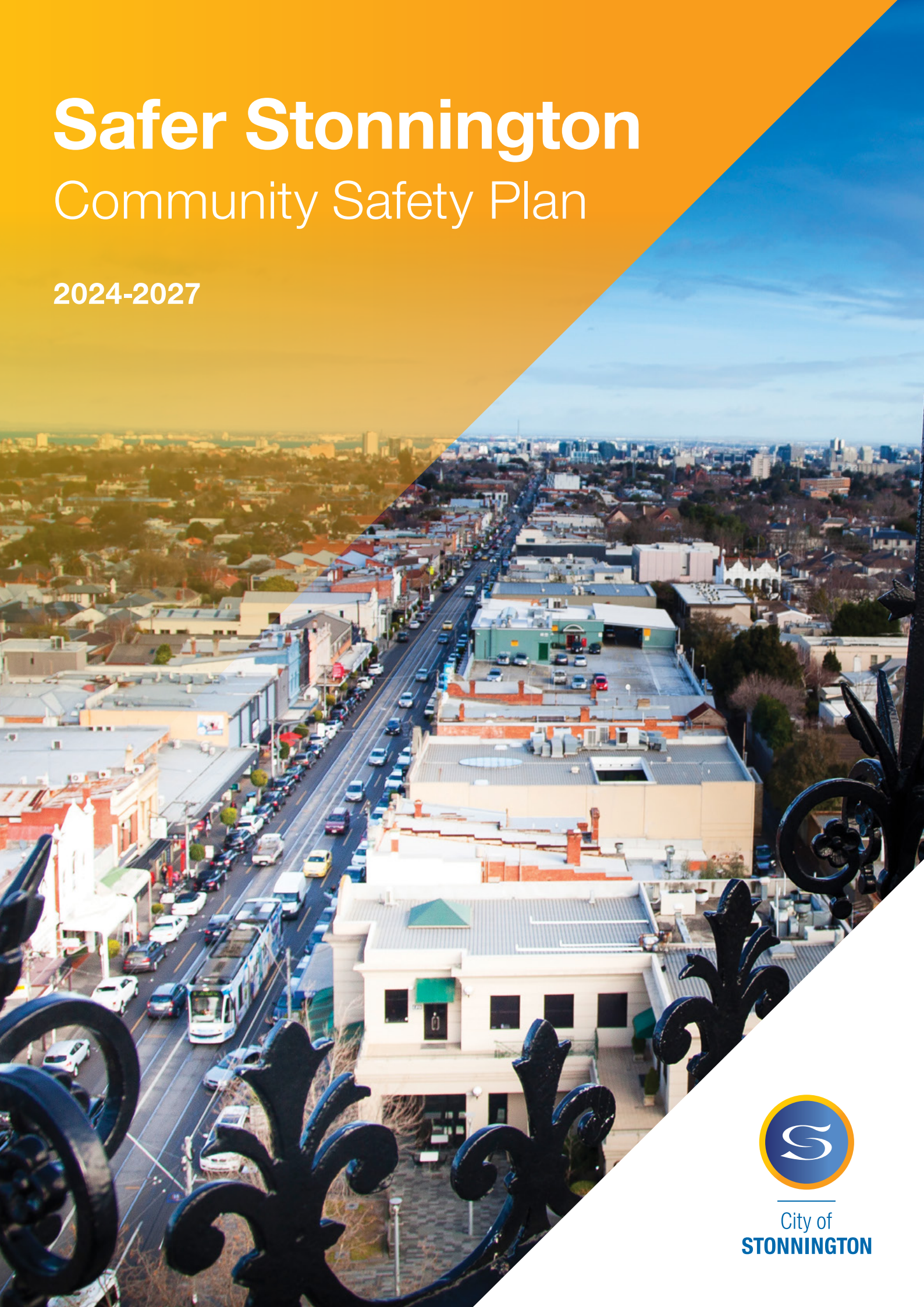
# Safer Stonnington

## Community Safety Plan

**2024-2027**



City of
STONNINGTON

# Acknowledgment of Traditional Custodians

We acknowledge that we are on the Traditional Lands of the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past and present.

We extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.



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BOOTS & SHOES
IRONMONGERY
CLOTHING

# Purpose

**Everyone has the right to feel safe and respected. When people feel safe at home and in public, they are more likely to take part in community life.**

Community safety is a shared responsibility. All levels of government, agencies, businesses, community service organisations and residents have a role to play. Within this, there are specific obligations for Council including the coordination of local laws, public health, safe design and crime prevention at the local level is a fundamental role.

Community safety involves more than preventing injury, violence and crime. It is also about increasing wellbeing by building strong, cohesive communities.

Safer Stonnington outlines how we will work with our community and partner agencies to make Stonnington a safe and welcoming city for everyone. Through this plan, we aim to create safe environments and connected neighbourhoods, encourage safe behaviours and respectful relationships and respond to emerging issues. We will focus on building partnerships and community capacity to make this happen.

## How this plan was developed

Safer Stonnington was developed based on research and engagement with community and key stakeholders.

