

ITEM 7 POST EXHIBITION - WOLLONGONG COMMUNITY SAFETY PLAN 2021-2025

Council, at its meeting on 21 September 2020, resolved to place the draft Wollongong Community Safety Plan 2021-2025 on public exhibition from 23 September to 26 October 2020 (inclusive). The draft Wollongong Community Safety Plan 2021-2025 provides a framework to guide community safety and crime prevention strategies. The plan identifies community safety strategies undertaken over the last four years, current crime trends affecting the Wollongong Local Government Area (LGA) and reflects Council's ongoing commitment to creating a vibrant, connected community and recognises the role community safety plays in the development of a liveable city.

RECOMMENDATION

- 1 Council adopt the Wollongong Community Safety Plan 2021-2025.
- 2 Council submit the adopted Wollongong Community Safety Plan 2021-2025 to the NSW Department of Communities and Justice for endorsement.

REPORT AUTHORISATIONS

Report of: Sue Savage, Manager Community Cultural + Economic Development
Authorised by: Kerry Hunt, Director Community Services - Creative and Innovative City

ATTACHMENTS

- 1 Draft Wollongong Community Safety Plan 2021-2025
- 2 We Asked You Said We Did - Wollongong Community Safety Plan 2021-2025

BACKGROUND

Council made a commitment to improve community safety and reduce crime in the 1990's. This plan is the fifth iteration and builds on the achievements and key learnings of our previous community safety plans. The plan continues Council's commitment to community safety, partnership development and strategies to build the capacity of local communities to prevent crime and increase the perception of safety.

The plan comprises:

- A review of the actions and initiatives undertaken over the last four years.
- A detailed community safety and crime prevention action plan targeting specific crimes and perceptions of safety.
- Current crime trends relating to the Wollongong LGA.

Crime prevention and community safety, at its most effective, requires a 'whole of community' approach. The delivery of the plan is undertaken in partnership with key organisations, services and the community recognising they play a key role in supporting and delivering the initiatives outlined in the plan.

The detailed Crime Prevention Action Plan targets specific crimes that impact the Wollongong community and enables eligibility for funding from the NSW Department of Communities and Justice (DCJ).

PROPOSAL

Council adopts the Wollongong Community Safety Plan 2021-2025.

CONSULTATION AND COMMUNICATION

Consultation has occurred with the Regulation and Enforcement, Development Assessment and Certification, Community Cultural and Economic Development, Property and Recreation, Environment Strategy and Planning, City Works and Services and Infrastructure Strategy and Planning Divisions.

Engagement was undertaken with external partners, stakeholders and our community in early 2020. A public safety survey was available online and at information stands throughout March 2020. Neighbourhood forums and Council's Reference Group were encouraged to provide feedback and promote the online survey.

The Community Safety Reference Group brings partners together including NSW Police, local, state and federal government agencies, non-government agencies and the community and have played a key role in the development of the Plan.

Once the Plan is adopted by Council it will be forwarded to DCJ for endorsement to enable funding eligibility.

The community was asked for comment and feedback on the plan over the public exhibition period from 23 September to 26 October 2020 (inclusive). Two submissions were received during this period, both supported the Plan, with no suggested changes. Their comments were noted (refer Attachment 2).

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 Goal "We have a healthy community in a liveable city". It specifically delivers on the following:

Community Strategic Plan	Delivery Program 2018-2022	Operational Plan 2020-21
Strategy	4 Year Action	Operational Plan Actions
5.4.1 Partnerships continue to strengthen and achieve a safe, accessible and resilient community.	5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives.	<p>5.4.1.2.1 Contribute to a range of community safety initiatives in conjunction with community partners.</p> <p>5.4.1.2.5 Continue the "I belong in the Gong" safety initiative.</p> <p>5.4.1.2.7 Implement a mobile CTV pilot to reduce the incidents of vandalism and mitigate risks to community safety and public amenity.</p> <p>5.4.1.2.8 Provide support and participate in the Illawarra Domestic and Family Violence Trauma Recovery Centre Consultative Working Group.</p>
5.4.2 Local crime continues to be prevented and levels of crime reduced.	5.4.2.1 Deliver projects and programs to reduce crime in the Wollongong Local Government Area.	<p>5.4.2.1.1 Provide Crime Prevention through Environmental Design (CPTED) advice in Development assessments and Planning.</p> <p>5.4.2.1.2 Monitor and maintain Alcohol Free Zones including new assessments as required.</p> <p>5.4.2.1.3 Continue to liaise with Local Area Commands on key initiatives and crime reduction strategies.</p> <p>5.4.2.1.4 Complete and finalise Safety Audits and relevant reports.</p>
5.5.1 Public facilities in key locations and transport routes are maintained and clean, accessible and inviting to our community and visitors.	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities.	5.5.1.1.1 Coordinate and undertake Graffiti Prevention actions on Council assets and deliver the Community Partnership program to remove graffiti from non-Council assets.

SUSTAINABILITY IMPLICATIONS

The plan has been informed by an extensive community engagement process. Effective engagement resulted in improved service delivery and efficiencies through targeting service provision to community needs.

The endorsed plan provides a vital mechanism for securing funding through grants processes.

RISK MANAGEMENT

The plan sets out a framework of actions that aims to reduce risk in the community relating to crime and increase community safety across Wollongong LGA.

FINANCIAL IMPLICATIONS

The delivery of the plan is primarily funded through existing operational and capital budgets. Funding will be sought from DCJ for unfunded actions.

CONCLUSION

Wollongong City Council has developed and implemented community safety plans incorporating crime prevention strategies since 1999. Community safety relies on effective collaboration between Council and residents, NSW Police, community groups, local businesses and various other organisations at the local, state and federal level to prevent crime and improve safety. The Wollongong Community Safety Plan 2021-2025 provides a framework for Council's continuing role in crime prevention and community safety.



DRAFT Wollongong Community Safety Plan 2021-2025

Crime Prevention Strategy



Acknowledgement of Country

Wollongong City Council would like to show their respect and acknowledge the Traditional Custodians of the Land, Elders past and present, and to extend that respect to other Aboriginal and Torres Strait Islander people.

Commitment to Safety

We are committed to creating a safe and vibrant city where people feel safe and well-connected.

We recognise the importance of a 'whole of community' approach and will work with government and non-government agencies, service providers and the community to increase safety for our community.



Glossary

ABS	Australian Bureau of Statistics
ADF	Australian Drug Foundation
AFZ	Alcohol Free Zone
APP	Alcohol Prohibited Park
ASIT	Australian Social Investment Trust
ASB	Anti-Social Behaviour
CALD	Culturally and Linguistically Diverse
CBD	Central Business District
CCTV	Closed Circuit Television
CDAT	Community Drug Action Team
CPTED	Crime Prevention Through Environmental Design
DA	Development Application
GLBTIQ	Gay, Lesbian, Bi-Sexual, Transgender, Intersex, Queer
ICADV	Illawarra Committee Against Domestic Violence
LGA	Local Government Area
LGCSCP	Local Government Community Safety Crime Prevention Network
NAIDOC	National Aboriginal and Islander Day Observance Committee
NSW BOCSAR	NSW Bureau Of Crime Statistics And Research
PAL	Police Assistance Line
POPA	Prevention of Older Persons Abuse
SEIFA	Socio-Economic Indexes For Areas
TNSW	Transport NSW

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Lord Mayor Message

I am pleased to present our Community Safety Plan 2021-2025.

A Community Safety Plan is an important document – it sets out the how we can help everyone in our city to be, and feel, safe no matter where they are or what they're doing.

Whether a person feels safe in a place can be influenced by many factors including the physical environment, time of day and location itself. This Plan sets out how we're focusing on safety as an essential criteria in all new developments, infrastructure and public space projects. We are committed to putting safety front and centre when considering design, lighting and landscaping.

This Plan builds on the achievements and key learnings of our previous Community Safety Plans. We're proud to demonstrate leadership and play an active role in community safety, and are committed to building, maintaining and promoting Wollongong as a safe, vibrant and welcoming city.

Community safety relies on effective collaboration between Council and residents, NSW Police, community groups, local businesses and various other organisations at the local, state and federal levels. We will continue to work closely with a range of partners to help prevent crime, address safety concerns and encourage activated spaces and connected communities.

I would like to thank everyone who took the time to share their personal experiences and ideas for making Wollongong an even better place to live work and play as we developed this Plan. Your feedback, along with research and crime data, has influenced the final document.

Wollongong City Lord Mayor Councillor Gordon Bradbery AM



Introduction

The Community Safety Plan 2021-2025 outlines Wollongong City Council's commitment to promoting Wollongong as a safe and vibrant city, emphasising the importance of a 'whole of community' approach to fostering places where people feel safe and well-connected. The Plan has been informed by research and evidence, using information provided through community engagement as well as data from the NSW Bureau of Crime Statistics and Research (NSW BOCSAR) and local Police. We have analysed this information and identified key community safety and crime prevention priorities for Wollongong.

HOW TO READ THIS PLAN

The Community Safety Plan 2021-2025 is presented in two sections:

SECTION 1

Explains how Wollongong City Council approaches crime prevention and improves community safety. Details about our partners are included, describing how we work with them and the community to make the Wollongong local government area (LGA) a safer place. An overview of the actions and outcomes delivered from the Community Safety Plan 2016-2020 are also presented.

SECTION 2

Describes what crimes and behaviours will be targeted from 2021 to 2025. The Community Safety and Crime Prevention Action Plan sits in this section showing the actions that will be implemented to address each crime and the rationale for prioritising these crimes.

The community's perceptions and fear of crime is also included acknowledging how safe people feel

can have a major impact on their quality of life and interaction within the community.

Appendices are included showing who lives in the Wollongong LGA and what crimes have impact on our community.



Community Safety Plan Summary

The actions in the Community Safety Plan 2021-2025 aim to reduce crime and improve community safety. Improving community safety requires a whole of Council approach, support from partners and the community.

The crimes that are the focus of the Community Safety Plan 2021-2025 have been chosen based on issues and concerns highlighted by the community, consultation with NSW Police and crime trends in the Wollongong LGA as reported

by NSW BOCSAR.

The priority crime terms are in keeping with those reported by the NSW BOCSAR.

Priority Crime	Project	Lead agency and partners	Expected outcome
1. PROPERTY & ENVIRONMENT TARGET CRIME: Malicious damage including graffiti	Reduce damage to property including graffiti by reducing the opportunities for it to occur and making it less rewarding for offenders. Encourage reporting of malicious damage including graffiti.	Wollongong City Council, NSW Police, NSW Department of Communities and Justice, Corrective Services of NSW, the business sector and residents.	Improved perception of safety and pride in place due to a reduction in graffiti across the LGA and in graffiti hot spots.
2. GENDERED VIOLENCE TARGET CRIME: Domestic assault	Reporting of domestic assault increases due to campaigns that raise awareness and promote support services in Wollongong. Education and support relating to elder abuse is promoted. Child Safe Standards, established by the Royal Commission, are embedded into Council policy.	Illawarra Committee Against Domestic Violence (ICADV), Wollongong City Council, NSW Police, business, community.	Reporting of domestic violence will increase. Attendance figures for annual ICADV events continue to rise. Council's policies and practices reflect the ten Child Safe Standards.
3. ANTISOCIAL BEHAVIOUR TARGET CRIME: Non-domestic assault (alcohol related) Intimidation, stalking and harassment	Opportunities for alcohol related assault are reduced as a result of community education and community partnership strategies. Anti-social behaviour (ASB) including intimidation, stalking and harassment is reduced through the activation of Wollongong Crown Street Mall and other public places that are otherwise underused or isolated from regular activity.	NSW Police, Wollongong City Council, Wollongong Liquor Accord, Community Drug Action Team (CDAT), residents, community groups and the business sector.	Wollongong continues to show a decreasing trend regarding incidents of alcohol related assaults in the CBD and other hotspots. People feel safer across the LGA. Incidents of reported and actual ASB are reduced.
4. PERSONAL PROPERTY TARGET CRIME: Fraud Steal from motor vehicle Motor vehicle theft	Community awareness is raised regarding trends targeting personal property for the specific offences of; fraud, steal from motor vehicle and motor vehicle theft. Reduction in the number of steal from motor vehicle offences and the correlating fraud offences linked through use of contactless payment systems. People are securing their keys, cars and homes to help reduce fraud, steal from motor vehicle and motor vehicle theft.	NSW Police, Wollongong City Council, Community groups and business sector.	Increased awareness of the frequency of fraud and types of incidents occurring. Incidents of steal from motor vehicle are reduced. Incidents of motor vehicle theft via stolen keys is reduced.
5. Perceived and actual community safety	Feelings of safety by residents across the LGA are improved.	Wollongong City Council.	Residents feel safer.

SECTION 1

Background

WHAT IS COMMUNITY SAFETY?

People feel safer when they can contribute to life outside their homes and can participate without fear. Making public spaces safe places is a focus of community safety. Council also has a role in improving safety in privately owned places, such as hotels, bars and clubs and private homes.

Council works with government and non-government agencies, service providers and the community to develop and implement strategies to increase safety for our community.

WHAT IS CRIME PREVENTION?

Crime prevention is about reducing opportunities for people to commit crime.

Crime prevention strategies seek to ensure new building and open space refurbishments are designed to make committing crime more difficult, less rewarding and riskier. It also focuses on making public space more appealing and friendlier so they are more likely to be used.

Crime prevention programs and projects focus on educating people about ways to prevent crime and increase participation in community life.

OUR APPROACH

There are a range of crime prevention approaches Council implements in collaboration with our community partners:

Situational Prevention:

This approach reduces the opportunities to commit crime and increases the risks of getting caught.

