








# Community Safety Plan 2019 - 2020



## Acknowledgment of country

Townsville City Council acknowledges the Traditional Owners and Custodians of Townsville – the Wulgurukaba of Gurambilbarra and Yunbenun; and Bindal people. We pay our respects to their cultures, their ancestors and their Elders – past and present – and all future generations.

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# Mayoral foreword

Welcome to the Townsville City Council Community Safety Plan 2019-2020.

This Plan demonstrates Council's vision and commitment to safety and crime prevention, while outlining the roles and responsibilities of all those involved.

While the enforcement of legislation sits with the Queensland Police Service, State Government Agencies and the Federal Government, Council is committed to supporting local community safety and crime prevention.

Council has listened to our community and created a collaborative, evidence-based approach.

We are committed to keeping our residents and visitors safe through a number of projects, programs and initiatives and our Community Safety Plan highlights these approaches, anticipated outcomes and deliverables in detail for our community.

Crime prevention is the shared responsibility of each and every one of us – as we work together to improve the safety of our Community.

By empowering the community to take an active role in the development of safer environments, our vision can be achieved with more efficient and targeted resources that benefit the community as a whole.



# Introduction

Townsville City Council values community safety and is committed to contributing to this area through a myriad of avenues. When citizens feel safe and can freely engage in public spaces and their community it creates a sense of wellbeing and promotes liveability for a city.



The purpose of the Community Safety Plan is to set out Council's current and future response to community safety. The Plan's aim is to enhance perceptions of safety, reduce crime and build community resilience.

This Plan ensures an evidence based, coordinated approach to community safety that is grounded in true partnership practices and community participation. This is a framework through which issues of community safety can be identified and addressed in a coordinated way. It is a tool to guide decision-making and to encourage community ownership and participation. The Community Safety Plan aims to achieve the following:

- Collate and create avenues for community safety.
- Highlight existing strategies and infrastructure and how they are contributing to community safety.
- Identify potential gaps in service delivery and make recommendations for bridging these gaps.
- Identify trends in community safety and what is being done to address them.
- Offer support to existing strategies and initiatives.
- Encourage further integration of community safety initiatives into Council's core business.
- Identify areas for further investigation.

The Plan will guide the implementation of situational and social action under the three priority areas of - Safe Places, Safe People and Safe Facts.

- 1. Safe Places** – To design and maintain our city to reduce crime and enhance public safety and perceptions of safety.
- 2. Safe People** – To improve social inclusion and community participation to create strong safe and resilient communities.
- 3. Safe Facts** – To increase community knowledge through education and information to help reduce the opportunity for crime and injury.

The use of high-level priorities reflects the notion that the needs of the community will change over time and having a flexible approach is critical.

This initial Community Safety Plan is the starting point for the creation of future evidence-based Plans which reflect community safety strategies that evolve and flex with the city of Townsville.

# Understanding our community

Townsville is a diverse and vibrant city with a plethora of features that makes it unique. Acknowledging and understanding these features is vital in ensuring community safety is appropriately addressed in Townsville.



**WE HAVE SEEN GROWTH IN OUR POPULATION:**

Population 194,072  
ABS 2018

Grown by 1,128 from the previous year.