**This included:**

- research to identify contemporary, best practice community safety planning approaches
- analysis of key data including demographic information, wellbeing data and crime statistics
- examination of Council's current mechanisms for planning and managing community safety including governance structures, partnerships, and processes for determining priorities, developing initiatives and monitoring effectiveness
- consideration of known community safety issues in Stonnington, and concerns raised by community through consultation for the development of the Council Plan 2021-25 and Health and Wellbeing Plan 2021-25, and through community safety surveys and Community Safety Committee meetings
- interviews, meetings and workshops with Council staff, community members and groups, service providers, business owners, Victoria Police, and other key stakeholders to identify and confirm local issues, priorities, gaps, and opportunities
- community consultation in October 2023 included a combination of forums and pop-ups in parks, libraries, community centres and shopping strips, and feedback via email correspondence and submissions
- consultation with Council Advisory Committees, attendance at 'Meet your Councillor' sessions, an online survey and 'pin it' map.






City of
STONNINGTON


INTAGLIO
Coffee
with
a Cop
Coffee
WITH A COP
Join us for a coffee
and conversation
A chance to ask questions, voice concerns
and get to know your local police.
HERE TODAY
MALVERN
CENTRAL

# Background

## What is community safety?

Community safety is about making sure people can feel and be safe in their homes and neighbourhoods, on and near roads and in public spaces. The community safety landscape is complex and comprised of many elements that together affect safety.

To guide our approach, we have grouped key community safety elements into four priority areas. In practice, we recognise there is significant overlap in all four areas.

### People

perceptions of safety
home safety
community cohesion
violence
criminal behaviour
antisocial behaviour
risky or harmful behaviour
cyber safety
population groups at higher risk*

### Place

public and open spaces
community facilities
precincts
CCTV and surveillance
public amenity
graffiti and vandalism
lighting
roads
footpaths
rough sleeping
access to drugs, alcohol, tobacco and gambling opportunities

### Planning

policy and law reform
local laws
crime prevention planning
emergency management
environmental design
permits and licencing
community engagement
data management
line advocacy

### Partnerships

agency connections
joint initiatives
funding opportunities
Victoria police
Crime Stoppers
community services
businesses
Victorian government
Neighbourhood Watch

**We acknowledge that no group is homogenous; however, perceptions of, and actual safety may be experienced differently by young people, older people, women and girls, members of the LGBTIQA+ community, people with a disability, Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people experiencing mental ill health, people who are socially and economically disadvantaged and people who are experiencing homelessness or living in insecure housing. In some instances, individuals experience more than one of these factors (e.g. a young woman from a culturally diverse background), compounding their individual experience of both real and perceived safety.*



## Our role

Everyone is responsible for community safety, including all levels of government, community organisations, business owners and community members. Together with our partners, we are committed to making our city safe and enjoyable for everyone.

Local governments play an important role in promoting safety and preventing crime at the local level. Like all councils, we develop and enforce local laws, provide services, support marginalised or at-risk groups, create safe public places and infrastructure, inform and engage with the community and advocate for funding and outcomes that support local safety.

The goal is to reduce criminal and antisocial behaviour, enhance road safety, ensure public places are designed to be safe and encourage positive use. This requires different types of experts, including police, social workers, engineers, landscapers, developers and policy specialist to work together to find and implement solutions.

## Community safety: A shared responsibility

### Federal government

**National frameworks**

- national law enforcement
- national security and terrorism
- legislation and national strategies
- emergency management
- health funding

**Responsible bodies**

- Council of Australian Governments (COAG)
- Australian Federal Police (AFP)
- Australian Institute of Criminology (AIC)

### State government

**Whole of state functions**

- police, fire and ambulance services
- justice system and prisons
- hospitals
- emergency management
- major roads
- public transport
- child protection
- planning controls and frameworks
- social housing
- liquor licensing

**Legislation and strategy**

- human rights
- public health
- road safety
- mental health
- family violence

### Local government

**Regulatory controls**

- local laws
- disaster management
- waste management
- vehicle parking
- animal management
- land use planning (planning permits)
- local roads

**Infrastructure and amenity**

- lighting
- public and open space planning and infrastructure
- roads, footpaths and cycling infrastructure
- graffiti removal
- safe city CCTV

**Planning and policy**

- local policy and strategy
- partnership or direct delivery of local programs
- community engagement
- public information and education

### Local agencies

Prahan Housing Office, Launch Housing, Better Health Network, Alfred HOPS, VicPol (local branches), Salvation Army, HeadSpace, Women's Health in the South East (WHISE), Orange Door.