Some examples of this approach include:

- Trimming trees and vegetation for clear sight lines making it harder to hide
- Removing graffiti so a place feels safer because it's not neglected
- Providing additional or improved lighting where appropriate
- Planting 'green screens' along walls to make it harder to graffiti
- Using public art to improve the look and feel of a place
- Activating public spaces so more people are out and about

Social Prevention:

This approach focuses on creating a more inclusive society where all people feel they belong and are valued. Belonging to a place, a society, a community, means people are less likely to commit crimes against neighbours or vandalise neighbourhoods they feel proud of and live in.

Activating Space:

This approach turns underused public spaces into spaces that are used regularly by the community. Public places that are used regularly by the community reduces opportunities for crime or anti-social behaviour. Markets, public art and exercise groups are examples of activating space.

Community Development and Early Intervention:

Using this approach, Council works with specific communities or groups to 'help them, help themselves' to reduce crime and improve safety. These are usually long-term strategies with partner agencies and the community to improve the physical and social environments of specific neighbourhoods.



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Approaches to Crime Prevention

Primary Crime Prevention

Situational Prevention

- Design goods and services with crime prevention in mind.
- Crime Prevention through Environmental Design (CPTED). For example, urban design that considers lighting, improved sightlines, trimmed trees, green screening and place based public art to minimise opportunities for crime to occur.

Social Prevention

- Alleviating poverty
- Improving health and education
- Reducing unemployment
- School based programs
- Organising community safety groups

Activating Space

Events, community participation and public art activities are examples that combine aspects of situational and social crime prevention principles.

Secondary Crime Prevention

Community Development

- Longer term strategy to foster community shared ownership of crime and solutions
- Process of community engagement

Early Intervention

- Early identification of potential offenders
- Targeting high risk neighbourhoods
- Programs for youth at risk

Tertiary Crime Prevention

Criminal Justice System

Offender Program

Working with victims of crime

Diagram 1: Approaches to Crime Prevention

Connecting to other Council Plans

The Community Safety Plan 2021-2025 is underpinned by and supports Our Wollongong 2028. Our Wollongong 2028 is a long-term community strategic plan developed in consultation with communities from across the LGA. There are six goals included in this Plan, Goal 5 specifically relates to community safety: We have a healthy community in a liveable city.

THE STATEMENT FOR THIS GOAL IS:

Our community is safe, healthy and happy. The city provides diverse and accessible recreation and lifestyle activities to foster community wellbeing for people of all ages, abilities, cultural backgrounds and personal challenges. Our people thrive with a sense of self and a connection to place. We enjoy the relaxed pace, opportunities for being with family and friends, helping our neighbours and meeting new people. We encourage informal and lifelong learning and we share a common goal to make Wollongong a place where as a minimum, all resident's basic needs are met and our quality of life improved.

THE OBJECTIVES FOR THIS GOAL ARE:

- There is an increase in the health and wellbeing of our community.
- Participation in recreational and lifestyle activities is increased.
- Residents have improved access to a range of affordable housing options.
- Community safety and community perception of safety is improved.
- The public domain is maintained to a high standard.

Other strategic plans of Council that reinforce the goals of Our Wollongong 2028 and include aspects of community safety include:

- Places for People Wollongong Social Infrastructure Framework 2018-2028
- Creative Wollongong 2019-2024
- City of Wollongong Pedestrian Plan 2017-2021
- A City for People - Wollongong Public Spaces Public Life
- City Centre Wayfinding Strategy
- Disability Inclusion Action Plan 2020-2025
- Public Toilet Strategy 2019-2029



COMMUNITY STRATEGIC PLAN

A 10 year plan that identifies our community's priorities and vision for the future



SUPPORTING DOCUMENTS

Interconnected documents that reinforce the goals of Our Wollongong 2028 and include aspects of community safety.

Council is developing a Child Safe Wollongong implementation plan to embed child safety into all aspects of Council's business. This Plan will respond to the Royal Commission into Institutional Response to Child Sexual Abuse recommendations and recognises a city that is safe for children is safe for everyone.

What we want to achieve

Council made a commitment to improve community safety and reduce crime in the 1990's. In 2000, Council adopted a Crime Prevention Policy which was amended in 2013 and reviewed every three years.

The Community Safety Plan 2021-2025 is a strategic plan of actions aimed to reduce specific crimes and improve safety and perceptions of safety across the LGA. The Plan guides Council's work with the community, government

and non-government partners and the business sector to:

- Improve actual and perceived community safety
- Embed community safety strategies across the whole of Council
- Reduce crimes that have the highest impact in our area

Who are our partners?

Crime prevention and community safety, at its most effective, requires a whole of Council approach. Many Council divisions contribute to reducing opportunities for crime and improving community safety.

INTERNAL PARTNERS:

Council Division	Community Safety Activities
Regulation and Enforcement	Animal control, illegal dumping, noise control, parking.
Development Assessment and Certification	Assess development applications city wide using controls such as Crime Prevention through Environmental Design (CPTED), traffic management and pedestrian safety.
Community, Cultural and Economic Development	<p>Community development officers specialising in community safety, community safety audits, Aboriginal, multicultural, cultural, aged and disability, graffiti prevention, youth and place-based communities.</p> <p>City wide events coordination such as Viva la Gong, NAIDOC, Refugee, Seniors and Youth Weeks, Australia Day and New Year's Eve.</p> <p>Public art and delivery of Creative Wollongong.</p> <p>Economic and business development</p> <p>Alcohol Free Zones and graffiti removal and prevention.</p>
Property and Recreation	Lifeguards and water safety education. Temporary CCTV.
Open Space and Environmental Services	Bush fire and flood mitigation. Planting and trimming of trees.
City Works	Graffiti and rubbish removal. Maintenance of public spaces.
Infrastructure Strategy and Planning	Road safety. CCTV operations and management. Lighting.

EXTERNAL PARTNERS

External organisations play a key role in supporting Council initiatives. Similarly, Council supports strategies and initiatives that are originated by other agencies and the business sector.

External Partners	Activities
NSW Police (Lake Illawarra and Wollongong Police Districts)	Community Safety Precinct meetings. Community Safety Audits. Representation on Council's Community Safety Reference Group. Joint projects including place-based and targeted projects.
Illawarra Committee Against Domestic Violence (ICADV)	White Ribbon and Reclaim the Night campaigns. Domestic and family violence education and awareness raising.
Community Drug Action Team (CDAT)	Community, government and non-government interagency meetings implementing projects such as Creating Synergy Conference.
Local Government Community Safety and Crime Prevention Network (LGCSCP)	Information sharing across NSW Councils. Education and conferences.
Wollongong Liquor Accord	Joint strategies and projects to promote responsible drinking behaviour that improves community safety and amenity.
NSW Department of Communities and Justice	Funding partner for Community Safety Plan initiatives. Compact with the NSW Attorney General.
NSW Corrective Services	Graffiti Removal Partner.
Dapto Rotary Club	Graffiti Removal Partner.
Specialist non-government agencies	Partners in place-based and other community development programs including graffiti prevention programs targeting crimes and anti-social behaviours across the LGA.

What our community told us

Council relies on information and intelligence from our community and partners. Community members from across the LGA were asked if they have ever felt unsafe and why. Surveys and focus groups with specific communities were undertaken to find out more about personal safety in public and how Council can improve safety for everyone.

Council work in collaboration with Lake Illawarra and Wollongong Local Police Districts. Each quarter, NSW Police

Community Safety Precinct meetings are held, and Wollongong and Lake Illawarra Police share crime intelligence with Council officers, Chambers of Commerce members and other community stakeholders.

Information on crime data is also accessed from the NSW BOCSAR and demographic data from the Australian Bureau of Statistics (ABS).

All this information has been collated and analysed to develop actions to reduce specific crimes and improve safety. The Community Safety Plan 2021-2025 was placed on public exhibition in 2020 for community feedback and reviewed before being adopted by Council.

WHAT THE NSW POLICE TOLD US

Wollongong and Lake Illawarra Police provided us with detailed analysis of crime in our region. They reported steal from motor vehicles and fraud are continuing crimes for both Police Districts. Both Police Districts deliver regular campaigns to educate the community about locking vehicles and removing valuables from cars. Many of these reported crimes are opportunistic and perpetrators have targeted suburban streets and city car parks, looking for unlocked vehicles. Wallets with credit and debit cards are taken and used fraudulently, especially at service stations and other retailers. The maximum limit without needing a PIN (Personal Identification Number) has recently increased to \$250. Stolen motor vehicles also leads to fraud. Vehicles are stolen after a home break-in where car keys, on display and easily accessible, are used to steal the car. Despite public campaigns to hide car keys at home, this crime continues.

Both Police Districts recognise the need for Council to continue working to eliminate gendered violence against women. Domestic violence and sexual assault are crimes that show local increases. Whether this is due to greater reporting by victims and survivors, NSW Police operations or because it is occurring more frequently is unclear.

Alcohol-related assault is another crime (Assault-non DV) that both Police Districts recommend should be a key focus. These crimes have decreased significantly in Wollongong over the last five years, however they are often connected to domestic violence, sexual assault and indecent assault, which appear to be increasing and targeted by NSW Police.

Intimidation, stalking and harassment, is a complex category both Police Districts recommend Council continues to work in partnership with them on. International circumstances sometimes leads to an increase in harassment and abuse in public of community members based on appearance.

WHAT THE COMMUNITY TOLD US

Council's online community safety surveys were completed by over 400 community members, providing responses relating to feeling safe, and experiences of crime or anti-social behaviour in public. Over the last two years, 54% of those who responded to safety surveys felt unsafe in public at various locations across the LGA. Results from a survey conducted in March 2020 indicated those who felt unsafe had either witnessed or experienced crime. The experiences of crime included vehicles broken into, attempted home invasion, stalking, verbal abuse and harassment, sexual

abuse or harassment, hearing domestic violence close by, assault and retail theft. People experienced fear of crime when streets were empty or dark or because they witnessed concerning behaviour by others in public, for example, shouting, fighting, public drunkenness or what they believed to be drug affected people.

A Perception of Safety Survey was undertaken in 2017. This survey asked the community about experiences of crime and feelings about safety in two parts; in the city and in neighbourhoods. Overall, 354 people responded, evenly divided between the city and the suburbs. Over 60% of survey participants felt safe both day and night in both types of locations and felt places with lots of people engaging in social activities were the safest. Those participants who felt unsafe suggested it was a result of witnessing aggressive behaviour and fighting in public, being close to people who appeared drug or alcohol affected as well as being in places that felt neglected and isolated. Survey participants suggested crimes that made them feel unsafe included drug related offences and vehicle related crimes.

What have we done in the last four years?

Council's Community Safety Reference Group meets bi-monthly bringing together NSW Police, government and non-government agencies and community members. These meetings provide the opportunity to share information, discuss issues relating to community safety and implement strategies with partners. Over the last four years, Council has worked with the community and partners to implement programs and strategies to address the key areas identified in the Community Safety Plan 2016-2020, which included:

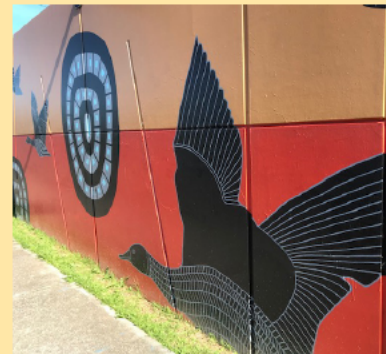
- Malicious damage including graffiti.
- Assault (domestic violence).
- Assault (non-domestic violence-alcohol related).
- Anti-social behaviour (ABS) including harassment, threatening and offensive behaviour.
- Perceived and actual community safety.

MALICIOUS DAMAGE, INCLUDING GRAFFITI

Council recognises the negative impact graffiti and malicious damage has on the community and the business sector. Graffiti and broken outdoor furniture, fences, bus shelters and other buildings leave people feeling unsafe and vulnerable. This results in perceptions by the community that a place is unguarded. Council continues to implement initiatives to reduce graffiti and other damage, and to support communities in taking control of their own environment. Some of these initiatives include:

- Rapid graffiti removal on Council property.
- Encouraging community to report graffiti as well as providing graffiti removal packs so people can remove graffiti from their property, particularly fences and garage walls.
- Continuing the City Centre Special Rate Levy to fund daily rapid removal of graffiti in Wollongong's CBD.

- Assessing new building development applications and refurbishment of outdoor spaces from a CPTED perspective to reduce graffiti opportunities.
- Auditing shops licensed to sell aerosol paint to ensure each retailer is following legislative requirements.
- Implementation of specialist graffiti prevention training in schools reaching over 600 students. As a result, more than 95% of participants think graffiti is no longer "cool" and 89% have changed their minds about doing graffiti. Schools who participated in the training were from areas of high graffiti activity.
- 236 graffiti inspections have been carried out on Council property. Council partners with community organisations and government agencies to remove graffiti from sporting clubhouses, private property and fences across the LGA.
- Community members have participated in graffiti removal each year on National Graffiti Removal Day. Council provides partners with paint, removal kits and other essential equipment to keep graffiti and tagging to a minimum.
- Murals have been created by artists and communities across the LGA on amenity blocks, fences and Council works caravans. These mural and art installations reduce tagging, keep neighbourhoods feeling well cared for and graffiti free.
- Transport NSW worked with Council to create large art murals on the sound insulation panels along Memorial Drive, Woonona. These panels were frequently tagged before the installation of the artworks. Since the artworks have been completed, minimal tagging has occurred.