**WE HAVE A YOUNGER MEDIAN AGE WHEN COMPARED WITH THE QLD REGIONAL & NATIONAL AVERAGE:**

Median age 34  
ABS 2016

Regional QLD	39
Queensland	37
Australia	38

7.0%

**WE HAVE A HIGH PERCENTAGE OF FIRST NATION PEOPLE:**

Aboriginal and Torres Strait Islander Population 7.0% (up 0.8%)  
ABS 2016

Regional QLD	5.4%
Queensland	4.0%
Australia	2.8%



**WE HAVE ABOVE AVERAGE UNIVERSITY ATTENDANCE:**

University attendance 6% (up 0.6%)  
ABS 2016

Regional QLD	3%
Queensland	5%
Australia	5%



**WE ARE ABOVE THE STATE AND NATIONAL AVERAGE FOR THE UNEMPLOYMENT RATE:**

Unemployment rate 7.57%  
March 2019 Qtr

Regional QLD	5.87%
Queensland	6.0%
Australia	5.1%



**OUR OVER 65 AGE GROUP IS EXPECTED TO GROW EXPONENTIALLY:**

ABS 2016

2016	– 11.6%
2021	– 13.4%
2026	– 15.1%

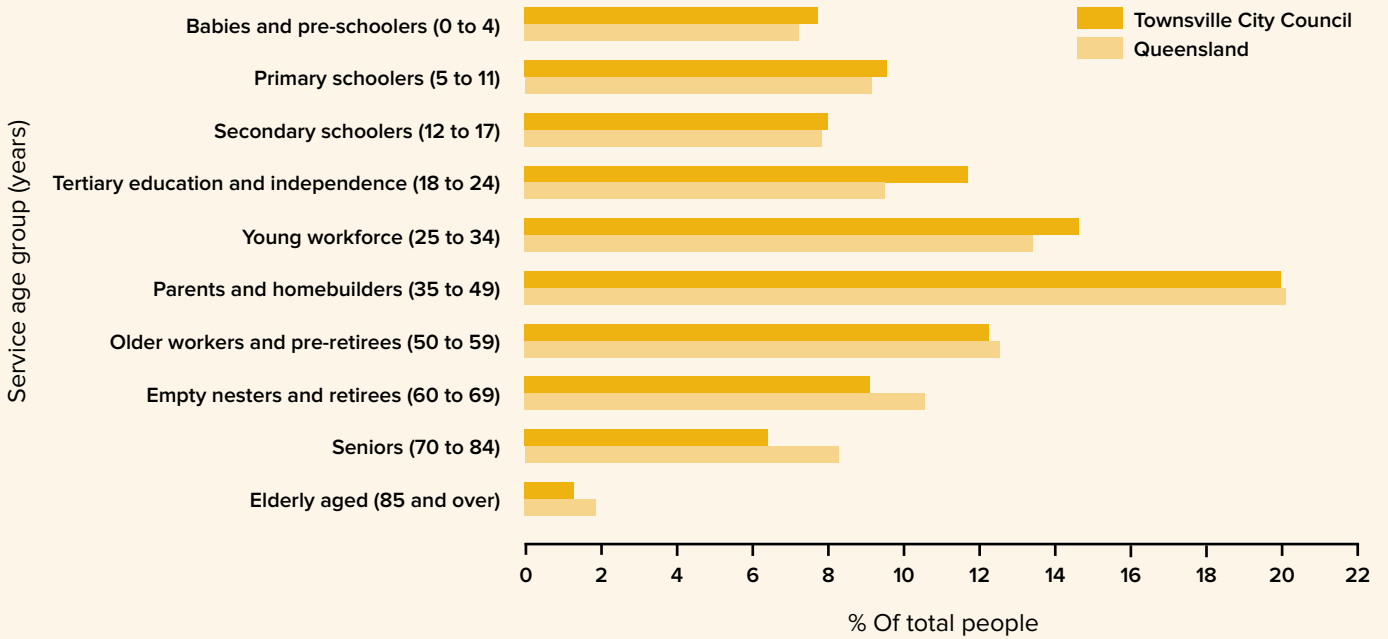


**Townsville is a diverse and vibrant city.**



**WE HAVE A HIGHER NUMBER OF 0 TO 34-YEAR OLD'S THAN THE QUEENSLAND AVERAGE:**

Age Structure - service age groups, 2016  
Total persons



Source: ABS, Census of Population & Housing, 2016 (Usual Residence Data)

# What is community safety?

**Community safety relates to your capacity to feel safe in your home, your neighbourhood and your city. Feeling safe will mean different things to different people but ultimately it is about giving individuals the right and expectation to live their lives without fear.**

Community safety also looks at processes for preventative practices to minimise and reduce unsafe incidences. Community safety is connected to broader environmental, social and economic sustainability influences and can reflect different concepts within different communities during different time periods.

From an academic perspective, Shaw (2000, p.18) notes a universal shift in policy from “the relatively narrow focus on crime prevention to the broader issue of community safety and security as a public good”. Other countries have also worked to define community safety, in the United Kingdom community safety is represented as “an aspect of quality of life in which people, individually and collectively, are protected as far as possible from hazards or threats that result from the criminal or anti-social behaviour of others, and are equipped or helped to cope with those they do experience’ (Ekblom 1998).

Townsville City Council’s last Community Safety Action Plan defined community safety as the following:

“Community safety encompasses the general well-being of an individual or a group of people who may be defined by locality, culture, beliefs or other demographics. Community safety is the well-being established through basic human rights of freedom and health and is gained through the laws of various statutory jurisdictions and accepted behaviours. The scope of community safety ranges from an individual’s personal security and health, through to the management of events influencing community behaviours and actions.”

Source: Townsville City Council Community Safety Action Plan 2011 – 2014

# What influences crime?

There is no single factor or combination of factors that causes a person to get involved in crime, however there are risk factors that can increase the likelihood. Similarly, protective factors are positive influences that can keep people from becoming involved in crime. There are many theoretical and analytical frameworks that address causes of crime.

This Plan supports both situational and social approaches to community safety -

As inferred within the publication, *Effective Crime Prevention Interventions for Implementation* by Local Government (Morgan *et al*, 2012), situational crime prevention is based upon the premise that crime is often opportunistic. Situational crime prevention is based upon the premise that crime is often opportunistic and aims to modify contextual factors to limit the opportunities for offenders to engage in criminal behaviour (Tonry & Farrington 1995). The main theories which saw prominence over recent decades have been routine activity, crime pattern and rational choice (Clarke 1997; Sutton, Cherney & White 2008; Clarke 2005). Reducing the opportunities for crime through environmental design and the management of the built and landscaped environment holds prominence in this situational approach being applied.