### Community

- reporting crime, threatening or suspicious behaviour to police
- reporting safety concerns to police, Crime Stoppers, Council, and other relevant organisations
- looking after themselves and their property (for example, locking doors and windows, not leaving items on display in cars, using D locks to secure bikes)
- looking after neighbours
- being respectful of others
- respecting public spaces and community assets
- disposing of waste appropriately
- being responsible pet owners


BURGERTORY
Chapel St
72
31

# Strategic context

**Safer Stonnington 2024-27 aligns with the strategic directions of Future Stonnington (incorporating the Community Vision 2040 and Council Plan 2021-25) and the Health and Wellbeing Plan 2021-25. There are also many other plans, policies and strategies across Council which support community safety.**

## Community Vision 2040

**'Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Walking the tree lined streets, we pay respect to the influence of the Nation's First Peoples, past and living, on a modern, sustainable and interconnected way of life that supports the good health and wellbeing of all. Welcome to Stonnington 2040.'**

## Council Plan 2021-25

**DIRECTION 01**
A thriving and unique place

**DIRECTION 02**
An inclusive and healthy community

**DIRECTION 03**
A people-centred and future ready city

## Health & Wellbeing Plan

Cultural Diversity Action Plan
Disability Inclusion Action Plan
Ageing Well Action Plan*
Children, Youth & Families (Birth-25) Action Plan*
LGBTIQA+ Action Plan

**Safer Stonnington 2024-27**

## Supporting strategies

Road Safety Strategy
Transport Strategy
Place-Led Economic Development Strategy
Public Realm Strategy
Public Open Space Plan
Cycling Action Plan
Walking Action Plan
Graffiti Management Strategy
Domestic Animal Management Plan

## Operational policies and frameworks

General Local Law 2018
Stonnington Planning Scheme
Road Management Plan
Municipal Emergency Management Plan
Homelessness Protocol
CCTV Policy
Child Safe Standards
Licensed Premises Policy

** Currently in development*

# Strategic alignment in detail

Our Council Plan 2021-25 is focused on three strategic directions which represent our broad aspirations in achieving the community's vision for Stonnington 2040: A safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Safer Stonnington delivers on several action areas under Directions 1 and 2 of the Council Plan.

## DIRECTION 1
### A thriving and unique place

**1.3 Pride of place and character**

» Provide safe, inviting, accessible and well-maintained streetscapes, neighbourhoods and public realm, as defined by our community to promote pride of place and improved health and wellbeing outcomes.

**1.4 Active transport and connected community**

» Deliver safe and connected active transport networks within and through Stonnington.

» Ensure accessible and safe transport infrastructure and services for all ages.

## DIRECTION 2
### An inclusive and healthy community

**2.2 Diverse, inclusive and safe**

» Create a safe and resilient community for everyone who lives, works and visits Stonnington.

» Promote gender equality and respect to drive positive social change, prevent family violence and all forms of violence against women.

» Create public spaces and places that are inclusive and accessible to everyone regardless of age, gender, ability, culture, sexuality and personal circumstance.

» Support our culturally and linguistically diverse community members to feel valued, included, respected and able to access services they need.

**Our Health and Wellbeing Plan 2021-25 identifies the health and wellbeing needs of our community and how we respond to these.**

**Safety is one of the three key priority areas of the Health and Wellbeing Plan (1. Healthy and Well, 2. Respectful and Safe and 3. Connected and Supported).**

**This acknowldedges that a fair, equal and safe community promotes good health and well being.**



## PRIORITY 2: Respectful and safe

### A thriving and unique place

| Outcomes we want to see | What we will focus on |
|---|---|
| **Equity and respect are thriving in our community** | » increasing understanding of gender stereotype and challenging our community to be more equitable and respectful<br>» embedding equality and respect in services, programs, planning and places<br>» reducing unintended and structural barriers that drive discrimination and marginalisation. |
| **Our community is a safer place for everyone** | » preventing all forms of violence, including violence against women and children<br>» creating places that improve safety, crime prevention and perceptions of safety<br>» increasing safety for children in our community<br>» reducing injury caused by falls and road trauma. |
| **Harm from alcohol, gambling, tobacco, and other drugs is reduced in our community** | » increasing understanding of the harm caused by alcohol<br>» creating environments that support low-risk alcohol consumption<br>» facilitating access to harm reduction services and supports<br>» advocating for reduced access to alcohol, gambling, tobacco, and other drugs. |

The various action plans associated with the Health and Wellbeing Plan 2021-25 consider population groups who typically experience poorer health and wellbeing or face additional barriers to participation. These groups can also be at greater risk of harm or feel less safe due to previous/lived experience, which must be considered in community safety planning.

## Supporting strategies

There are many other strategies across Council which support community safety, mostly through the lens of creating safe and inviting public places, including streets, roads, paths, activity precincts, community facilities and open spaces. Safer Stonnington considers the directions and activities of these supporting strategies as existing and ongoing commitments.

# Our city

**The City of Stonnington is in Melbourne's inner south-east, alongside the Yarra River, taking in the suburbs of Armadale, Kooyong, Malvern, Malvern East, Prahran, Toorak and parts of Glen Iris, South Yarra and Windsor. Stonnington is primarily residential with a mix of housing ranging from high density apartment living to large family homes and from public and social housing to some of Melbourne's most expensive properties.**

Stonnington has some commercial, industrial, office and institutional land uses and is well serviced by public transport with train, tram, and bus routes. Despite Stonnington having the second lowest amount of open space out of all Victorian local government areas, it has a variety of significant parks, reserves and open spaces including Central Park, Victoria Gardens, Como Park, Princes Gardens, Grattan Gardens, Windsor Siding and Prahran Square.