Artist: Anthony Jones, graffiti prevention artwork panels on Memorial Drive, Woonona

ASSAULT (DOMESTIC VIOLENCE)

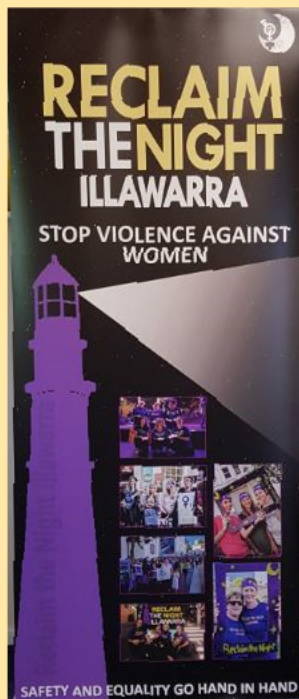
In 2019, in response to a request from ICADV, Council waived pool fees for families escaping violence. These families are often financially stressed and enabling access to recreational facilities and services reduces isolation, eases financial burden and improves wellbeing. The opportunity was accessed by families staying in temporary accommodation near the pool and contributed to normalising life after domestic violence.

Council worked with ICADV to support the delivery of a Culturally and Linguistically Diverse (CALD) Domestic Violence Forum in 2019. The forum investigated ways to reduce barriers for CALD families to access mainstream domestic violence support services in the Illawarra.

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Council is a member of Illawarra Committee Against Domestic Violence (ICADV), attending meetings and supporting committee strategies such as Reclaim the Night and Illawarra White Ribbon Walk. Reclaim the Night is an annual event to raise awareness of sexual violence against women, which brings together several hundred people marching and rallying through Crown Street Mall. The White Ribbon Walk is coordinated on alternate years with Shellharbour City Council. Each year, school students from across the Illawarra lead the march and take the White Ribbon Oath to end gendered violence against women.

This event is always well attended, and across the Illawarra, white ribbons are worn by many Council workers to show solidarity in the fight to end violence against women.



Reclaim The Night and White Ribbon Walk banners

ASSAULT - NON-DOMESTIC (ALCOHOL RELATED)

Council is committed to continuing the downward trend in the levels of alcohol related violence across the city. A range of projects and strategies have been undertaken to achieve this.

I Belong in the Gong is a community safety project designed to make Wollongong CBD a safer place, particularly at night, for people visiting, shopping and living in Wollongong's CBD. Funded by NSW Department of Communities and Justice, the project encouraged small bars, cafes and hotels in Wollongong's CBD to commit to keeping patrons safe. Local small bars that joined the project received training, signed a charter and displayed a decal in their shopfront to indicate their commitment to safety. Participating establishments said they were more likely to talk with people who appeared distressed, instead of feeling unequipped to help. 17 small bars have joined the I Belong in the Gong campaign and alcohol related assaults continue to decline in Wollongong LGA with a ten-year declining trend of 7.8%.

The I Belong in the Gong campaign was recognised through the National Awards for Local Government, awarded the winner of the Prevention and Community Safety category.

Another strategy of I Belong in the Gong was a lighting audit within the CBD. The audit was conducted to investigate current pedestrian pathways to transport hubs in the city at night. While most of Wollongong's CBD is well lit, some key paths leading from the centre can be dark. The lighting audit has resulted in an integrated approach to lighting upgrades across the city including switching on and fixing broken lights in key places in the city. New festive lights have been installed to make a well-used pedestrian pathway brighter and a more attractive path to travel. Outdoor car park lights have been audited and upgrades continue.

Council has re-established Alcohol Free Zones (AFZ) and established new Alcohol Prohibited Areas (APA), where required. There are currently seven AFZ's located in Helensburgh, Thirroul, Corrimal, Wollongong, Warrawong, Berkeley and Dapto. The AFZ's will be reviewed in 2022.

Monitoring is undertaken for large scale commercial events that include the sale

of alcohol such as music festivals and sporting events. Alcohol management plans are reviewed and meetings are held with event organisers to ensure processes are in place to reduce alcohol related incidents and emphasise safety of patrons. Comments and conditions to manage alcohol consumption and maintain patron safety are included in the Council approvals.

Wollongong Liquor Accord meetings are attended regularly and projects related to alcohol management are presented to ensure collaboration and cooperation with Accord members.

ANTI-SOCIAL BEHAVIOUR (ASB), INCLUDING HARASSMENT, THREATENING AND OFFENSIVE BEHAVIOUR

Anti-social behaviour (ASB) affects most people at some time in their lives. The impact can vary from inconvenient to frightening or threatening. ASB includes behaviours that others find intimidating in public, like swearing, fighting, verbal abuse and public drunkenness. ASB can change how people feel in public and potentially where people go.

The Women's Safety Project was developed to address the impact of ASB on women in Wollongong's CBD. Working with partner organisations and interagency meetings, such as the Illawarra Refugee Issues Forum (IRIF), the intimidation women were experiencing in the city was revealed and the subsequent impact and fear as a result.

The Women's Safety Project aim was to create a more inclusive and tolerant Wollongong. The Women's Safety Survey showed that while 52% or 171 women indicated they felt safe in the Crown Street Mall, only 32% or 106 had not experienced some form of harassment, which was mostly verbal. The I Belong in the Gong campaign was part of the project and focused on working with businesses to educate them on how to support patrons and create a safe environment free from harassment or intimidation. A sticker appears in the shop front of supportive establishments indicating they are places in which you can get help if feeling threatened. 17 small bars and 15 retail stores and cafes participated in the campaign and Crown Street Mall security guards created inhouse training to ensure staff knew appropriate responses and how

to provide support for women who needed their assistance. A series of television commercials were developed and aired on a local station which showed women doing ordinary activities in iconic locations saying, "we all belong in the Gong". A key objective being to challenge cultural stereotypes, reducing harassment and increasing inclusion.

ONGOING INITIATIVES TO KEEP WOLLONGONG A SAFE PLACE

Council assesses large scale development applications using CPTED principles. New builds, open space refurbishments and upgrades are assessed to ensure committing crime is made more difficult, less rewarding and more likely for criminals to be caught. It also focuses on making public space more appealing, so they are more likely to be used. Having more people in public reduces the opportunity for crime and anti-social behaviour. Over the last four years, over 700 safety assessments have been conducted on new builds, developments and refurbishments of public spaces. Assessments were also completed on liquor licence applications for major events to increase safety and reduce potential negative impacts. Safety audits have been conducted across the LGA, which informs refurbishments and upgrades of Council owned and managed properties.

Community safety audits are conducted when requested, to determine what is needed to make a place safer. Sometimes community safety audits are done for a group of streets, or for a laneway or new pedestrian path. The audits are primarily undertaken in partnership with NSW Police and generally include community members who live in or near the site.

The CCTV Policy and Code of Practice has been updated to include temporary CCTV. CCTV, both permanent and temporary, can be a successful strategy in reducing crime, if selected appropriately. Within the last four years Council has been investigating ways to expand our CCTV network into parks and playgrounds in the suburbs. While not desirable to install CCTV everywhere, it may be possible to move temporary CCTV to places they are needed the most, for a specified time.

Council regularly upgrades infrastructure, facilities and public open spaces. Car park lighting upgrades have been completed and pedestrian paths and cycle paths are continuing to be constructed across the LGA, connecting the community in safer and healthier ways.

Over the last two years, the NSW Motor Vehicle Theft Reduction Council (NMVTRC) has asked Council to coordinate the delivery of 'Operation Bounce Back', a media campaign aimed at reducing theft from motor vehicles. The campaign raised awareness about the rising trend of car keys being stolen from dwellings, after a break and enter. Television advertisements were delivered over a two-month period in both 2019 and 2020. Total airtime reached in 2019 was 961 advertisements and in 2020 was 1967 advertisements.

Council implements place-based initiatives to improve safety outcomes. Long term Collective Impact strategies were implemented in Bellambi and Warrawong involving many government and non-government partners working with the community to design and execute actions to fulfil community aspirations and goals. Improving community safety was one of those aspirations.

The Bellambi Collective Impact program has been operating for over four years and continues. Within that time, Council has refurbished the ocean pool and sea wall, upgraded the children's playground, improved safety facilities at the pool car park, upgraded facilities at Bellambi Surf Life Saving Club, and improved landscaping and removed weeds along the shared cycle path. Monthly safety group meetings with community members are held focused on removing rubbish in the area. Graffiti and traffic safety are other key areas that have been improved by teaching and supporting the community to remove graffiti, create murals, as well as improving pedestrian safety on the main arterial road into the suburb.

The Warrawong Collective Impact program resulted in a partnership approach with relevant government agencies working together to streamline how rubbish is removed in Warrawong and Bundaleer housing estates. The ongoing achievement has resulted in a stronger sense of civic pride and support for regular rubbish removals.

Council's City Centre Team focuses on activating Wollongong's Crown Street Mall, holding regular Safer City Centre Working Group meetings to develop strategies to improve safety and amenity for all Crown Street Mall users. The Working Group delivered a successful initiative to improve outcomes for disadvantaged community members through offering free coffees in a discreet location within the CBD. The initiative provided a space for people to meet, drink coffee together and access services and support mechanisms that might have been more difficult to access in other situations.



Launch of I belong in the Gong campaign 2018



Bellambi Community Safety Group

SECTION 2

Moving forward: the next four years

The Community Safety Plan 2021-2025 outlines Council's commitment to creating a safe and vibrant city and recognises the importance of a 'whole of community' approach to fostering places where people feel safe and well-connected. The Plan has been informed by research and evidence, using information provided through community engagement as well as data from NSW BOCSAR and local Police. Key community safety and crime prevention priorities for Wollongong have been identified and the following Community Safety and Crime Prevention Action Plan sets out our focus for the next four years.

The priorities in the Community Safety and Crime Prevention Action Plan are:

Priority crimes:

- **Property & environment - malicious damage including graffiti**

- **Gendered violence - domestic assault**
- **Anti-social behaviour (ASB) - non-domestic assault (alcohol related) & intimidation, stalking and harassment**
- **Personal property - fraud, steal from motor vehicle, motor vehicle theft**

Priority for community safety:

- **Perceived and actual community safety**

Many of the crimes targeted in the Plan are interrelated. For example, alcohol related assault often goes hand-in-hand with anti-social behaviours. Anti-social behaviours can also include malicious damage and graffiti and theft from a motor vehicle often results in fraud.

The majority of crimes targeted in this Community Safety and Crime Prevention Action Plan have not shown an upward trend over the last five-year period, however they continue to have a significant

impact on the local community. It is recognised that many crimes are under reported to NSW Police, which means crime statistics are not reflective of the real numbers of incidents and the real impact to the community.

Developing strategies and implementing projects that reduce crime and increase the perception of safety will improve the community's feelings of safety, reduce their fear of crime and positively impact on their quality of life.

What do the LGA crime rankings mean?

The NSW BOCSAR rank LGAs in NSW that have populations greater than 3,000. In 2020, NSW BOCSAR reported there are 120 such LGAs.

Rankings are statistical equations that factor in the number of incidents of reported crime against a rate per 100,000 population.

An LGA ranked #1 out of 120 (or close to the top) for any reported crime has the highest incidents of that crime against the population rate.

A ranking for a particular crime that has a larger number indicates a community with fewer reported incidents of that crime per population. Therefore, the larger the ranking number the better.

Community Safety and Crime Prevention Action Plan 2021-2025

1. Priority: Property & Environment

Target offence: Malicious damage including graffiti

Project: Reduce damage to property including graffiti by reducing opportunities for it to occur and making it less rewarding for offenders.
Encourage reporting of malicious damage including graffiti.

Rationale: 9,897 incidents of graffiti were reported to Wollongong City Council's Graffiti Line over the last four years. Wollongong LGA is ranked 61 out of 120 LGAs in NSW*. Hot spot suburbs recorded significantly higher numbers of incidents for malicious damage than the state average*.

Objective: To reduce graffiti and malicious damage.
To increase reporting of graffiti to Council's Graffiti Line.

Lead Agency/partners: Wollongong City Council, NSW Police, NSW Department of Communities and Justice (DCJ), Corrective Services NSW, Wollongong business community.

Expected outcome: Improved perception of safety and pride in place due to a reduction in graffiti across the LGA and in graffiti hot spots.

* Crime profile Appendix 1 NSW BOCSAR (2020)

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
1.1 Assess building development applications against Crime Prevention Through Environmental Design controls to minimise graffiti opportunities	<ul style="list-style-type: none"> Number of development application referrals with graffiti controls completed. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Development Assessment and Certification 	<ul style="list-style-type: none"> All major building development applications are referred by Development Assessment and Certification for Crime Prevention Through Environmental Design assessment.
1.2 Conduct rapid removal of graffiti on Council assets	<ul style="list-style-type: none"> Non-offensive graffiti is removed within a week in the CBD and Special Rates Levy boundary. 100% of offensive graffiti on Council assets is removed within 24 working hours of it being reported. Non-offensive and other types of graffiti across the LGA are removed from Council assets within one to twenty days. 	Ongoing	Special Rates Levy Existing operational budget	<ul style="list-style-type: none"> City Works Community partners 	<ul style="list-style-type: none"> The CBD is free of offensive graffiti every day. All non-offensive or other types of graffiti are removed from Council assets across the LGA.
1.3 Support the removal of graffiti from non-Council assets	<ul style="list-style-type: none"> Record the number of graffiti removal kits provided to asset owners to assist in removing graffiti. Incidents of graffiti given to partner agencies are removed by those agencies. Review and investigate graffiti removal by Council officers to incorporate private fences that face onto Council parks and reserves. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Community Partners Community and government agencies 	<ul style="list-style-type: none"> Asset owners contribute to the removal of graffiti on their own assets. External agencies continue to partner with Council in removing graffiti on non-Council assets. Review of graffiti removal on private fences by Council completed.

Table continues overleaf.