Social crime prevention is most commonly directed at trying to influence the underlying social factors and offender motivation rather than focusing on the physical environment. (Morgan *et al*, 2012)

Contained within this is a focus on improving community cohesion through community development measures. Developmental crime prevention initiatives are becoming increasingly popular in Australia (Weatherburn 2004) and recognise that early intervention will reap long term social benefits.

Whilst this Plan includes such activity it is to be noted that much of this approach sits under Council’s Community Development arrangements and acts as a complement to the work contained within this Plan.





# The role of Government in crime prevention & community safety

There are multiple Government contributors to community safety which all serve equally important functions. Following is a list of the core roles each level of Government takes in addressing community safety.

GOVERNMENT AREA	FUNCTIONALITY
<b>Commonwealth Government</b>	Provides direction for policy implementation for crime and justice and works to address complex issues within the crime prevention and community safety context. Provides funds to support research projects and programs.
<b>State Government</b>	Some primary focus in this area is funding public services such as the Queensland Police Service (QPS), Queensland Health and Department of Child Safety, Youth & Women. This includes frontline services such as mental health, alcohol, drug and rehabilitation.
<b>Local Government</b>	The Local Government Association of Queensland asserts that Local Governments have an important part to play in community safety. Local Government entities are ideally placed to support their community to promote safety, wellbeing and connectedness. Local Government Association Queensland has created a Community Development Policy which highlights community safety requirements. ( <a href="https://www.lgaq.asn.au">https://www.lgaq.asn.au</a> )

# What is Council's commitment to community safety?

Council is committed to community safety and has provided guidance for this area as part of the Townsville City Council Corporate Plan 2017-2019 under Goal Two: A City for People and Objective 2.4: Enhance community knowledge of and access to Council Services to improve community wellbeing, health and safety. Deliverable 2.4.2 City Safe Plan – sets the direction to work in partnership with lead agencies, community groups, local businesses, and local residents to develop a whole of Community Safety Plan. Townsville City Council's most recent Corporate Plan (2020 – 2024), under the same Goal and Objective, sets a new deliverable to embed the whole of Community Safety Plan into all Council functions.

Council employs a full-time Community Safety Officer and facilitates the Community Safety Advisory Committee. The Community Safety Officer works in partnership with Police, local emergency services and other stakeholders to coordinate and implement a range of community safety initiatives.



Council recognises its unique ability to champion community safety and provide direction, education, coordination, partnership and advocacy for the citizens of Townsville.

#### **Council's areas of involvement include:**

- Regulatory
- Planning
- Programs
- Lobbying
- Engagement
- Advocacy
- Asset Management
- Provider

**In order to contextualise how Townsville City Council sits within a community safety perspective, it is important to note the areas that a local Government entity could contribute, such as:**

- Monitoring and enforcement of local laws
- Design, planning, implementation and maintenance of public infrastructure
- Community engagement which encourages general wellbeing and inclusiveness
- Coordination of disaster and environment management systems
- Advocacy for a change model which reflects a specific need
- Collaboration with external individuals and groups as it relates to the above areas
- Focus on Community Development work to drive social change

This will be achieved by applying the underpinning concepts of education, prevention, advocacy, partnership and evaluation.



# How was the plan developed?

This Community Safety Plan was developed as a way of reflecting existing strategies whilst setting out future areas of focus to address issues and trends around community safety.

The Community Safety Advisory Committee has overseen the development of the Community Safety Plan. Consultation occurred both internally with Townsville City Council sections as well as relevant external groups and organisations to help form a picture of community safety in Townsville. Utilisation of statistical data in relation to local crime, injury, CCTV incidences and surveying was then used to identify areas of concern. This data was analysed and revealed trends in community safety.

Community safety areas requiring further investigation are also included for future planning and program implementation.





# What does the evidence say about community safety in Townsville?

There are multiple sources of information available to highlight the characteristics of community safety within a community.

Predominately this information is collected by the subject experts to identify trends and drive future programs and projects however this data also gives a unique snapshot of a community. The following data is based on a selection of statistical sources that resonates with the focus areas and aspirations of this Plan. It is acknowledged that this is not exhaustive and further analysis will be embedded in the development of future Plans.

Following is some relevant data from the City of Townsville.

In the 2017/2018 period

**26,891 criminal**

offences occurred in the Local Government Area of Townsville. This is 714 offences less than occurred in the 2016/2017 period.

There was an increase of

**245 Offences**

against the Person between the 2016/2017 & 2017/2018 period.

The number of Breach Domestic Violence Protection Order offences has increased from

**1,895 offences**

in 2016/2017 to

**2,100 offences**

in 2017/2018 period.