The city is also home to large activity precincts including Chapel Street (Prahran, Windsor and South Yarra), Glenferrie Road (Malvern), High Street (Armadale), Toorak Road (South Yarra and Toorak), Hawksburn Village and Chadstone Shopping Centre which service the local community and attract visitors from across Melbourne, interstate and internationally.

## Community profile

The estimated resident population in 2022 was 106,310, with a population density of 4,147 persons per square km. Our population is projected to grow to 137,725 by 2036.

Our community is wonderfully diverse with residents from 120 countries who speak 90 different languages, one of the largest LGBTIQA+ communities in Victoria and more than 4,000 people who need assistance due to disability. We have a rich indigenous history and recognise the valuable contributions made by all Aboriginal and Torres Strait Islander peoples in our community.

In 2021, the City of Stonnington had lower proportion of children (under 18) and a higher proportion of persons aged 60+ than Greater Melbourne, with the largest age group being between 25 and 29 years. Stonnington also has a higher percentage of lone person households (37.3%) compared to Greater Melbourne (23.7%) and Victoria (24.7%).

Overall, Stonnington residents experience a high standard of living with almost 4 percent (3.8%) of residents earning $3,000 to $3,499 per week, almost double Greater Melbourne (2%). Over a third of the population (38%) earn less than $1,000 per week, lower than Greater Melbourne (53.5%).

# Stonnington community profile

## Demographic profile

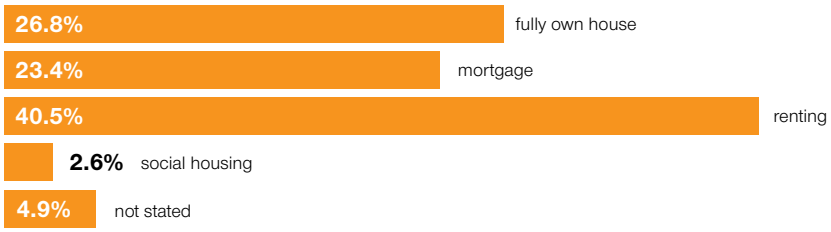
**Residents:**
106,310

**Density:**
4,147 persons per square km

**Median age:** 37

**Household income:**
$2,310 median per week

## Home ownership




## Households

Average household size = 2.03



18.5% couples with children

25.3% couples without children

5.9% one-parent families

7.9% older couples without children

37.3% single-person households

74.6% medium and high-density housing

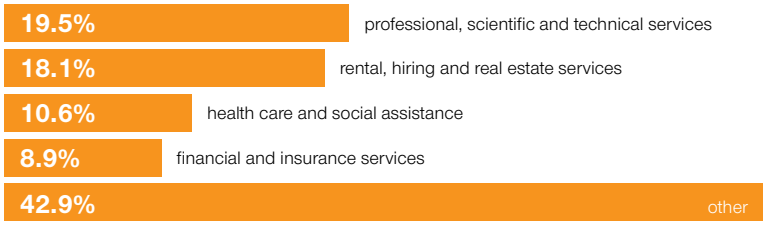
## Economy

Employed residents = 66,316

Local jobs: 66,530 / Largest employers:




Local businesses: 17,848 / Industry types:




## Fast facts




22.2% speak a language other than English at home



15.9% of people volunteer



16% do not own a car

Source: Profile i.d. (Online information tool which provides local demographic, economic, housing and population forecast data for Stonnington.)


DRAPERY CLOTHING
IRONMONGERY
BOOTS & SHOES
GROCERY

# Engagement summary

**To inform the development of Safer Stonnington, we sought community feedback and stakeholder input to understand current and emerging needs, challenges, expectations and areas of opportunity.**

This process commenced with individual and group interviews with:

- Council staff from a broad range of work areas
- Council's Community Safety Committee (which includes representatives from Council and Victoria Police)
- HousingVic (Department of Families, Fairness and Housing)
- Victoria Police
- Better Health Network (formerly Star Health)
- Alfred Health
- Chadstone Shopping Centre
- Salvation Army
- Launch Housing
- Youth Voice (committee run by Better Health Network, formerly Star Health)
- Stonnington Disability and Access Committee
- Stonnington LGBTIQA+ Advisory Committee.

In addition, community and stakeholder feedback from several other sources have been factored into this plan. These include:

- community engagement results obtained for the development of related strategies including the Health and Wellbeing Plan 2021-25, Walking Action Plan 2022, and Road Safety Strategy 2018-22
- results from previous community safety surveys initiated by Council
- findings from the YourGround online mapping project conducted in 2021 by Monash University, XYX Lab and CrowdSpot
- Stonnington data from the Victorian Population Health Survey 2020
- community comments and feedback submitted to the Community Safety Committee in the past year (2022/23).