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
1.4 Conduct place-based graffiti prevention projects in graffiti hot spot areas	<ul style="list-style-type: none"> Participate in and promote Graffiti Removal Day. Graffiti reduction and prevention projects are conducted as appropriate. Contract with graffiti prevention education providers to run graffiti prevention programs in identified schools and follow up with mural projects that includes the students. 	Conducted annually	<p>Existing operational budget</p> <p>External funding, when secured</p>	<ul style="list-style-type: none"> Place-based community organisations NSW Police Warner Youth Graffiti and Education Participating schools 	<ul style="list-style-type: none"> Community participates in removing graffiti in their own neighbourhoods. Warner Youth Graffiti and Education Program is contracted. School mural projects are undertaken.
1.5 Participate in arts-based graffiti prevention partnership projects	<ul style="list-style-type: none"> Graffiti prevention murals involving collaborative community input for design are undertaken. Murals to be painted on traffic signal boxes to reduce the incidence of graffiti. 	Ongoing	<p>Existing operational budget</p> <p>Transport NSW funding</p>	<ul style="list-style-type: none"> Cultural Services Community Partnerships and Safety 	<ul style="list-style-type: none"> Graffiti prevention murals are completed. Perception of Safety Survey indicates people feel safer when art replaces graffiti. Traffic signal boxes painted.
1.6 Promote Council's Graffiti Line to report incidents of graffiti and other malicious damage	<ul style="list-style-type: none"> The numbers of reports to Graffiti Line over 4 years has increased. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Wollongong City Council Customer Service 	<ul style="list-style-type: none"> Community reports graffiti using Graffiti Line.
1.7 Conduct community safety audits	<ul style="list-style-type: none"> All customer service requests for community safety audits are investigated. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> NSW Police Community Partnerships and Safety Place-based organisations and communities 	<ul style="list-style-type: none"> To reduce graffiti, place-based organisations and communities request community safety audits.

2. Priority: Gendered violence

Target offence: Domestic assault

Project: Awareness of gendered violence, including elder abuse, is increased throughout the community, and the community are empowered to support victims.
Reporting of domestic assault increases due to campaigns that raise awareness and promote support services in Wollongong.
Education and support relating to elder abuse is promoted.
The ten Child Safe Standards recommended in the Royal Commission into Institutional Responses to Child Sexual Abuse Final Report 2017, are embedded into Council policy and practice.

Rationale: Wollongong LGA is ranked 77 out of 120 LGAs in NSW*
Hotspot areas show significantly higher rates than the NSW state average and double the rate of incidents when comparing with the overall Wollongong LGA*.
Lake Illawarra and Wollongong Police Districts highlight domestic violence as a significant priority crime with Lake Illawarra Police District ranked in the top ten Police Districts for this crime in NSW**. Domestic violence across NSW has increased by over 4% per year over the past two years. Breaches of apprehended violence orders continue to increase in NSW over a ten year period. In Wollongong, breach of apprehended violence orders (domestic violence related) has increased 2% per year over ten years, with a rate mostly above the NSW average*.
There is an awareness elder abuse is rising with challenges surrounding how this is reported and a need to provide support and education to victims and service providers.
The Royal Commission into Institutional Responses to Child Sexual Abuse Final Report was released in 2017. The report included a range of recommendations to make organisations child safe. From these recommendations there have been legislative changes in the way organisations prevent and respond to risk to children, including introduction of ten Child Safety Standards that aim to make institutions safe for children. These standards apply to all government, non-government and community based organisations across NSW.

Objective: Increase reporting of domestic violence assault in the Wollongong LGA.
Provide support for local networks and services in raising awareness about domestic and family violence in Wollongong.
Local networks and the community are more aware about the incidence and support available for elder abuse.
The ten Child Safety Standards are embedded into Council's work practices, creating an environment where risk of harm to children can be better prevented, identified, reported and responded to.

Lead Agency/partners: Illawarra Committee Against Domestic Violence (ICADV). NSW Police, community organisations, local businesses, NSW Office of the Children Guardian.

Expected outcome: Reporting of domestic violence will increase.
Attendance figures for ICADV events will continue to rise.
The community and service providers are educated on elder abuse and how to receive support.
Council's policies and practices meet the ten Child Safe Standards.

* Crime Profile Appendix 1 NSW BOCSAR (2020)

** Lake Illawarra Police District (2020)

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
2.1 Work in partnership with lead agencies that provide support for victims of family and domestic violence to share information and raise awareness about the issue	<ul style="list-style-type: none"> Regular attendance at meetings held by the ICADV. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> ICADV members 	<ul style="list-style-type: none"> The production and distribution of an Illawarra Domestic Violence Services resource showcasing all services available for families in the region. ICADV organised forums and training are scheduled annually.
2.2 Support ending Domestic Violence and Reclaim the Night campaigns	<ul style="list-style-type: none"> Participate in campaigns with the ICADV each year. Reclaim the Night held annually. 	Annually	Existing operational budget	<ul style="list-style-type: none"> ICADV Committee Reclaim the Night Committee 	<ul style="list-style-type: none"> Both campaigns are included in Council's Operational Plan.
2.3 Raise awareness of elder abuse	<ul style="list-style-type: none"> Council attends Prevention of Older Persons Abuse (POPA) meetings. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> POPA members 	<ul style="list-style-type: none"> Awareness-raising campaigns are conducted.
2.4 Council acts as a lead organisation that stands against domestic violence	<ul style="list-style-type: none"> Council's Enterprise Agreement includes the provision for staff to take domestic violence leave to seek support as needed. Council provides access to an Employee Assistance Program (EAP) for staff. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Council Executive 	<ul style="list-style-type: none"> Council as an employer supports staff who are experiencing domestic violence to find safety from the violence. Staff can access the EAP at no cost.
2.5 The ten Child Safe Standards are embedded into Council policies and practices	<ul style="list-style-type: none"> Council completes child safe audit. Child Safe Wollongong Implementation Plan is endorsed. Council establishes ongoing review of child safe practice and implementation of recommendations for child safety. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> NSW Office of the Children Guardian 	<ul style="list-style-type: none"> Child Safe Standards are embedded into Council's work culture, policy and practices, creating an environment where risk of harm to children can be prevented, identified, reported and responded to. Review cycle implemented.
2.6 Council leads the way in creating a child safe organisation and community	<ul style="list-style-type: none"> Council provides support to other organisations to implement the ten Child Safety Standards. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> NSW Office of the Children Guardian Key community service organisations 	<ul style="list-style-type: none"> Community organisations understand the requirements of the ten Child Safe Standards. Community organisations are implementing the ten Child Safe Standards.

3. Priority: Anti-social behaviour (ASB)

Target offence: Non-domestic assault (alcohol related) & Intimidation, stalking and harassment

Project: Opportunities for alcohol related assault are reduced as a result of community education and partnership strategies.
Anti-social behaviours including harassment and threatening behaviour is reduced through the activation of Wollongong Crown Street Mall and other public spaces that are otherwise underused or isolated from regular activity.

Rationale: Wollongong is ranked 63 out of 120 LGAs in NSW, for recorded incidents of non-domestic assault. This ranking shows Wollongong has the highest incidents per capita of all LGAs in the Illawarra. In 2019, 34% of all non-domestic assaults were linked to alcohol*.
Non-domestic assault (alcohol related) and incidents of intimidation, stalking and harassment are densely concentrated in our CBD and have a profound impact on how safe people feel. Both impact local residents, visitors and businesses.
Wollongong is a regional city centre and entertainment precinct, therefore the risks associated with alcohol and strategies to mitigate these need to be considered. The rate of alcohol non-domestic assault is higher in our CBD with 44% of the 258 incidents linked with alcohol*.
The Perceptions of Safety Survey (2017) and Women's Safety Survey (2018), highlighted anti-social behaviour in the Wollongong Crown Street Mall as a concern where many women were experiencing some form of harassment. Only 32% of respondents in the Women's Safety Survey had not experienced some form of harassment**.
For incidents of intimidation, stalking and harassment, Wollongong LGA reported more than 800 incidents to police in 2019*. The rate is lower than the upward trend in NSW, however, this crime is significantly under reported with recent evidence highlighting how the prevalence of harassment is so common that young women perceive it to be normal***.
Multicultural harassment is also an emerging concern for Wollongong LGA****.

Objective: Reduce incidents of alcohol related non-domestic assault.
Reduce the incidents of ASB in the CBD and public places throughout Wollongong LGA.

Lead Agency/partners: NSW Police, Wollongong City Council, Wollongong Liquor Accord, Community Drug Action Team (CDAT).

Expected outcome: Wollongong shows a decreasing trend regarding incidents of alcohol related assaults in the CBD and other hot spots.
People feel safer in the Crown Street Mall and other public places.
Incidents reported and actual ASB are reduced.

* Crime Profile Appendix 1: NSW BOCSAR (2020)

** Women's Safety Survey - Wollongong City Council (2018)

*** Unsafe in the City (Everyday Experiences of Girls and Young Women) Research by Monash University (2018).

**** Wollongong District Police (2020)

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
3.1 Assess Development Applications for liquor licences against Crime Prevention Through Environmental Design Principles	<ul style="list-style-type: none"> 100% of all new liquor licence applications are referred to community safety for comment. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Development Assessment and Compliance 	<ul style="list-style-type: none"> The process for referring new liquor licences against community safety is a standard operating process.
3.2 Respond to requests from NSW Police and the community for alcohol free public places	<ul style="list-style-type: none"> Alcohol Free Zones (AFZ) and Alcohol Prohibited Places are reviewed every four years. All customer service requests relating to alcohol free public places are investigated. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Events and Visual Strategy Infrastructure Systems and Support NSW Police Property and Recreation 	<ul style="list-style-type: none"> All AFZ and Alcohol Prohibited Places are mapped and available on Council's website for the community's information. AFZ's and Alcohol Prohibited Places are re-established where and when appropriate.
3.3 Conduct community safety audits focusing on consumption of alcohol in public spaces	<ul style="list-style-type: none"> All customer service requests for safety audits are investigated. 	As requested	Existing operational budget	<ul style="list-style-type: none"> NSW Police Community Community groups 	<ul style="list-style-type: none"> People acknowledge Council has a role to play in restricting the consumption of alcohol in public spaces.
3.4 Undertake partnerships with CDAT and youth based services to support and promote community development and education programs that target unlawful consumption of alcohol	<ul style="list-style-type: none"> Talking Tactics Together is conducted in public schools. Community resources are produced. Community forums are conducted. 	Ongoing	External funding for CDAT programs if successful	<ul style="list-style-type: none"> Community Drug Action Team (CDAT) Wollongong Liquor Accord NSW Police 	<ul style="list-style-type: none"> Community acknowledges its responsibility in reducing drinking habits of young people.

Table continues overleaf.

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
3.5 Promote and attend Wollongong Liquor Accord meetings	<ul style="list-style-type: none"> Number of meetings attended. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Wollongong Liquor Accord NSW Police 	<ul style="list-style-type: none"> The partnership between Council, NSW Police and Wollongong Liquor Accord is strengthened.
3.6 Continue to support the Night Time Economy Policy	<ul style="list-style-type: none"> Night Time Economy Policy actions developed to promote safe spaces. 	As requested	Existing operational budget	<ul style="list-style-type: none"> Economic Development 	<ul style="list-style-type: none"> Review of Night Time Economy Policy actions reflect community safety needs.
3.7 Monitor and assess events that are not alcohol-free	<ul style="list-style-type: none"> Meet with and assess alcohol management plans for major events that plan to sell alcohol to patrons. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Events team NSW Police Event organisers 	<ul style="list-style-type: none"> Events selling alcohol are well managed and proceed without alcohol related incidents.
3.8 Work in partnership to develop localised place-based strategies to improve safety and amenity in hotspot areas	<ul style="list-style-type: none"> Number of partnership projects and activation strategies. ASB is reduced. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Place-based organisations Place-based Chambers of Commerce Community 	<ul style="list-style-type: none"> Public places in hotspot locations are activated and used by residents.
3.9 Assess building Development Applications using CPTED Principles that encourage valid social activity	<ul style="list-style-type: none"> Number of DA's assessed using CPTED principles. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Development Assessment and Compliance NSW Police 	<ul style="list-style-type: none"> All new building development applications are referred to the Community Safety Team for CPTED assessments.
3.10 Conduct safety audits at facilities and public spaces in hotspot locations	<ul style="list-style-type: none"> All customer service requests for community safety audits to reduce ASB are investigated. 	Ongoing	Existing operational budget	<ul style="list-style-type: none"> Branch Libraries and Community Facilities Sporting clubs and facilities Community NSW Police 	<ul style="list-style-type: none"> Community and partners acknowledge Council's role in reducing ASB.