The top three

**offences committed**

in Townsville in the 2017/2018 period were: Other theft (excl. unlawful entry), drug offences and good order offences.

The statistics are sourced from Statistical Services – Analytics, Frontline Research & Information at the Organisational Capability Command for the Queensland Police Service.

In 2016/2017 there were

**79,194** hospitalisations

at the Townsville General Hospital which was an increase of 17.3% from the 2011/2012 period.

The top three reasons for

**acute/mental health hospitalisations**

of Townsville residents for external causes in 2016/2017 were Falls, Medical Complications and Intentional Self-Harm.

Source: My Hospitals website

Source: Queensland Hospital Admitted Patient Data Collection (QHAPDC), prepared by statistical services branch, Department of Health.



# What have we heard from individuals in Townsville about community safety?

## Townsville City Council is listening to its residents using numerous avenues.

Residents have accessed several sources of community safety information providing a log of the important community safety subjects. Council has various sources of information that are accessible to the public. Understanding how the public uses these information sources can assist with identifying the priorities for community safety. The below snapshot will be built upon to ensure Council is listening and gaining a full understanding of the perceptions of community safety.

**This information has been assessed and the following was identified:**

**Number of hits** on the Townsville City Council community safety website page from January to December 2018:

**54,298 hits**

**Number of hits** on the Townsville City Council Disaster Management Dashboard from January to December 2018:

**503,435 hits**

**Number of hits** on the Townsville City Council Community Safety Advisory Committee website page from January to December 2018:

**145 hits**

**Number of Community Council sessions** held between July 2018 and April 2019:

**5 Sessions**

**The Community Safety Advisory Committee** ran a small informal survey from October to December 2018, regarding community safety in Townsville and respondents ranked the following three issues as the most concerning:

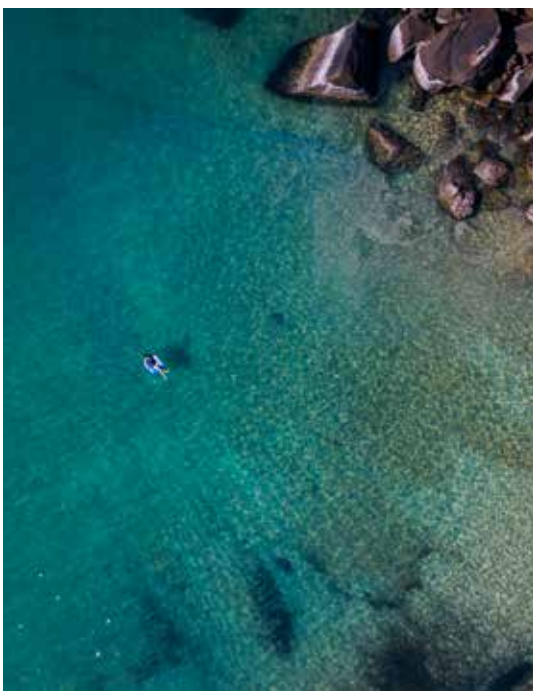
**1 Mental Health Issues**

**2 Crime Issues**

**3 Substance Misuse issues**

# A collaborative approach to community safety

It is not just Government agencies that contribute to community safety. There are several local groups and organisations which play their part in identifying community safety concerns and providing possible avenues of support. A collective impact approach has been taken across numerous partnership areas which ensures common agenda and direction with sound communication and shared measures of success.



**A collective impact approach has been taken across numerous partnership areas.**

Following is a list of partnerships that are led by Council or have Council involvement:

PARTNERSHIP AREAS	INTENTION	IDENTIFIED STAKEHOLDERS					
		Local Government	State Government	Federal Government	Community Organisations	Commercial Businesses	Community Members
<b>Townsville City Council Community Safety Advisory Committee</b>	The Community Safety Advisory Committee (CSAC) is a peak body of community representatives selected to advise Council on current and emerging community safety and crime prevention issues through a 'collective impact' approach. The intent of this committee is to provide a platform for community safety issues to be heard, discussed and recommendations made to Council on a way forward.	●	●	●	●	●	●
<b>Townsville City Council Inclusive Community Advisory Committee</b>	The intention of the Inclusive Community Advisory Committee (ICAC) is to provide a framework that identifies local priorities and responses to create a coordinated approach within Council to build an inclusive community.	●	●	●	●	●	●
<b>Riverway Precinct Meeting</b>	A Townsville City Council initiated information group which is geared at geographical representation from Riverway Precinct groups to information share and promote safe practices.	●			●	●	●
<b>Townsville Youth Council</b>	A Townsville City Council youth reference group which provides feedback and guidance on youth related issues in Townsville. This group also provides personal development opportunities to the members.	●			●		●
<b>Memorandums of Understanding (MOU) regarding abandoned vehicles and Community Service Orders</b>	Council has entered into MOUs with several groups to address community safety issues. This provides clear criteria and expectations between the relevant groups to ensure a good level of understanding and action.	●	●				
<b>Townsville Stronger Communities Action Group</b>	This State Government initiative is aimed at providing an integrated response to addressing juvenile offending through collaborative partnerships.	●	●	●			
<b>Liquor Accord Townsville Incorporated Meeting</b>	This group has members from the local suburban commercial hotels and several commercial clubs that meet to encourage and promote best practice in licenced premises in Townsville. This group promotes responsible service of alcohol and information sharing with the aim of reducing alcohol related crime and antisocial behaviours.	●	●	●	●	●	
<b>Safe Night Precinct</b>	This group is chaired by local commercial liquor businesses located within the City centre. The strategy of the Safe Night meetings is to identify concerns and issues within the Safe Night Precinct, with an action plan to restore responsible behaviour and respect, to stamp out alcohol and drug-related violence and ensure nightlife is safe for the entire community.	●	●	●	●	●	
<b>Townsville Suicide Prevention Network</b>	The Townsville Suicide Prevention Network (TSPN) plays a key role in coordination, collaboration and resource exchange for the population of the city of Townsville to build our community's capacity as a foundation for the development of effective suicide prevention initiatives. As well as supportive of the aspirations of the communities within these shires: Cassowary Coast (Cardwell Only), Hinchinbrook, Palm Island, Burdekin, Charters Towers Regional, Flinders and Richmond Shires.	●	●	●	●		●
<b>Mentally Healthy City Townsville Project</b>	The Mentally Healthy City Townsville project is an initiative of the Tropical Brain & Mind Foundation. The project vision is to inform and empower individuals and communities to achieve their best mental health and well-being.	●	●	●	●	●	●
<b>Dovetail Network Meetings</b>	This is an integrated response to Domestic and Family Violence which was initiated by the North Queensland Domestic Violence Resource Service. The monthly Dovetail meetings are focussed on sharing information, programs and solutions regarding Domestic and Family Violence related issues in North Queensland.	●	●	●	●		
<b>Street Art Activation Working Group</b>	This Council run group provides advice related to recommended street art initiatives in Townsville. Membership is open to Government, community agencies, artists and members of the public who have a demonstrated commitment to the enhancement of Townsville public spaces and community through the activation of street art.	●	●		●	●	●

● Group lead by this entity.

# Addressing the community safety priority areas

Townsville has several key areas that have been identified as current tendencies in community safety. Townsville City Council has taken specific action to support community safety initiatives that contribute to a liveable city and the wellbeing of its residents. These initiatives support the three priorities of Safe Place, Safe People and Safe Facts.

As a reflection of Council's commitment to community safety approximately \$3.5 million dollars was directly allocated for programs, positions, systems and infrastructure that support community safety initiatives in the 2018/2019 Financial Year.

We will continue to support community safety by:

PRIORITY	APPROACH	ANTICIPATED OUTCOMES	DELIVERABLES
Safe Places	<b>CCTV Network</b>	<p>With over 300 individual static Close Circuit Television (CCTV) stations throughout Townsville and additional static cameras to be allocated in the next 2 years it is expected that the network will reinforce an integrated approach to preventing and intervening in criminal and antisocial behaviours.</p> <p>The 4 mobile CCTV towers will allow for a quick response to identified 'hotspot' areas throughout Townsville and allow for monitoring with the view of investigating and managing these concerns.</p> <p><b>OUTCOME:</b> Increased ability to monitor and coordinate responses to concerns and issues in public spaces or at community events before it escalates.</p>	<ul style="list-style-type: none"> <li>• 24/7 monitoring of CCTV footage.</li> <li>• Sharing of information with Queensland Police Service for quick response to issues.</li> <li>• Ongoing maintenance and upgrading of CCTV network to ensure usability.</li> <li>• Using collected data to drive best practice in this arena.</li> </ul>
	<b>Community Response Vehicle</b>	<p>The Community Response Vehicle can respond to areas of concern in relation to antisocial behaviour and threats to infrastructure.</p> <p>This response allows for intervention strategies to occur to assist the number of Queensland Police Service call outs and often prevent additional criminal behaviours.</p> <p><b>OUTCOME:</b> A quick response to emerging issues or concerns in public spaces.</p>	<ul style="list-style-type: none"> <li>• Clear signage on vehicle to Increase community awareness of vehicle and its purpose.</li> <li>• Ready deployment of vehicle to protect infrastructure.</li> </ul>
	<b>Public Duress Button – Riverway</b>	<p>The presence of a public duress tower located in a popular walking track area is designed at helping the public feel safer while participating in a healthy lifestyle.</p> <p>The tower allows for an individual to call for assistance if needed.</p> <p><b>OUTCOME:</b> Increased perception of safety so individuals have a sense of wellbeing in the community.</p>	<ul style="list-style-type: none"> <li>• 24/7 monitoring of this asset.</li> </ul>
	<b>Graffiti Management Plan</b>	<p>The plan provides internal Council criteria and processes for addressing incidences of Graffiti on public infrastructure.</p> <p><b>OUTCOME:</b> A consistent response to addressing Graffiti in public spaces.</p>	<ul style="list-style-type: none"> <li>• A Townsville City Council Graffiti Management Plan and Policy which outlines how the City will respond to instances of Graffiti.</li> <li>• Removal of graffiti within the community in line with the requirements of the plan.</li> </ul>
	<b>Street Art Activation Framework 2014-2018</b>	<p>The Framework looks at ways for Street Art to occur in Townsville while identifying programs and partnerships that enhance the landscape and reduce incidences of illegal graffiti.</p> <p><b>OUTCOME:</b> A focus on Street Art and its applications in Townsville.</p>	<ul style="list-style-type: none"> <li>• Highlight the benefits of Street Art activities and works.</li> </ul>