Themes and opportunities which emerged from the consultations are summarised in the following section informed development of the Draft Safety Plan.

During October 2023, further consultation was undertaken to confirm direction of the draft Plan and refine the actions. This included a community forum, pop-ups at parks, community centres, libraries and shopping strips, attendance at Meet your Councillor forums, engagement with community Advisory Committees and Stonnington Liquor Forum, an online survey and pin it map. Submissions were also invited.

## How are we responding to community safety concerns now?

Safety issues directly impact the confidence of people to fully participate in community life. While this Action Plan identifies new opportunities to enhance safety, there is an existing and substantial body of ongoing work, including core business operations and existing programs which contribute to the safety of our city. Key safety concerns and current actions are detailed in Appendix 1.

In summary, Council's current actions are focused on:

**planning** – building an evidence base to support advocacy, priorities, safety initiatives and funding applications

**partnerships** – with Victoria Police and emergency services, government and local agencies, community groups, residents and traders, acknowledging that all play a role in safety with different responsibilities and jurisdictions

**crime** – on the street and in the home (e.g. cybercrime, thefts, burglaries, opportunistic crimes, and family violence)

**addictive behaviours** (alcohol and other drugs, gambling, and vaping)

**people** – acknowledging that some groups are at greater risk of real or perceived crime (e.g. people who are - younger, older, have a disability, experiencing mental ill health, homelessness, family violence and gambling harm and women and girls and members of the LGBTIQA+ community)

**places and spaces** – safety can be compromised by the design and layout of public places and spaces (parks, gardens, streets, laneways, footpaths) and the activities occurring in commercial and entertainment precincts and residential neighbourhoods).

### What we know:

an adequate evidence base is critical to support advocacy, identify priorities, inform initiatives, and support funding applications.

there is a lack of clarity regarding the responsibility and jurisdiction for safety related issues (e.g. Council, Police, Housing, Health etc)

cybercrime is increasing and resulting in financial, physical, psychological, emotional and social harm

the lifetime risk of harm from alcohol is higher in Stonnington than the State average and causes more chronic disease and deaths than many illicit drugs

antisocial and criminal behaviour associated with intoxication and substance abuse affect real and perceived safety, and amenity

gambling can take many forms with harm increasing as the risk of problem gambling increases. The more severe the gambling problem the more likely it is to lead to crime

almost double the number of Victorian adults reported vaping in 2022

safety is not experienced equally by all members of our community

reports of family violence in Stonnington increased by 8.6% between 2022 and 2023

theft from motor vehicles is high and ongoing

criminal incidents increase by almost 9.3% in 2023 with most incidents occurring on streets, laneways, and footpaths, followed by house, unit or apartment and retail and shopping centres

inadequate lighting, narrow footpaths, footpath obstructions (bikes, scooters, street dining, rough sleeping/personal belongings) and poorly signed infrastructure works can affect real and perceived safety, particularly for older people and people with disability

safety concerns in commercial precincts vary according to the precinct and include thefts from retail premises, homelessness, begging, congregation, intoxication, drug use, antisocial and threatening behaviour, excessive noise and reduced amenity

in 2023, residential properties were the second top location for recorded crime offences in Stonnington.

# What we will do

We will work towards achieving a safer Stonnington though actions focused on four priorities, acknowledging that some actions overlap more than one priority.

| | |
|---|---|
| Priority 01: **PEOPLE** | **Encouraging safe behaviours and community connections, recognising the unique needs of different population groups.** |
| Priority 02: **PLACE** | **Creating a safe and well-maintained physical environment so that people can engage in community life and explore our city with confidence.** |
| Priority 03: **PLANNING** | **Developing integrated, evidence-based approaches with strong governance frameworks to respond to current and future needs.** |
| Priority 04: **PARTNERSHIPS** | **Working collaboratively with local agencies and community to identify solutions to complex issues and address safety concerns.** |

## Action Plan Key

| Priority | |
|---|---|
| People | |
| Place | |
| Planning | |
| Partnership | |

| Cost | |
|---|---|
| Low $0-$50k | $ |
| Medium $50-$250k | $$ |
| High > $250 | $$$ |

| Timeframe | |
|---|---|
| Year 1 | ●○○ |
| Year 2 | ●●○ |
| Year 3 | ●●● |
| Ongoing | —● |