4. Priority: Personal property

Target crime: Fraud, steal from motor vehicle, motor vehicle theft

Project:	Raise awareness within the community about the types of crime trends targeting personal property for the specific offences of fraud, steal from motor vehicle and motor vehicle theft. Reduction in the number of steal from motor vehicle offences and the correlating fraud offences linked through use of contactless payment systems.
Rationale:	<p>Fraud continues to be one of the major crime categories holding an upward trend in the Wollongong LGA. Wollongong is ranked 57 out of LGAs in NSW, with 1,076 incidents of fraud reported in 2019*. Fraud has trended upward by 3.3% per year for five years and 5.2% per year for ten years*. Many people are unfamiliar with what fraud offences are and feel removed from the risks, however, the risks relate to everyone and have grown as online scams and contactless payment increases opportunities for crime to occur.</p> <p>Steal from motor vehicle is an ongoing prominent problem in our LGA. While the crime trend is stable the rate has shown no improvement over ten years.</p> <p>Wollongong is ranked 30 out of 120 LGAs in NSW with a higher rate than the NSW average*. This crime is significantly under reported and holds a strong connection to incidence of fraud when credit cards are taken which flows on to contactless payment use and 'fail to pay' incidents at service stations.</p> <p>Motor vehicle theft and strategies to educate the community about changing trends is the third offence to focus on in this priority area. Wollongong LGA is ranked 46 for this crime and our rate is higher than the NSW average*. Changing trends towards car keys being targeted increase the risk of this crime.</p> <p>There is some level of complacency related to many of these crimes, where often they have occurred because an owner has not secured their car keys, vehicle or home.</p>
Objective:	<p>Raise awareness within the community about the types of fraud incidents occurring.</p> <p>Raise awareness within the community about the link between steal from motor vehicle and fraud (fail to pay) offences.</p> <p>Identify strategies to minimise the incidents of steal from motor vehicle.</p> <p>Identify strategies to minimise the incidents of 'fail to pay' at service stations.</p> <p>Raise awareness within the community to be more vigilant about securing valuables including their vehicle and home.</p>
Lead Agency/partners:	Wollongong City Council, NSW Police, National Motor Vehicle Theft Reduction Council, community groups and business sector.
Expected outcome:	<p>People are more aware of the frequency of fraud and types of fraud incidents occurring.</p> <p>Incidents of steal from motor vehicle are reduced.</p> <p>Incidents of 'fail to pay' fraud offence are reduced.</p> <p>Incidents of motor vehicle theft from keys being stolen is reduced.</p> <p>People are securing their keys, cars and homes to help reduce fraud, steal from motor vehicle and motor vehicle theft.</p>

* Crime Profile Appendix 1: NSW BOC SAR (2020)

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
4.1 Develop and implement projects that educate the community about fraud offences	<ul style="list-style-type: none"> Research and conduct an audit to identify expert information and assistance available to identify, address, and respond to fraud trends (including scams). Identify strategies to educate the community about ways to minimise the incidence of fraud. 	Ongoing	Existing operational budget and external funding	<ul style="list-style-type: none"> NSW Police Community Partnerships and Safety Team Community Development and Planning Team 	<ul style="list-style-type: none"> Council is aware of the latest fraud trends and has identified key partners to help educate the community. Provide information to Council's partners and community to help reduce incidents of fraud.
4.2 Work in partnership with NSW Police to raise community awareness about the incidence of steal from motor vehicles	<ul style="list-style-type: none"> Identify strategies to educate the community about ways to minimise steal from motor vehicle. Raise awareness about the link between steal from motor vehicle and fraud. Identify specific strategies to help reduce incidents of 'fail to pay at service stations'. Deliver education campaign aimed at reducing steal from motor vehicle offences. 	Ongoing	Existing operational budget and external funding	<ul style="list-style-type: none"> NSW Police Community Partnerships and Safety Team 	<ul style="list-style-type: none"> Provide information to Council's partners and community to help reduce incidents of steal from motor vehicle. Steal from motor vehicle offences are reduced. Incidents of motor vehicle theft is reduced.
4.3 Support education strategies aimed at reducing motor vehicle theft	<ul style="list-style-type: none"> Promote education campaigns that raise awareness about new trends used to steal motor vehicles. 	Annually	External funding	<ul style="list-style-type: none"> NSW Police National Motor Vehicle Theft Reduction Council Community Partnerships and Safety Team 	<ul style="list-style-type: none"> Provide information to Council's partners and the community to help reduce incidents of motor vehicle theft. People are securing their keys, cars and homes to help reduce motor vehicle theft.

5. Priority for Community Safety: Perceived and actual community safety

Project: Feelings of safety by residents across the LGA are improved.

Rationale: The community's perceptions and fear of crime has a major impact on their quality of life and community interaction. The Perception of Safety Survey (2017) showed people have mixed feelings regarding how safe they feel.
Over 60% of people felt safe day and night in both the city and our neighbourhoods. People acknowledged feeling safe in activated places*.
Feelings of being unsafe were attributed to neglected and isolated places and witnessing antisocial behaviour such as aggressive fights to observing drug affected people*.

Objective: To improve the actual and perceived feelings of safety for community.

Lead Agency/partners: Wollongong City Council

Expected outcome: Residents feel safer.

** Perception of Safety Survey - Wollongong City Council (2017)*

Action	Performance Measures	Timeframes	Funding	Partners	Milestones
5.1 Conduct a comparative LGA wide Perceptions of Safety Survey with Wollongong residents	<ul style="list-style-type: none"> Comparative Perceptions of Safety Survey findings are published. Comparison findings show people feel safer where they live, recreate and shop. 	2024	Subject to funding	<ul style="list-style-type: none"> Events and Visual Strategy Community Development and Engagement External consultant 	<ul style="list-style-type: none"> Comparative Perceptions of Safety Survey is completed. Comparative findings of the Perception of Safety Survey provides a benchmark about how the community feels in the public arena.
5.2 Develop and implement projects that reduce residents' concerns	<ul style="list-style-type: none"> Projects that activate public space are developed and implemented. Partner with NSW Police in combined community safety meetings. 	Ongoing	Subject to funding	<ul style="list-style-type: none"> Community Partnerships and Safety Team NSW Police City Culture and Activation 	<ul style="list-style-type: none"> Communities actively participate in the development and implementation of activation projects. Community safety meetings in community settings are conducted.

APPENDICES

Appendix 1: Crime Profile Wollongong LGA Crime Statistics

Information and tables below were created from data retrieved from the NSW Bureau of Crime Statistics and Research (NSW BOCSAR) using their online crime data tools and crime mapping tool in May 2020 (www.bocsar.nsw.gov.au). The data reflects the period from January 2015 to December 2019.

Many crimes in the Wollongong LGA, as with NSW, are either stable or trending downwards.

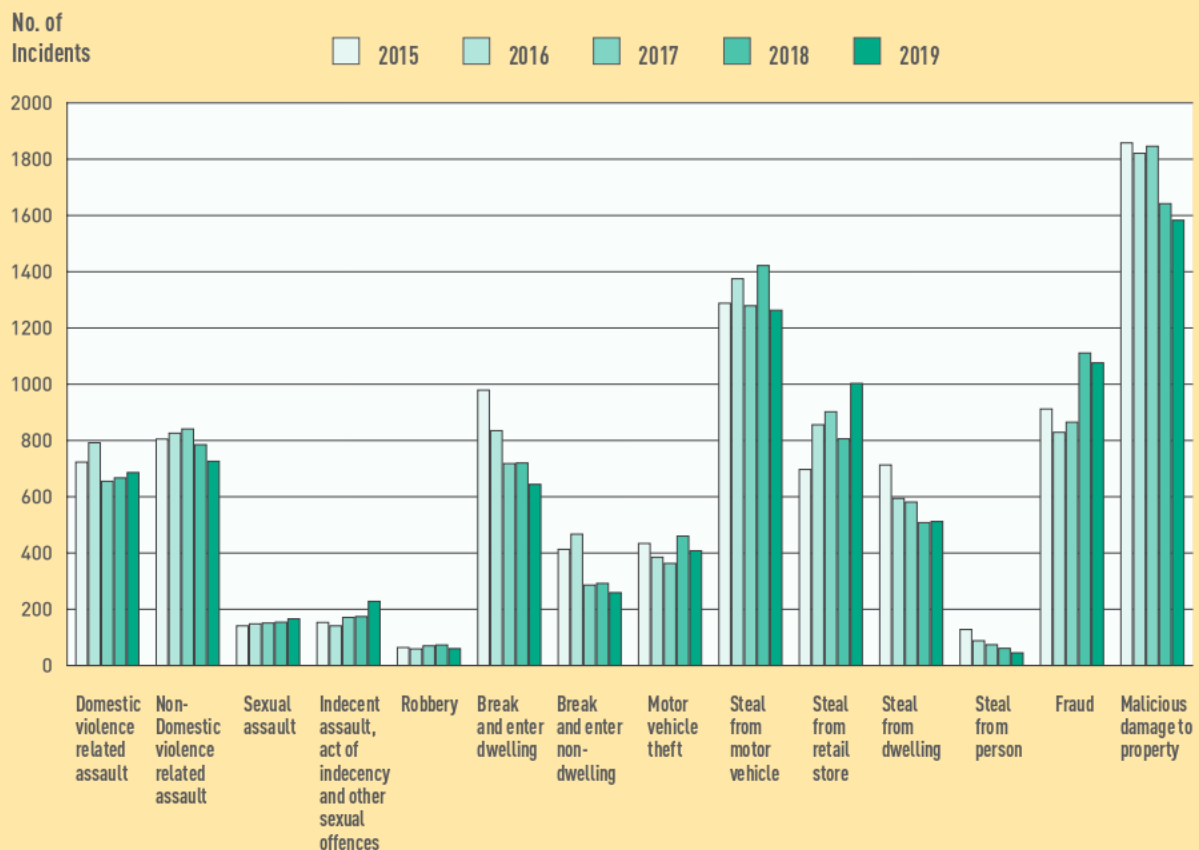


Figure 1: Major crime categories over a five-year period (2015-2019) in Wollongong LGA.

Major Crime Category	Rank 2019
Steal from retail store	18
Steal from motor vehicle	30
Robbery without a weapon	32
Motor vehicle theft	46
Fraud	57
Malicious damage to property	61
Non-domestic violence related assault	63
Steal from dwelling	64
Break and enter dwelling	65
Steal from person	66
Break and enter non-dwelling	73
Sexual assault	74
Domestic violence related assault	77

Table 1: Major Crime Category Rank Table

Table 1 shows the ranking of Wollongong LGA major crime categories in comparison to 120 other NSW LGAs.

The NSW BOCSAR rank LGAs in NSW that have populations greater than 3,000. Rankings are statistical equations that factor in the number of incidents.

Wollongong is ranked within the top 50 positions for:

- Steal from retail store
- Steal from motor vehicle
- Robbery without a weapon
- Motor vehicle theft

The rank provides one perspective to compare against other LGAs. Analysis for such rankings is complex. Wollongong's character, city size, geographic location, laid-back coastal environment and the socio-economic vulnerability of some areas, when combined, can influence crime like retail theft and steal from motor vehicle.

The crime priorities of this safety plan target the following offences. Data has been extracted from NSW BOCSAR to review each offence.

- Malicious damage to property (incl. graffiti)
- Domestic assault
- Non-domestic assault (alcohol related)
- Intimidation, stalking and harassment
- Fraud
- Steal from motor vehicle
- Motor vehicle theft

METHODOLOGY

The following characteristics were considered when reviewing each offence.

General assessment - Review the trend occurrence over a two, five and ten year period, along with comparisons to the NSW trends.

Rank - Review the position of Wollongong LGA compared with the other 120 LGAs in NSW with populations more than 3,000.

Hot spots - Identify hot spot areas where the offence has most commonly occurred.

Time and location - Assess when and where the offence occurs i.e. weekends or weekdays.

Offender & victim details - Review data on both offender and victim incident records.

The data commented on in this crime assessment reports on recorded incidents up until December 2019.

Individual figures given refer to those recorded by NSW BOCSAR in 2019.

Offence 1. Malicious damage to property (including graffiti)

Number of incidents: 1583 Rank Position: 61

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> This crime has been stable for the past two years consistent with the NSW trend. The longer-term declining trend is: <ul style="list-style-type: none"> - 4.8% per year over five years - 6.4% per year over ten years. For Wollongong suburb specifically, crime levels are stable with no downward trends. The data shows Wollongong suburb has a rate more than double the NSW average rate. The total number of reported graffiti incidents to Council over the last four years was 9,897. In 2019 there were 2,825 reported incidents. In 2019, 10.45% (166) of the BOCSAR malicious damage incidents (1583) represented graffiti incidents. This highlights graffiti is a localised crime, predominantly reported to Council rather than NSW Police. 16.9% (267) of recorded BOCSAR incidents for this offence were related to domestic violence. 	<ul style="list-style-type: none"> Wollongong suburb is the largest hot spot area within our LGA. The incident rate in the suburb of Wollongong is more than double the NSW average rate. Other BOCSAR hotspot areas include Woonona, Bellambi, Fairy Meadow, Figtree, Berkeley, Warrawong and Dapto. Hot spot suburbs recorded significantly higher levels of incidents above the NSW state average, with some areas more than double that rate. 	<ul style="list-style-type: none"> Peak time: Saturday 6pm – midnight. When: Incident rates are spread evenly between day and night-time. Night-time is more prevalent over the weekend. - 60% occurred during the week - 40% occurred on the weekend. Where: - 52% (821) residential premises - 18% outdoor public space. 	<ul style="list-style-type: none"> Offenders: 149 offenders were recorded in 2019, relating to 368 incidents. - 77% male offenders - 23% female offenders. The most common age category: - 30% aged 30-39 years - 28% aged 20-29 years - 19% aged 10-17 years. The percentage of juvenile offenders has declined significantly: - 25.9% over two years - 15.6% over five years This is lower than the NSW average. Victims: There was no recorded data on victims for this crime.

Note: There are no crime statistics available on victims for this offence, or alcohol related incidents

- While reports depict a declining incident rate for malicious damage to property our main hot spot area, Wollongong suburb, records incident levels more than double the NSW average rate. This emphasises that the Wollongong LGA incident rate does not reflect what is happening in key hot spot areas where a targeted response is required.

- Incidents of vandalism and graffiti are under reported. Incidents occurring on residential property are more likely to be reported than public property. Factors such as the need to report vandalism to enable access to insurance for repair of damage encourages this reporting.

The difference between Council's online graffiti reports compared with

NSW BOCSAR data highlights how localised this crime is where reporting is made to Council rather than NSW Police. This highlights the importance of promoting Council's Graffiti Reporting Line and graffiti web based reporting as a prevention strategy.