## Safe Places

PRIORITY	APPROACH	ANTICIPATED OUTCOMES	DELIVERABLES
Safe Places	<b>Sourcing Funding for community safety initiatives.</b>	Accessing relevant funding that will assist with the purchase of security infrastructure and programs as a way of reducing or preventing criminal behaviours.  <b>OUTCOME:</b> Funding that will assist with activating a safe community through security infrastructure.	<ul style="list-style-type: none"> <li>• Application for funding.</li> <li>• Installation of security infrastructure.</li> </ul>
	<b>Planning scheme</b>	Aimed at both Commercial and Council urban and City planning developments the intention is to entrench processes that foster a crime prevention element to public and commercial infrastructure.  <b>OUTCOME:</b> Commercial and public spaces that are well used and don't provide opportunities for antisocial behaviours.	<ul style="list-style-type: none"> <li>• Embedding of Crime Prevention Through Environmental Design (CPTED) Framework into new planning developments.</li> </ul>
	<b>Public Space maintenance plans</b>	Townsville City Council has a large number of public spaces that are maintained including mowing, pruning of hedges and trees, and fixing of assets (swings, benches etc.).  <b>OUTCOME:</b> Parks, public spaces and infrastructure which are well maintained, and which create a safe space for members of the public.	<ul style="list-style-type: none"> <li>• Following of landscaping maintenance plan to enhance Crime Prevention Through Environmental Design principles.</li> </ul>
	<b>Activation of public spaces</b>	Provision of infrastructure, events and activities to engage and activate space.  <b>OUTCOME:</b> Maximised use of public space for positive community activities.	<ul style="list-style-type: none"> <li>• Provision of activities and events that positively activate public spaces.</li> </ul>
	<b>Community Safety Audit framework</b>	The development of a Community Safety Audit and a Crime Prevention through Environmental Design (CPTED) document for use in Council sections and where applicable external partners. These publications will assist in troubleshooting and addressing emerging and current issues in public spaces.  <b>OUTCOME:</b> A Community Safety Audit framework that is flexible and effective and is used by Council sections.	<ul style="list-style-type: none"> <li>• Provision of working documents which provide avenues and strategies for establishing community safety.</li> <li>• Schedule of proactive safety audits across identified public spaces.</li> <li>• A response mechanism to safety concerns.</li> <li>• Provision of CPTED resources to Schools and commercial entities to encourage application of these principles.</li> </ul>
	<b>Community Service Order Projects</b>	Partnering with Youth Justice and Probation and Parole to organise Community Service Order projects where people undertake community service in order to give back to the community.  <b>OUTCOME:</b> Coordinated response to Community Service Order projects to support rehabilitation.	<ul style="list-style-type: none"> <li>• Continue to identify avenues for people to undertake their Community Service Order hours.</li> </ul>
	<b>White Ribbon Workplace Accreditation</b>	The White Ribbon Workplace Accreditation Program is geared at supporting whole of organisations to undertake a commitment to stand up, speak out and end all forms of family violence. The accreditation recognises workplaces that are taking active steps to stop family violence.  <b>OUTCOME:</b> Council becomes accredited and is supporting employees in this area.	<ul style="list-style-type: none"> <li>• Provision of strategies and policies regarding Family violence.</li> <li>• Support to staff experiencing family or domestic violence through Employee Assistance Program (EAP).</li> <li>• Raising awareness of the issue.</li> </ul>
	<b>Queensland Police Service (QPS) Partnerships</b>	Fostering a partnership with Queensland Police Service is a vital requirement to ensuring good communication and information sharing around community safety.  <b>OUTCOME:</b> A robust partnership between Townsville City Council and Queensland Police Service which aids the community through shared information and resources.	<ul style="list-style-type: none"> <li>• Maintain the established partnerships through regular interactions.</li> </ul>