# Action plan

| | Action | Priority/s | Timeframe Funding Cost | Output Measures | Impact Measures |
|---|---|---|---|---|---|
| 1 | Work with Victoria Police Neighbourhood Policing to establish a Local Safety Committee and deliver an annual safety forum for residents to connect and raise issues with Victoria Police and Council. |  | ●○○ Existing $ | » local Safety Committee established<br>» annual Community Safety forum conducted<br>» number of community members who participate in Safety forum<br>» safety priorities identified | » improved community satisfaction<br>» improved perceptions of community safety<br>» improved community wellbeing |
| 2 | Develop Safer Design Guidelines, toolkits, and training that highlight vulnerability of women, girls, people with disability, LGBTIQA+, First Nations and cultural groups to build internal capacity to improve safety, surveillance and crime prevention in public spaces and places. |  | ●●○ New $ | » Safer Design Guidelines and toolkit developed<br>» Crime Prevention Through Environmental Design (CPTED) training delivered | » safer public spaces<br>» reduction of crime in public places<br>» improved sense of safety |
| 3 | Support identification and monitoring of emerging issues through:<br>» reviewing and promoting the Connect Stonnington Community Safety submission portal<br>» reviewing and releasing the CCTV assessment tool with information and application forms for installation of street cameras or the temporary deployment of the CCTV trailer<br>» reviewing outcomes of the Neighbourhood Policing Local Safety Committee and annual community safety forums<br>» investigating the capacity to gather data from telephone, email and online reporting including Snap Send Solve. |  | ●●● Existing $ | » Connect Stonnington Community Safety portal refreshed and relaunched<br>» CCTV assessment tool updated and posted to Council website<br>» CCTV deployment request form posted to website<br>» emerging safety issues identified | » more informed community<br>» improved community satisfaction<br>» community reassurance |

| | Action | Priority/s | Timeframe<br>Funding<br>Cost | Output Measures | Impact Measures |
|---|---|---|---|---|---|
| **4** | Monitor the impact of the decriminalisation of public intoxication on the safety of residents, businesses and visitors and, where required, advocate for services to meet new and emerging needs. |  | ●○○<br>**Existing**<br>**$** | » number and type of issues identified<br>» submissions made<br>» advocacy undertaken | » intoxicated people adequately supported |
| **5** | Determine key safety indicators, such as local crime data, and commence data collection to identify emerging issues, provide comparison with Greater Melbourne, and to inform advocacy, funding applications and safety campaigns. |  | ●○○<br>**Existing**<br>**$** | » data sets established<br>» priority crime and safety concerns identified<br>» safety campaigns and initiatives developed | » safer streets and neighbourhoods |
| **6** | Develop a valid sample size, methodology and standard Community Safety Survey to bi-annually monitor perceptions of safety and provided comparison over time. |  | ●○○<br>**New**<br>**$** | » new community safety survey developed<br>» survey administered and evaluated every two years<br>» priority safety issues identified | » survey participants feel heard, and their input valued |
| **7** | Analyse Council data (e.g. sensor camera data) alongside information from Salvation Army Street Team, Community Safety Committee, Emergency Services, Public Transport Victoria and Crime Statistics Agency to inform the Chapel Street Transformation project. |  | ○—●<br>**Existing**<br>**$** | » opportunities identified for implementation | » improved precinct amenity<br>» improved sense of safety |

| Action | Priority/s | Timeframe Funding Cost | Output Measures | Impact Measures |
|---|---|---|---|---|
| **8** Support community awareness campaigns and develop fact sheets, workshops and forums as appropriate to address current and emerging resident concerns and enhance personal safety on topics such as:<br>» preventing theft from motor vehicles/securing your home and belongings<br>» cyber safety including online scams, fraud, women's online presence, bullying<br>» child safety, e.g. car restraints, home safety, poisons, water safety; etc<br>» Community Safety Month; Scams Awareness Week; Coffee with a Cop and Know your Neighbour<br>» Ride to Work, Walk to School Days, etc<br>» risks associated with vaping. |  | <br>Existing<br>$ | » number and type of awareness campaigns delivered<br>» campaign reach (numbers and target audiences) | » reductions in criminal incidents (related to the campaign)<br>» improved community confidence<br>» improved community wellbeing |
| **9** Strengthen partnerships with local and regional support services including Orange Door, Women's Health in the South East (WHISE) and South Eastern Centre Against Sexual Assault (SECASA) to monitor emerging issues and opportunities for collaboration. |  | <br>Existing<br>$ | » emerging issues identified and monitored<br>» program and partnership initiatives developed | » strengthened partnerships and collaboration |
| **10** Ensure businesses have access to information and strategies to support their safety concerns (thefts, vandalism, break and enters, burglaries, homelessness, alcohol, and drugs). |  | <br>Existing<br>$ | » type and number of resources produced and distributed | » improved business confidence and satisfaction |