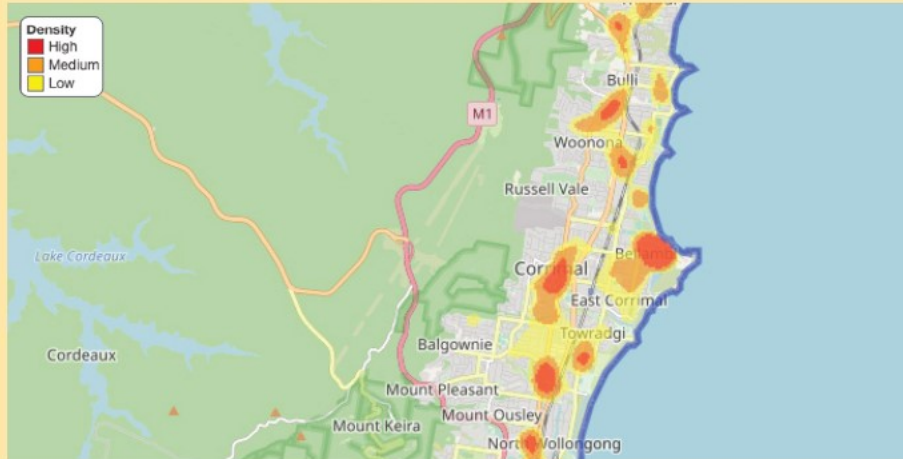


Figure 2: Incident of malicious damage to property from April 2019 to March 2020 Map.

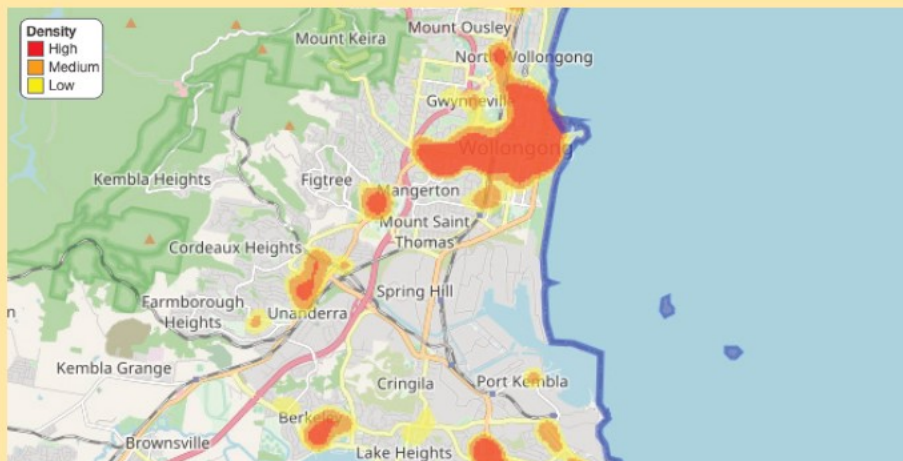


Figure 3: Incident of malicious damage to property from April 2019 to March 2020 Map.

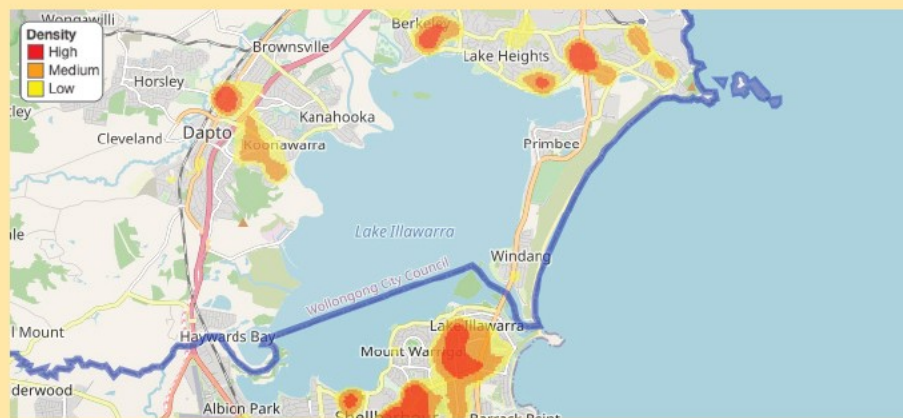


Figure 4: Incident of malicious damage to property from April 2019 to March 2020 Map.

Offence 2. Domestic Assault

Number of incidents: 686 Rank Position: 77

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> The two, five and ten year trend for this crime is stable. Lake Illawarra Police District inform since 2019 it has risen. The rate of offence in Wollongong LGA is just below the recorded NSW average. 30.5% of the domestic violence related incidents were linked with alcohol in 2019. Other offences linked with domestic violence: <ul style="list-style-type: none"> 267 malicious damage to property incidents 371 intimidation, stalking & harassment incidents 445 (90%) domestic violence related against justice procedures (breach apprehended violence orders (AVO) incidents. In Wollongong breach of AVO (domestic violence related) is up 2% per year over ten years, with a rate mostly above the NSW average for each year. Lake Illawarra Police District is rated in the top ten districts across the state for domestic violence. 	<ul style="list-style-type: none"> There are hot spot areas scattered across our LGA. In many of these areas the rate of incidence is much higher than the NSW average. The most significant areas in 2019 were: Berkeley, Warrawong, Koonawarra and Bellambi. The number of incidents remains stable in these specific areas however, in some places the incident rate is more than double our LGA rate and more than 150% of the NSW state average. 	<ul style="list-style-type: none"> Peak time: Friday midday – 6pm Tuesday 6pm – midnight Saturday midday – midnight. When: Summer period – December was the peak month followed by January and February. - 63% occurred during a weekday with half of these happening in daytime - 37% occurred on the weekend with nearly two third of these occurring at night. Where: 87% residential premises. 	<ul style="list-style-type: none"> Offenders: 306 offenders were recorded relating to 478 incidents. <i>76% male offenders</i> <ul style="list-style-type: none"> 34% aged 40 and over 29% aged 20-29 years 25% aged 30-39 years. <i>23% female offenders</i> <ul style="list-style-type: none"> 34% aged 20-29 years 28% aged 40 and over 25% aged 30-34 years. Victims: 752 reported victims. <i>29% male victims</i> <ul style="list-style-type: none"> 46% aged 40 and over 29% aged 20-29 years 25% aged 30-39 years. <i>71% female victims</i> <ul style="list-style-type: none"> 34% aged 20-29 years 33% aged 40 and over 25% aged 30-39 years. 90% of victims were adults and 10% children. 30.5% of events recorded were linked with alcohol.

2019 NSW BOCSAR data retrieved May 2020

- Domestic assault is an under reported crime where successful education campaigns will lead to increased incident reports. While crime trends demonstrate stable levels for Wollongong LGA some hot spot areas, in our most vulnerable locations, have rates double the Wollongong LGA rate and well above the NSW state average. There is also a concerning awareness

of the emerging abuse of elders and the challenges linked with how this crime is reported.

- Domestic violence is a key focus for NSW Police where the implications are far reaching and often result in additional related offences. Accurately demonstrating or understanding the true impact of domestic violence on

our community, both socially and economically, is complex. Keeping domestic violence as a crime priority will help work toward the cultural shift required to aid behaviour change and anchor long term for our community.

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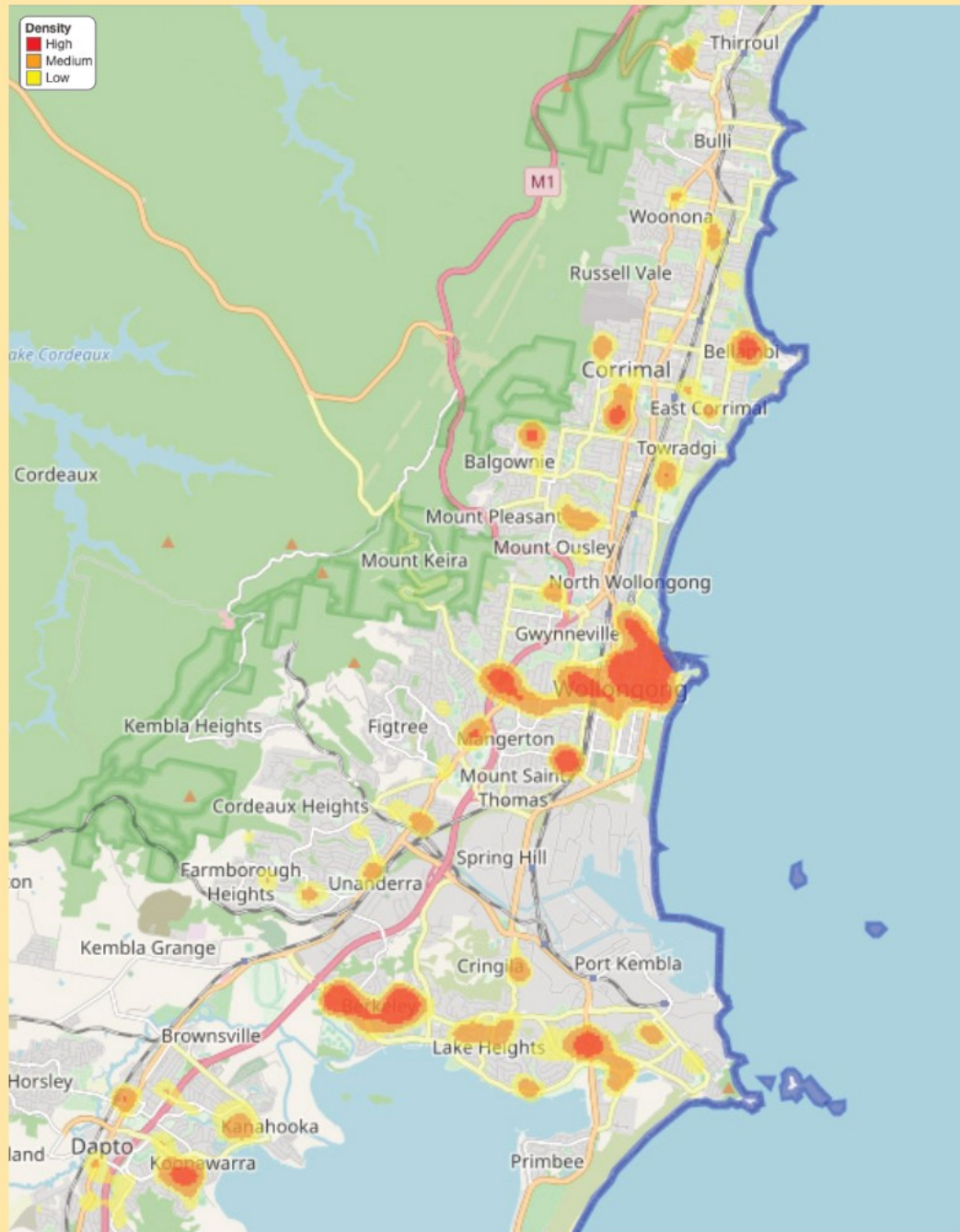


Figure 5: Incident of assault (domestic assault) from April 2019 to March 2020 Map.

Offence 3. Non-domestic Assault

Number of incidents: 726 Non-domestic assault
(247 Alcohol related non-domestic assault)

Rank Position: 63

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> This crime has been stable for the past two years. The longer term declining trend is: <ul style="list-style-type: none"> - 3.4% per year over five years - 4.5% per year over ten years. 36% (258) of these incidents occurred in the suburb of Wollongong, of which 44% (113) were linked with alcohol. 34% of all incidents were linked with alcohol. Alcohol related non-domestic assaults show patterns of decline: <ul style="list-style-type: none"> - 14% per year over two years - Five year trend is stable - 7.8% per year over ten years, to December 2019. The levels of alcohol related non-domestic assaults in Wollongong suburb have remained stable over the past five years, while significant declines have occurred beyond the five year trends. The rate of alcohol related non-domestic assault in Wollongong LGA continues to decline mirroring the NSW declining trend. 	<ul style="list-style-type: none"> Non-domestic assaults occur in hot spot areas primarily situated in and around town centres. Wollongong suburb, as our CBD, is our predominant area of concern. Other hotspot locations include; Dapto, Warrawong, Bellambi, Port Kembla, Unanderra and Berkeley*. These suburbs have seen a decline in this category over the last two years in line with BOCSAR and NSW Crime figures*. Bottle shops have been highlighted as an area of concern by NSW Police. 	<ul style="list-style-type: none"> Peak time: In 2019 the most common times were: Saturday 6pm - midnight Wednesday midday - 6pm Sunday midnight - 6am. When: Summer period - December through to March was the peak time. February had the highest monthly recorded incidents. Where: Alcohol related non domestic incidents occurred: 34% licenced premises 26% road/street/footpath 25% residential premises. 	<ul style="list-style-type: none"> Offenders: 130 reported offender events relating to 234 incidents. <i>70% (130) male offenders</i> - 32% aged 40 and over - 26% aged 20-29 years - 19% aged 10-17 years. <i>30% (55) female offenders</i> 36% (20) were juveniles aged 10-17 years with the remainder spread relatively evenly across all female age groups. 22% of incidents were young people under 18. 33% (78) of incidents were linked with alcohol. The juvenile offenders were not linked with alcohol. Offender incidents of alcohol related assault have declined 5.4% per year over a ten year period. Victims: 821 reported victims. <i>64% (528) male victims:</i> - 37% (195) aged 40 and over - 26% (139) aged 18-29 years. <i>36% (292) female victims:</i> - 34% (98) aged 40 and over - 29% (85) aged 18-29 years. 36% of all victims were aged 40 and over. 42% of adult victims were linked with alcohol.

2019 NSW BOCSAR data retrieved May 2020

* Lake Illawarra Police District

- Despite some long-term trending of alcohol related assault declining, the attraction of town centres, late night venues and bottle shops will continue to hold risks associated with alcohol.