PRIORITY	APPROACH	ANTICIPATED OUTCOMES	DELIVERABLES
Safe People	<b>Neighbour Day Activities</b>	This initiative is linked with the National Neighbour Day which is an annual celebration of community which encourages people to connect with fellow residents in their neighbourhoods. The Neighbour Day awards are a Council initiative which encourages people to apply for funds to host an event in their local neighbourhood.  <b>OUTCOME:</b> Stronger neighbourhood connections which contribute to local community safety.	<ul style="list-style-type: none"> <li>Promotion of neighbour day.</li> <li>Neighbour day awards which support connectedness and wellbeing.</li> </ul>
	<b>Recognition of State and National Community Safety Awareness campaigns</b>	Townsville City Council engages in numerous community safety awareness campaigns including White Ribbon Day, Road Safety Week, Mental Health Week and Cyclone Sunday.  <b>OUTCOME:</b> Raised awareness of important community safety campaigns.	<ul style="list-style-type: none"> <li>Promotion of key awareness campaigns</li> <li>Attendance at local events to share information.</li> </ul>
	<b>Workplace Youth Mental Health First Aid Training</b>	Youth Mental Health First Aid training is geared at teaching people the skills to help someone who they are concerned about or who may be experiencing a mental health issue. Townsville City Council offers this training internally to staff especially those who manage trainees and internships.  <b>OUTCOME:</b> Access to training around Mental Health First Aid made available to all staff.	<ul style="list-style-type: none"> <li>Provide staff access to mental health first aid information.</li> </ul>
	<b>Townsville City Council Grants &amp; Partnerships</b>	This Grants and Partnerships program has a social component with one priority focussed on Building a Community that is Safe and Resilient. This program provides opportunities for community organisations to fund projects and programs including ones focussed on community safety.  <b>OUTCOME:</b> Funds available for community organisations wanting to make positive contributions to their community.	<ul style="list-style-type: none"> <li>Provision of funds through the Grants and Partnerships Program.</li> </ul>
	<b>Disaster Coordination Response</b>	Council continues to deliver on its legislated responsibilities regarding the leadership it provides and support to the Local Disaster Management Group and Local Disaster Coordination Centre.  <b>OUTCOME:</b> A coordinated approach pre and post disaster events.	<ul style="list-style-type: none"> <li>Ongoing delivery of the Disaster Management Dashboard.</li> <li>Provision of a best practice model in Disaster coordination response.</li> </ul>
	<b>Community Education workshops – Disaster preparedness</b>	Aimed at providing strategies and information to community and commercial organisations and what to do in the event of a disaster.  <b>OUTCOME:</b> Local community and commercial groups are prepared for disasters.	<ul style="list-style-type: none"> <li>Provision of information to organisations in disaster preparedness.</li> </ul>
Safe Facts	<b>Information Stalls</b>	The information stalls are geared at providing resources and information around community safety including disaster preparedness.  <b>OUTCOME:</b> Increased awareness and preparedness in relation to community safety and disaster events.	<ul style="list-style-type: none"> <li>Provision of information to the public on community safety and disaster management.</li> </ul>
	<b>Get Ready Guide</b>	An online and printable resource which gives helpful hints and strategies re disasters for residents with advice on what to do before, during and after dealing with disasters.  <b>OUTCOME:</b> Local residents are prepared for disasters.	<ul style="list-style-type: none"> <li>Provision of resource to the public on how to prepare for a disaster event.</li> </ul>
	<b>Townsville City Council Website</b>	The website provides information to the public under community safety. The Townsville City Council website provides multiple links to reputable sites where people can access information and strategies for staying safe.  <b>OUTCOME:</b> Information is available to the community and easily accessed.	<ul style="list-style-type: none"> <li>Review links to ensure information is accurate and correct.</li> </ul>
	<b>Townsville Dashboards</b>	The Dashboard contains links and information relevant to community safety.  <b>OUTCOME:</b> Information is available to the community and easily accessed.	<ul style="list-style-type: none"> <li>Provision of a one stop shop for information including community safety.</li> </ul>
	<b>Educational School Visits</b>	Council and Emergency Service representatives attend local schools to talk about the importance of being prepared and what to do in an emergency.  <b>OUTCOME:</b> Children and Young People have strategies to assist them in emergency situations.	<ul style="list-style-type: none"> <li>Provision of information to children on being prepared for a disaster event.</li> </ul>



# Emerging areas of focus for community safety

There is always more work to be done to ensure that a community continues to thrive and that its residents feel safe and supported.

To this end Townsville City Council acknowledges several emerging areas of focus for community safety during the term of this Plan.