| Action | Priority/s | Timeframe<br>Funding<br>Cost | Output Measures | Impact Measures |
|---|---|---|---|---|
| **11** Develop a Community Safety Q&A or other information resources to help the community understand the responsibilities of Council, police, and other agencies; and to inform consistent messaging, responses, referral, and management of community safety issues (thefts, burglaries, homelessness, requests for CCTV) by the responsible lead agency. |  | ●○○<br>**Existing**<br>**$** | » Q&A developed, posted to website, and promoted<br>» safety issues reported to the responsible agency | » improved satisfaction<br>» faster response times |
| **12** Conduct a Mental Health first aid workshop for businesses, community organisations and residents to help raise awareness and equip with practical skills. |  | ●●○<br>**Existing**<br>**$** | » Mental Health First Aid Workshop delivered | » participant skills and confidence enhanced<br>» vulnerable individuals supported<br>» community awareness |
| **13** Review feedback from community safety submissions, surveys, and other consultations to inform and prioritise future infrastructure upgrades in streets, laneways, parks and open spaces. |  | —●<br>**Existing**<br>**$** | » infrastructure upgrades identified and prioritised<br>» works scheduled<br>» number/type of upgrades completed | » safer streets<br>» improved sense of safety<br>» reduction in crime |
| **14** Explore a late night drop off/pick up zone in the Chapel Street entertainment precinct to enhance patron and pedestrian safety in the precinct. |  | ●●○<br>**New**<br>**$$** | » feasibility completed and next steps identified | » improved patron safety |
| **15** Monitor the impacts of the State Government lifting the freeze on late night liquor licences and advocate for measures to minimise harm. |  | —●<br>**Existing**<br>**$** | » number and type of issues identified<br>» crime rates<br>» ambulance attendances<br>» input into review of Ministerial Guidelines (2024) | » entertainment precinct amenity<br>» patron safety and wellbeing |

| Action | Priority/s | Timeframe Funding Cost | Output Measures | Impact Measures |
|---|---|---|---|---|
| **16** Trial the Rough Sleeping Operating Protocol to minimise obstructions in commercial precincts to support pedestrian safety. |  | Existing<br>$ | » number of times the Operating Protocol was activated<br>» effectiveness in managing footpath obstructions | » pedestrian safety improved<br>» perceptions of safety improved<br>» amenity maintained |
| **17** Revise Guidelines, Terms and Conditions and Agreements (hire, licence, use, occupancy and seasonal) to ensure they provide clear guidance regarding the service, sale and consumption of alcohol, and gambling and alcohol sponsorship and promotion. |  | Existing<br>$ | » gambling and Alcohol guidelines, terms and conditions developed | » hirer and user compliance<br>» gambling and alcohol harms reduced<br>» health and wellbeing improved |
| **18** Support local sporting clubs to participate in 'Love the game, not the odds' to discourage sports betting and break the link between gambling and sport. |  | Existing<br>$ | » number of clubs targeted<br>» number of clubs participating in the campaign | » link between sport and gambling reduced<br>» community health and wellbeing improved |
| **19** Collaborate with State and local health services and neighbouring Councils to monitor vaping data, develop resources and strategies to cease the uptake of vaping and share best practice to coordinate efforts and advocate for stronger regulations and legislation to control vaping products.<br>Deliver face-to-face education to tobacco retailers regarding the sale and promotion of vaping products, regulation and enforcement. |  | Existing<br>$ | » number of partnerships established<br>» strategies (e.g. campaigns) developed<br>» number of education sessions conducted<br>» number of warnings/ infringement notices issued | » reduction in vaping<br>» reduction in availability of vaping products<br>» improved community health and wellbeing |
| **20** Undertake a strategic review of the Community Safety Camera (CCTV) network to ensure it is meeting its objectives and operational needs, and is providing value on investment. |  | ●●○<br>New<br>$ | » Community Safety Camera Network review complete<br>» recommendations and emerging needs identified<br>» responsibilities and ongoing resourcing confirmed | » user (Victoria Police) satisfaction<br>» network effectiveness (i.e. number of crimes solved, quality of footage for investigative purposes)<br>» return on investment<br>» enhanced perceptions of safety in relevant precincts |

| Action | Priority/s | Timeframe<br>Funding<br>Cost | Output Measures | Impact Measures |
|---|---|---|---|---|
| **21** Support measures to improve safety for at risk groups, including older people, people with disability, young people, LGBTIQA+ people, women and girls, people experiencing homelessness, neurodiverse people, people experiencing family violence, Aboriginal people and culturally and linguistically diverse people. |  | ●●●<br>**Existing**<br>**$** | » issues identified.<br>» number and type of measures implemented | » enhanced perceptions of safety<br>» improved wellbeing |
| **22** Deliver a community information session in partnership with Police, Crime Stoppers and Neighbourhood Watch to clarify roles and responsibilities and explore the establishment of local Neighbourhood Watch groups. |  | ●○○<br>**Existing**<br>**$** | » information session delivered<br>» Local Neighbourhood Watch group explored | » community awareness raised<br>» perceptions of safety enhanced |
| **23** Invite Police to attend Council advisory committees (e.g. Disability and Access Committee and LGBTIQA+) annually to discuss safety concerns and identify opportunities to improve communication and reporting. |  | ●●●<br>**Existing**<br>**$** | » annual attendance at Advisory Committee meetings<br>» concerns raised and discussed | » communication with vulnerable groups enhanced<br>» crime reporting by vulnerable groups increased<br>» enhanced confidence |
| **24** Review and refine internal information sharing, reporting and monitoring process to ensure safety concerns are referred to the correct department and that the resident/business/visitor is kept informed of progress/outcomes. |  | ●○○<br>**Existing**<br>**$** | » internal reporting processes reviewed<br>» flow charts established | » reporting streamlined<br>» communications and closing the loop improved<br>» perceptions of safety improved |
| **25** Advocate to the State Government for on site management and wrap around services at Housing Victoria properties to support the health, wellbeing, safety and amenity of tenants and neighbouring residents. |  | ●●●<br>**Existing**<br>**$** | » on stie support available | » tenant support enhanced<br>» surrounding resident complaints reduced<br>» precinct safety enhanced |





# Monitoring and evaluation

**Safer Stonnington – Community Safety Plan 2024-27 sets the direction of our key safety actions over the next three years.**

Key measures will include the results of Council's biennial Community Safety Survey, issues raised through the Connect Stonnington community safety submission portal and annual safety forum and changes in crime data.