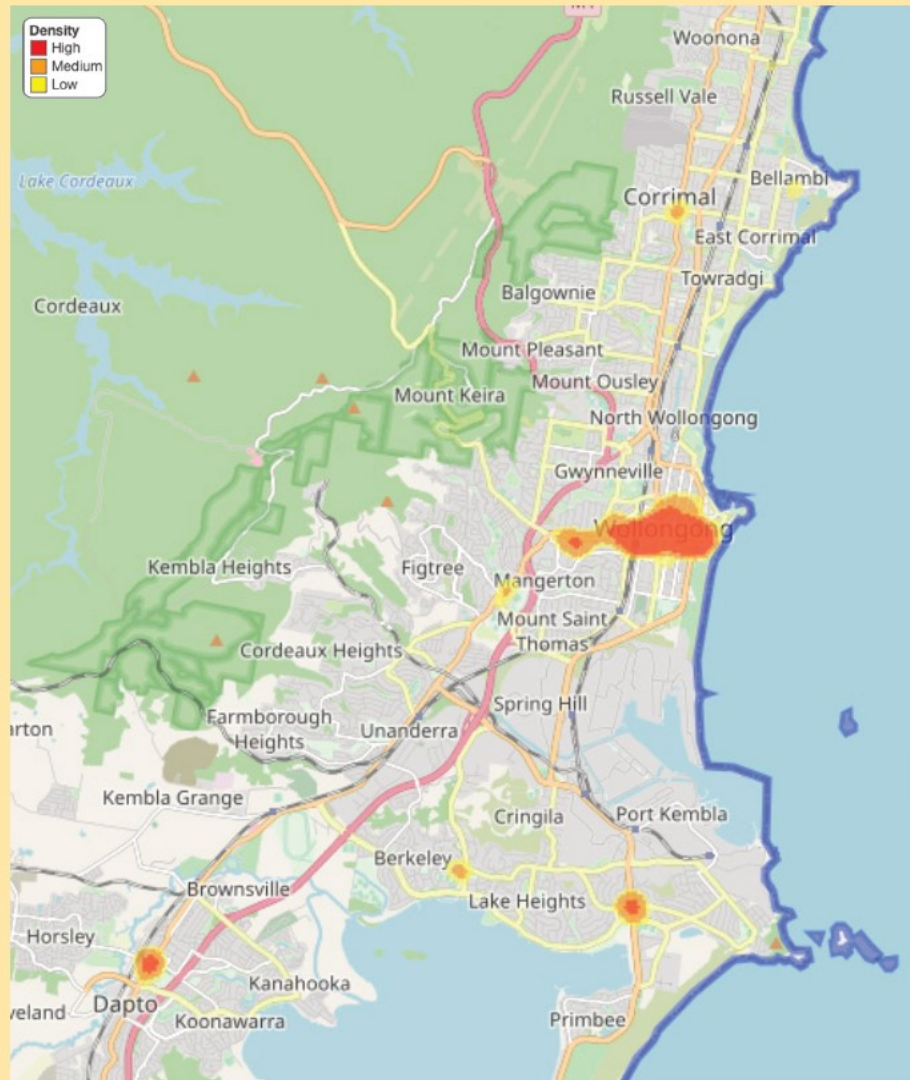


Figure 6: Incident of assault (non-domestic assault) from April 2019 to March 2020 Map.

Offence 4. Intimidation, stalking and harassment

Number of incidents: 827

Rank Position: Not available

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> This crime has been stable over two, five and ten years. 19% of incidents were linked to alcohol. 45% of incidents were related to domestic violence. Wollongong is below the state average with 384.6 incidents for rate per 100,000 compared with the NSW rate per 100,000 at 442.8 incidents. NSW has seen incidents increase in the last two years. 	<ul style="list-style-type: none"> There are no hot spot maps to indicate where reported incidents occur. A significant proportion of incidents occurred in residential premises. Wollongong CBD, other town centres, transport hubs, and education institutions; through number of people transiting; can have a higher risk of ASB occurring. The Perceptions of Safety survey (2014 and 2017) and Women's Safety Survey (2018) identified Wollongong CBD as an area where people experience or are fearful of harassment and ASB. 	<ul style="list-style-type: none"> Peak time: Midday - 6pm Friday followed by Tuesday, Wednesday and Monday were the peak days in 2019. When: - 69% occurred on a weekday - 31% occurred on the weekend. 58% of weekend incidents occurred at night with 44% linked to alcohol. 70% of weekday incidents occurred in the day with minimal link recorded with alcohol. There were slightly more incidents reported over the summer months. Where: 65% residential premises 11% road/street/footpath. 	<ul style="list-style-type: none"> Offenders: 344 offender events relating to 460 incidents. - 82% (282) male offenders - 18% (62) female offenders. Offenders age spread relatively evenly from 20 years and above for both male and female. 9% of offender incidents were linked with alcohol. 20% of offender incidents were linked to domestic violence. Victims: 34% (291) male victims - 47% (201) aged 40 and over 64% (543) female victims - 37% (201) aged 40 and over. 11% of victims were under 18 years of age. 16% of victim incidents were linked with alcohol. 47% of victim incidents were linked with domestic violence.

2019 NSW BOCSAR data retrieved May 2020

There are no rank positions or hotspot maps available for this crime.

- Anti-social behaviour encompasses a broad set of behaviours impacting public safety and how a person experiences a public place. Many of these behaviours are exacerbated when linked with alcohol and other drugs.
- The rate of ASB including intimidation, stalking and harassment along with alcohol related non-domestic assault are more concentrated in our CBD.

As a regional hub, an entertainment precinct, gateway to a major University, and a tourist destination, risks associated with ASB can have long-term implications.

- Strategies that encourage reporting and help make it more difficult for unacceptable behaviour to occur will create an inclusive space where people will want to return.

- Results from Council's Perceptions of Safety Surveys and the Women's Safety Survey identified ASB as a crime affecting them and they were less likely to report this to NSW Police.

Offence 5. Fraud

Number of incidents: 1,076 Rank Position: 57

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> This is a major crime category for Wollongong LGA with a growing long-term trend: <ul style="list-style-type: none"> - 3.3% per year over a five year period - 5.2% per year over ten year period. The NSW crime trends show stability for two and five years with a ten year rising trend of 2.8% per year. While the Wollongong crime trend is growing our rate per 100,000 population is 498 which is below the NSW rate of 656.3. 	<ul style="list-style-type: none"> There are no hot spot maps available for incidents of fraud. NSW Police advise there is a growing trend of 'fail to pay' offences at service stations. Service stations are therefore potential hot spot areas. This type of crime is broad and can also occur online challenging the notion of having a hot spot area. 	<ul style="list-style-type: none"> Peak Time: Monday midday - 6pm. When: <ul style="list-style-type: none"> - 59% occurred in the day - 41% occurred at night. 72% of incidents occurred during the week with 66% of these in the daytime. 28% occurred over the weekend with 59% of these occurring at night. Between 50-77 incidents occurred per month, relatively consistent for the twelve months. July and September were peak months in 2019 with 77 incidents occurring in each month. Where: <ul style="list-style-type: none"> - 50% residential premises - 37% retail or wholesale premises. 	<ul style="list-style-type: none"> Offenders: 173 offenders were recorded relating to 203 incidents. 76% male offenders <ul style="list-style-type: none"> - 71% (122) male offender - 29% (51) female offender. Offenders age spread relatively evenly from 20 years and above for both male and female. Victims: While victim data is not available anecdotally many fraud offences result from stolen credit cards. Steal from motor vehicle is a common offence that can lead to incidence of fraud. Victims of steal from motor vehicle, who have their credit cards stolen, are potential victims of fraud.

2019 NSW BOCSAR data retrieved May 2020

There are no rank positions or hotspot maps available for this crime.

- Fraud, and the types of crime associated with it, is growing in NSW. Many people are not familiar with or educated about fraud trends or targeted scams that may affect them.

Offence 6. Steal from motor vehicle

Number of incidents: 1,263 Rank Position: 30

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> Ranked 30th place this crime is Wollongong's second highest ranking in comparison with other LGAs. This crime continues to be significant and an ongoing problem in many areas across our LGA. Crime levels have remained relatively stable for Wollongong over the past 10 years, while the NSW trend has shown a five and ten year downward trend. The Wollongong rate per 100,000 population is 584.5, higher than the NSW average of 478. This crime is opportunistic. Anecdotally 50% of steal from motor vehicle incidents occur when the owner has left the vehicle unlocked with items in the car. Despite the opportunistic nature of this crime, areas and streets are targeted by offenders to check for unlocked vehicles. 	<ul style="list-style-type: none"> This crime occurs across our LGA from Helensburgh to Windang. Areas showing higher density on the hot spot map in 2019 include: Bulli, Woonona, Corrimal, Bellambi to Towradgi, Wollongong, Dapto, Warrawong, Port Kembla, Primbee, Windang, Koonawarra and Mount Ousley. This crime is under reported. Many victims leave vehicles open, sometimes only small items are taken, influencing their decision to report this crime. 	<ul style="list-style-type: none"> Peak time: Tuesday midnight – 6am Tuesday 6am – midday. This crime occurs sporadically and at all times. When: <ul style="list-style-type: none"> - 65% occurred during a weekday - 35% occurred on a weekend. Nights were more common on the weekend (68%). Weekday incident times occurred evenly across day and night-time. This crime is mostly consistent across all months. March and October recorded the highest incidence rate in 2019. Where: <ul style="list-style-type: none"> - 45% residential location - 33% outdoor public place - 15% car park. 	<ul style="list-style-type: none"> Offenders: 37 offenders events relating to 52 offender incidents. - 81% (30) male offenders - 19% (7) female offenders. 20% juvenile offenders aged 10-17 years. This crime is often opportunistic. Anecdotally 50% of steal from motor vehicle incidents occur when the owner has left the vehicle unlocked and items in the car. Victims: There is no data available on victims.

2019 NSW BOCSAR data retrieved May 2020

- Steal from motor vehicle has been a consistent crime in the Illawarra for the past ten years. Approximately 50% of incidents occur when the owner has left the vehicle unlocked with items inside.

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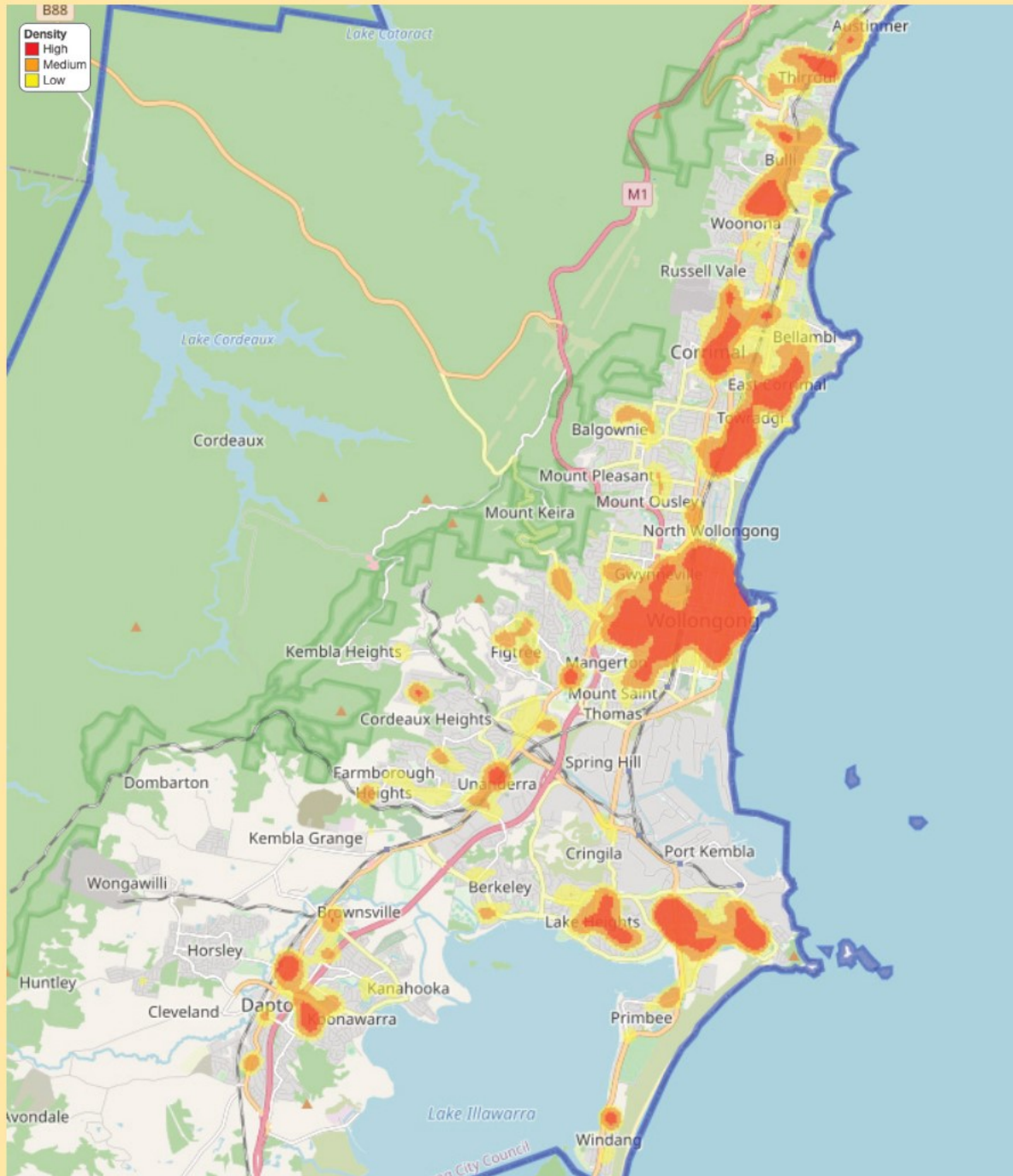


Figure 7: Incident of theft (steal from motor vehicle) from April 2019 to March 2020 Map.