AREA	FUNCTION	DESCRIPTION	NEED TO BE ADDRESSED	ANTICIPATED OUTCOMES	TIMEFRAME
<b>Future Community Safety Plan 2020 - 2024</b>	Strategic Needs Assessment	Using qualitative and quantitative data collection processes to ascertain the community safety needs of Townsville. Includes desktop analysis, literature review and statistical data collection to ensure an evidenced based approach.	This process will test the assumptions being made regarding community safety in Townsville.	A clear direction for the focus of community safety needs and issues in Townsville.	Initiation: 3 months
					Repeated: 2 yearly
	Community Engagement Strategy	The initiation of an array of mechanisms to hear from the community around key community safety issues in Townsville which would lead to co-design of services and partnerships with the community.	Focused community safety forums, workshops and opportunities to hear from community members allocated throughout the year.	Identification of priority community safety issues and ways of addressing them.	Initiation: 2 months
					Repeated: yearly
	Evaluation and Review Strategy	Identification of relevant stakeholders and their programs/projects that are contributing to community safety in Townsville.	Identify and collate a list of stakeholders and their program delivery scope within community safety to bridge any gaps in service provision.	Community safety resources and program for public dissemination.	Initiation: 2 months
					Repeated: yearly
Evaluation and Review Strategy	Creation of key milestones for evaluation and review of the Community Safety Plan and its frameworks, projects and programs.	To actively evaluate community safety programs to ensure best practice, effective delivery and return on investment.	A clear understanding of successful community safety work.	Initiation: 6 months	
				Repeated: yearly	

AREA	FUNCTION	DESCRIPTION	NEED TO BE ADDRESSED	ANTICIPATED OUTCOMES	TIMEFRAME
<b>Community safety processes, policies and training in the workplace</b>	Processes	Further review and implementation of Crime Prevention Through Environmental Design principles in all areas of Council including event management.	Reducing the opportunity for antisocial behaviours in public spaces as well as workplaces.	A reduction of antisocial behaviours in public spaces and workplaces.	Initiation: 6 to 12 months
	Policies	Identification of any gaps in policies relating to community safety and options for addressing these gaps. Could include enforcement of local laws as an example.	Providing Council with more ability at address community safety issues through concise and appropriate policy framework.	A clear policy process for specific community safety issues.	Initiation: 12 to 24 months
	Training	Investigation and coordination of relevant community safety training including (but not limited to) Mental Health First Aid in the Workplace.	Workplaces are experiencing an increase in several community safety issues including mental health related concerns and this training would assist with providing employees with ways to address these areas.	Employees have the required skills and knowledge.	Initiation: 6 to 12 months
<b>Restorative Justice Conferencing</b>	Community based	Restorative Justice Conferencing works with young offenders who have been redirected to undertake conferencing. The conferencing is between the victim and the perpetrator with support positions and is aimed at getting an outcome both parties are in agreeance with. Council is invited to attend these conferences when public property has been damaged.	Council is able to explain to the perpetrator the effects of the damage and provide suggestions for recourse.	Reduction in reoffending and increased understanding of consequences of criminal activity.	Initiation: 1 month
					Ongoing project
<b>Townsville City Council Youth Development</b>	Strategic	The creation of a Townsville Youth Strategy which addresses areas such as participation, community safety, personal development opportunities and event creation to help improve the safety of young people.	The strategy is geared at prevention and intervention initiatives to address youth participation, development and crime prevention.	Youth development plan that directs future programs and best practice initiatives.	Initiation: 12 months
<b>Graffiti Action Plan</b>	Action Plan	An action plan which would be an extension of the Graffiti Management Plan and the Street Art Activation Framework that sets out the steps being taken to address illegal Graffiti in Townsville.	Graffiti is a growing issue in Townsville with a significant dollar and resourcing commitment.	Allocation of tasks and steps to address illegal Graffiti including the use of Community Service Orders.	Initiation: 6 months
<b>Community safety Website redevelopment</b>	Information	Community safety pages on Council public webpage updated and realigned with identified community safety issues.	A one stop shop webpage for relevant community safety issues is needed.	Information is available to the community and easily accessed.	Initiation: 3 to 6 months
<b>Stakeholder Partnership Development</b>	Strategic	Identification of key stakeholder partnerships which would aid community safety in Townsville through a collective impact model approach.	There are critical partnerships that require redefining of criteria, strategies and boundaries in order for progress in community safety to be made.	Clear and concise partnerships.	Initiation: 6 to 12 months



# Summary

The Townsville City Council Community Safety Plan highlights the partnerships, collaboration and achievements that have been made towards community safety and provides a way forward for future investment in this area.

Townsville is a vibrant, welcoming, diverse and creative community that loves its open spaces, cultural locations and community connectedness. Provision of Safe Places, Safe People and Safe Facts are vital components for any community and this Community Safety Plan looks to encompass all of them.

Community safety is a journey, built on ideas of connectedness, resilience and collective collaboration. This Plan aims to walk with the community on this journey, plotting a way forward to a safe and wellbeing focussed Townsville.



**Community safety is a journey, built on ideas of connectedness, resilience and collective collaboration.**

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## Compiled by:

The Community Safety Plan was compiled by the Townsville City Council Community Safety Officer (Community Development Team) in 2019.

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