelings of safety across our community.

We will monitor rates of crime and effectiveness of crime prevention strategies in partnership with Victoria Police and report these outcomes to Council and our community.

# APPENDIX ONE — DEFINITIONS

**ACTIVATION OF PUBLIC PLACES:**

increasing the number of people using public places.

**ANTI-SOCIAL BEHAVIOUR:**

actions that harm or lack consideration for the wellbeing of others. This may include drunkenness, graffiti, destruction and damaging property.

**COUNCIL:**

Glen Eira City Council.

**CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED):**

the design elements applied to physical environments to improve safety, (such as visibility through lighting, clear sightlines, passive surveillance, maximising activity, providing safe movement and access). CPTED is applied in two ways. Firstly it is a recognised set of guidelines and principles that describe elements of the physical environment to consider and incorporate in planning, design and upgrades of public places. Secondly it is using those principles to assess safety and to produce a CPTED assessment on existing environments to inform improvements to safety.

**EARLY INTERVENTION:**

taking action as soon as possible to tackle problems for individuals and families before they become more difficult to reverse.

**EVIDENCE BASED:**

actions that are undertaken are based on evidence which may include evidence from statistics, anecdotal evidence, research, or best practice.

**HARM MINIMISATION:**

harm minimisation is based on a public health model that aims to reduce harmful effects and considers the health, social and economic consequences on individuals and society. It is most commonly used in a drug and alcohol context but may include reducing harms from activities such as gambling.

**RESILIENCE:**

the capacity to recover quickly from difficulties; toughness, challenges and to adapt to change and new ways.

**STAKEHOLDERS:**

are any parties who have an interest in, who work in, or who may be impacted by community safety. This includes community, government departments at all levels, community organisations, and support and service organisations.

**SOCIAL COHESION:**

a cohesive society that works towards the wellbeing of all its members.

**STATUTORY RESPONSIBILITY:**

an obligation that is imposed by law/legislation.

## APPENDIX TWO — KEY PLANS, STRATEGIES AND POLICIES OF GOVERNMENT

### **KEY COMMONWEALTH PLANS, STRATEGIES AND POLICIES INCLUDE:**

*National Crime Prevention Framework*

*National Drug Strategy 2017–26*

### **KEY STATE GOVERNMENT PLANS, STRATEGIES AND POLICIES INCLUDE:**

*Victorian Government Community Safety Statement 2017*

*Victoria Police Capability Plan 2016–2025*

*Victorian Public Health and Wellbeing Plan 2015–2019*

*Absolutely Everyone: The Victorian State Disability Plan 2017–2020*

*Towards Zero 2016–2020*

*Safe and Strong: A Victorian Gender Equality Strategy 2016*

*Ending Family Violence: Victoria's Plan for Change 2017*

*Family Violence Primary Prevention Strategy 2017*

*Preventing Violence Against Women: A Framework for Action 2015*

*Reducing the Alcohol and Drug Toll Plan 2013–2017*

*Community Crime Prevention Program*

*The Department of Environment, Land, Water and Planning Safer Design Guidelines for Victoria 2005*

### **KEY RELATED COUNCIL PLANS, STRATEGIES AND POLICIES INCLUDE:**

*Glen Eira Council and Community Plan 2017–2021*

*Glen Eira City Council Municipal Health and Wellbeing Plan 2017–2021 and Action Plan*

*Glen Eira Municipal Emergency Management Plan*

*Glen Eira City Council Municipal Early Years Plan and Action Plan 2013–2017*

*Glen Eira Domestic Animal Management Plan 2013–2016*

*Glen Eira Activity Centre, Housing and Local Economy Strategy 2017*

*Glen Eira Draft Integrated Transport Strategy and Action Plan*

*Public Toilets Strategy 2015*

*City of Glen Eira Open Space Strategy 2013–2026*

*Positive Ageing in Glen Eira Strategy 2015–2020*

*Family Violence Prevention Action Plan 2017–2018*

*Disability Action Plan 2017–2021*

*CCTV Policy*

*Graffiti Management Policy*

*Street Lighting Policy*



**GLEN EIRA**  
CITY COUNCIL

## Glen Eira City Council

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Fax: (03) 9523 0339

[mail@gleneira.vic.gov.au](mailto:mail@gleneira.vic.gov.au)

[www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

### **National Relay Service**

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

### **Social media**

#### **What's on in Glen Eira:**

[www.facebook.com/GlenEiraCityCouncil](http://www.facebook.com/GlenEiraCityCouncil)

#### **@cityofgleneira:**

[www.instagram.com/cityofgleneira](http://www.instagram.com/cityofgleneira)

#### **Glen Eira arts, gallery and events:**

[www.facebook.com/gleneiraarts](http://www.facebook.com/gleneiraarts)

#### **Glen Eira Libraries and Learning Centres:**

[www.facebook.com/GlenEiraLibraries](http://www.facebook.com/GlenEiraLibraries)

#### **Glen Eira Maternal and Child Health:**

[www.facebook.com/GlenEiraMaternalandChildHealth](http://www.facebook.com/GlenEiraMaternalandChildHealth)

#### **Glen Eira Sports and Aquatic Centre:**

[www.facebook.com/GESAConline](http://www.facebook.com/GESAConline)

[www.twitter.com/GESAConline](http://www.twitter.com/GESAConline)

#### **Glen Eira Youth Services:**

[www.facebook.com/GlenEiraYouthServices](http://www.facebook.com/GlenEiraYouthServices)

[www.instagram.com/gleneirayouthservices](http://www.instagram.com/gleneirayouthservices)

#### **Glen Eira sustainable living:**

[www.facebook.com/sustainablelivinggleneira](http://www.facebook.com/sustainablelivinggleneira)