Offence 7. Motor vehicle theft

Number of incidents: 408 Rank Position: 46

General	LGA Hot Spots	Incident times	Offenders & Victims
<ul style="list-style-type: none"> This is the fourth highest ranking crime for Wollongong in comparison with other LGAs. This crime is declining. The declines for Wollongong LGA are: <ul style="list-style-type: none"> - 10.9% per year for 2 years - Five year trend is stable - 4.1% per years for 10 years. The declines for NSW are: <ul style="list-style-type: none"> - Two year trend is stable - 2.4% per year for five years - 5.7% per year for ten years. <p>The rate per 100,000 population for Wollongong in 2019 was 189.8, placed slightly higher than NSW at 168.2.</p>	<ul style="list-style-type: none"> Wollongong LGA has been selected by the National Motor Vehicle Theft Reduction Council (NMVTRC) over the past two years to initiate a community education campaign based on Wollongong being flagged as a hotspot area for this crime. Car keys are being targeted and stolen from homes with the intention to steal motor vehicles. 	<ul style="list-style-type: none"> Peak time: Wednesday 6am – midday Followed by: Saturday midday – 6pm Sunday midnight – 6am Monday midnight – 6am. When: <ul style="list-style-type: none"> - 62% occurred during the week, evenly spread across day and night. - 38% occurred on the weekend with 64% of these happening at night. <p>In 2019 June had the highest recorded incidents although levels are relatively consistent across all months.</p> Where: <ul style="list-style-type: none"> - 43% residential location - 34% outdoor public place - 14% car park - 5% retail/wholesale premises. 	<ul style="list-style-type: none"> Offenders: 87 offenders events were recorded, relating to 93 incidents. <ul style="list-style-type: none"> - 78% (68) male offenders - 22% (19) female offenders. 89% adult offenders 11% juvenile offenders. Victims: There is no data available on victims.

2019 NSW BOC SAR data retrieved May 2020

- The number of cars being stolen in NSW has generally reduced; however Wollongong LGA is ranked within the top 50 LGAs for this crime. The growing trend is that car keys are being targeted from within a person's home. There is some level of complacency linked to this crime where often an owner has not secured their vehicle or home and keys are left on bench tops, hooks and in cars.

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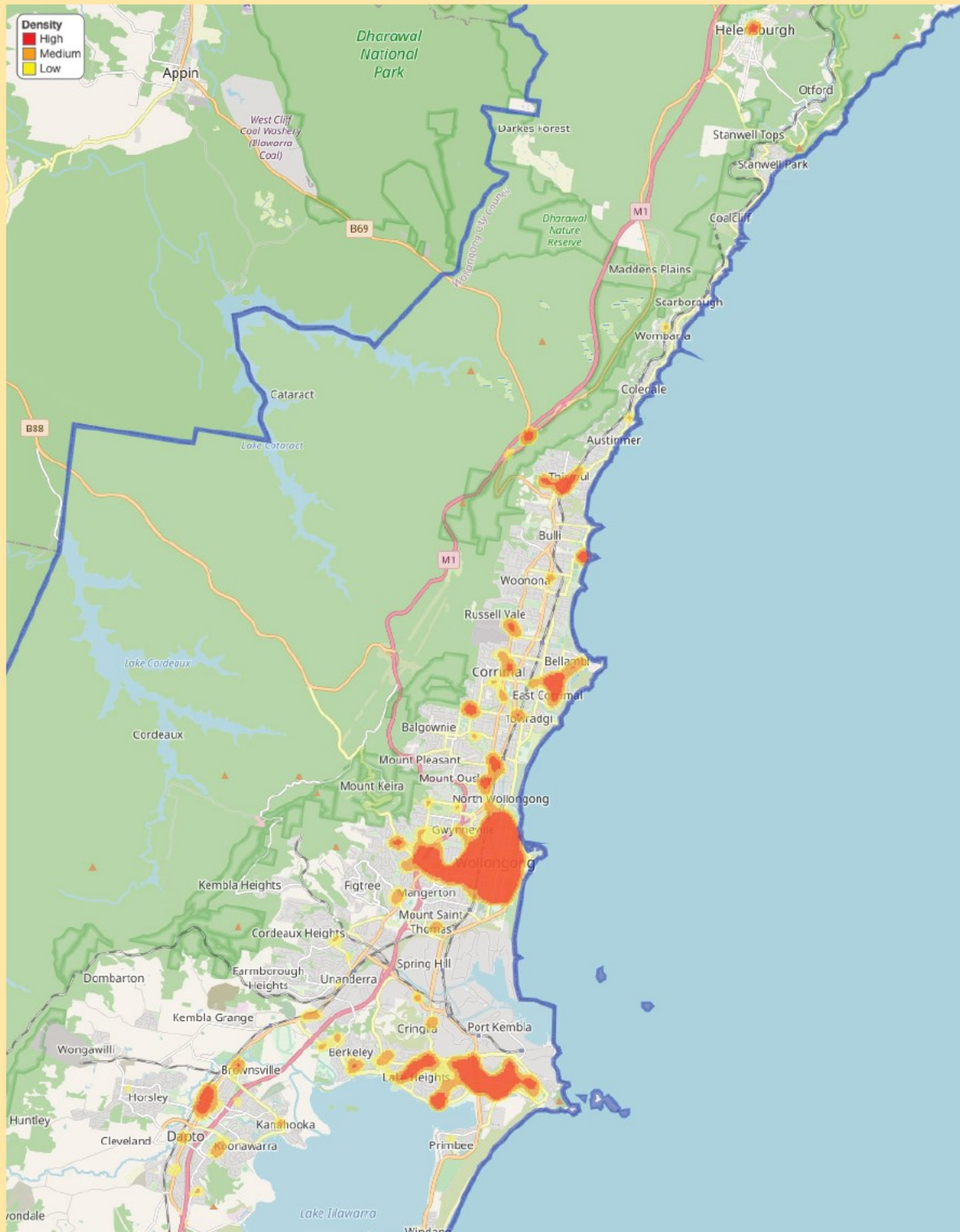


Figure 8: Incident of theft (motor vehicle theft) from April 2019 to March 2020 Map.

Appendix 2:

Demographic profile for Wollongong LGA

The table below (unless noted otherwise) provides data about people living in the Wollongong LGA, based on the Australian Bureau of Statistics Population and Housing 2016 Census. The information is delivered and maintained by the census data service .id profile.

Who We Are	
Number of People	203,630 usual resident population (100,542 males and 103,087 females).
Age Distribution	<p>Median age 39 years.</p> <p>In 2016:</p> <ul style="list-style-type: none"> • 24.3% of the population was aged between 0 and 19 (24.5% in NSW) • 14.2% were aged 20-29 years (13.5% in NSW) • 25.3% were aged 30-49 years (27.2% in NSW) • 18.6% were aged 50-64 years (18.4% in NSW) • 17.7% were aged over 65 years (16.2% in NSW) <p>The largest changes in age structure in Wollongong between 2011 and 2016 were in the age groups:</p> <ul style="list-style-type: none"> • 66 to 69 (+ 1,715 persons) • 55 to 59 (+ 1,588 persons) • 20 to 24 (+ 1,085 persons) • 85 and over (+ 995 persons).
Diversity: Cultural Identity, Place of Birth, Language Spoken at Home	<p>A total of 5,348 people identified as either Aboriginal or Torres Strait Islander, representing 2.5% of the total population.</p> <p>21.5% of Wollongong's population were born overseas and 16.3% were born in a non-English speaking (NES) country with the dominant NES countries being China, North Macedonia, Italy, India and Germany.</p> <p>16.8% spoke a language other than English at home with the most common languages other than English spoken at home being:</p> <ul style="list-style-type: none"> • Macedonian 2.3% (4,764 persons) • Italian 1.8% (3,675 persons) • Mandarin 1.5% (3,048 persons) • Arabic 1.4% (2,873 persons) • Greek 0.8% (1,714 persons) • Spanish 0.8% (1,578 persons) • Serbian 0.7% (1,422 persons).

Table continues overleaf.

Who We Are	
Income Distribution	<p>Household income is an important indicator of socio-economic status. The amount of income a family generates is linked to a number of factors: the number of workers in the household; the percentage of people unemployed or on other income support benefits, and the type of employment by the household members.</p> <p>The median household income was \$1,339 per week which was \$147 less than the NSW median, with 20.8% of Wollongong total households classed as low income (earning less than \$650 per week), compared to 17.8% in NSW.</p> <p>Median household incomes ranged from a low of \$750 in the suburb of Warrawong to a high of \$2,299 in the suburbs of Stanwell Park, Stanwell Tops, Coalcliff and surrounds.</p>
Housing	<p>In 2016:</p> <ul style="list-style-type: none"> • 33.4% of the population fully owned their dwelling. • 29.8% were purchasing i.e. have a mortgage. • 26.5% were renting. • 8.5% were experiencing mortgage stress. • 34.8% were experiencing rental stress.
Family Structure and Household	<p>In 2016:</p> <ul style="list-style-type: none"> • 30.2% of families were couple families with child(ren). • 23.9% couples without children. • 11.5% one parent families. • 24.3% lone person households. <p>Between 2011 and 2016 the largest changes of household types were:</p> <ul style="list-style-type: none"> • Couples with children +896 • Couples without children +438 • Lone person households +280.
Employment and Workforce	<p>Wollongong's workforce is comprised of 55.2% full time workers and 36.1% part time workers.</p> <ul style="list-style-type: none"> • In 2016, 7.1% of Wollongong's labour force was classed as unemployed compared to 6.3% in New South Wales. • A total of 23.2% of Wollongong's labour force main occupation areas were professionals, 14.8% are technicians and trades workers and 13.6% are clerical and administrative workers. • A total of 15.6% of Wollongong's labour force aged 15-25 years were classed as unemployed. <p>A quarter, (25.5%) of Wollongong's labour force lives outside the LGA and consequently must commute from another LGA to Wollongong.</p>

Table continues overleaf.

Who We Are	
People with needs for assistance due to disability and carers	56.4% of the population reported needing assistance with core activities whilst 13.3% of people provided unpaid care.
Access to the Internet	In 2016, 76.6% (compared with 71% in 2011) of Wollongong's households had an internet connection compared to 78.2% in NSW. Internet connection varied from a low of 55% in Warrawong to a high of 91.3% in Cordeaux Heights, Mt Kembla and Kembla Heights.
Educational Attainment and Qualifications	In Wollongong 23.9% of people were attending an educational institution. 8.1% were in primary school, 6.2% in secondary school and 6.9% in a tertiary or technical institution. 50.8% of the population identified as having a formal qualification (vocational, advanced diploma, diploma or bachelor's degree or higher).
Homelessness	In 2016 it was estimated there were 816 homeless persons in the LGA*.
University	In 2019, there were 35,660 students enrolled at the University of Wollongong with 20,042 domestic students and 15,618 international students**.
Tourism	In the one-year period from July 2018 to June 2019 the annual average travel statistics for Wollongong: <ul style="list-style-type: none"> • 3.2 million domestic day trip travel • 80,527 international visitors • 1.76 million International visitor nights with an average stay of 21.8 nights***.

*Australian Bureau of Statistics, 2018

**University of Wollongong 2020

***.id Community Demographic Resources 2020

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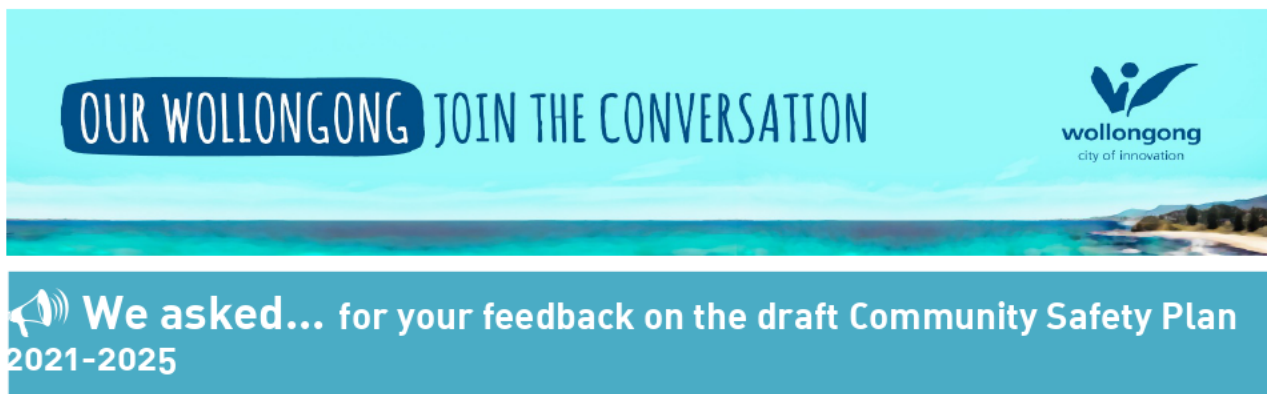
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Here is a snapshot of what you said and what we did with your feedback.

Property and Environment

You said: you wanted to reduce the amount of graffiti on property and make it harder to place graffiti on property.

We did: We listened and thought conducting graffiti prevention projects in the locations with the highest levels of graffiti would be a great mitigation tool.

You said: Encourage people to report graffiti.

We did: Promotion of Council's Graffiti line consistently

Gendered Violence

You said: You wanted more awareness and reporting in terms of gendered violence

We did: Work collaboratively and in partnership with lead agencies to raise awareness and share information

You said: You would like to be more educated on how to support elder abuse and more information on how this is promoted

We did: Work collaboratively with campaigns such as Reclaim the Night, and support available for ending domestic violence

Anti-social Behaviour (ASB)

You said: You would like more opportunities for alcohol related assault to be reduced

We did: Council will promote and attend Wollongong Liquor Accord meetings

You said: ASB to be reduced through the activation of public places

We did: forming partnerships to develop strategies to improve safety in these hotspots

Personal Property

🗣️ **You said:** Raise awareness about the several types of crime trends for: Fraud, Steal from motor vehicle, Motor vehicle theft

▶▶ **We did:** Develop and implement projects that better educate the community about fraud offences and work with BSW Police to raise community awareness about steal from motor vehicle.

Perceived & Actual Community Safety

🗣️ **You said:** You wanted to feel safe as residents in this community

▶▶ **We did:** Led 'Perceptions of Safety' surveys at the beginning of the year, developed & Implemented projects that reduce resident's concerns