Implementation of the Plan will be monitored with input from the Community Safety Committee and adjusted as required in response to emerging issues and changing safety priorities.

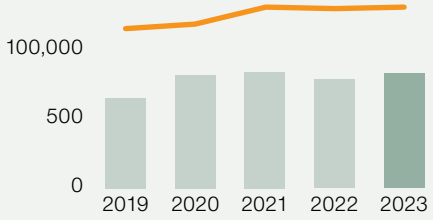
A progress report will be presented to Council annually.

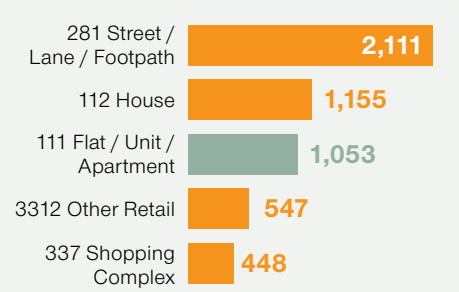
# Appendix 1 – Current safety issues and actions

| Issues | What's the concern | What we're doing |
|---|---|---|
| **Planning** | Having an adequate evidence base to support advocacy, priorities, safety initiatives and funding applications. | » convening bi-annual Community Safety Committee meetings with representatives from Victoria Police and Council services including local laws, economic development, community planning, youth services, transport and parking, city operations, landscape planning, city futures, planning compliance and risk<br>» conducting a biennial Community Safety Survey – to deliver longitudinal data that strengthens understanding of safety needs<br>» conducting liquor licence and gaming venue planning permit assessments to manage cumulative impacts and amenity and minimise harm<br>» monitoring policy reforms and impacts including decriminalisation of sex work (stage one effective 10 May 2022) and public intoxication (effective 7 November 2023); and the removal of the late-night freeze that restricted liquor licenses after 1am in response to alcohol related harm and crime in inner Melbourne (effective 1 July 2023) and advocating to address these<br>» advocating for responsive services, funding, and resources to address existing, new, and emerging community safety concerns. |
| **Partnerships** | Lack of clarity for the community regarding responsibility and jurisdiction for safety related issues. (i.e. Police, Council, housing, health etc.). | » partnering with Police and local agencies to increase collaboration, knowledge, and efficacy in managing risks, addressing jurisdictional issues, and improving community safety through:<br>» Community Safety Committee<br>» Launch Housing (Stonnington Zero and By Name List)<br>» Salvation Army Street Team<br>» Road Safety Committee<br>» Liquor Forum<br>» Municipal Emergency Management Planning Committee. |

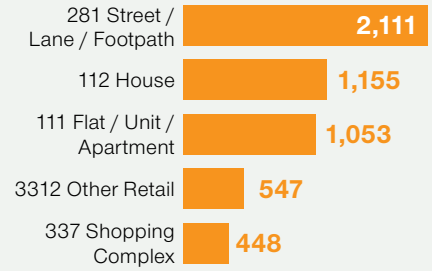
| Issues | What's the concern | What we're doing |
|---|---|---|
| **Cyber safety** | Cybercrime causes large losses and widespread harm to the community. In 2020, one in seven Australian adults (2.8 million) were a victim of cybercrime.<br><br>According to the Australian Competition and Consumer Commission<br><br>**Victorians reported around $49 million in losses to scamwatch in 2020.**<br><br>Victims can experience financial, physical, psychological, emotional, and social harm.<br><br>**11% of Australian adults have experienced image-based abuse. Women aged 18+ are twice as likely as men aged 18+ to have experienced this kind of abuse.**<br><br>*Source: Victoria Police Cybercrime Strategy 2022-27*<br><br>The growing sophistication of cyber hackers, online trolling and identity fraud is lessening confidence to interact with technology. | » delivering programs to improve digital literacy competence and personal security through libraries and Engaged Programs (for older residents aged 55 years+)<br>» engaging with public safety campaigns<br>» delivering Social Media Self Defence Training for women.<br>» providing information and tips on Council's website. |
| **Alcohol** | The lifetime risk of harm from alcohol is higher in Stonnington than the State average. Alcohol is one of the most harmful and widely used drugs in our community and causes more chronic diseases and is linked to more deaths that many illicit drugs.<br><br>**79.4% of men and 72.1% of women have lifetime risk of harm from alcohol (state average is 69% and 50.6%)**<br><br>*Source: Stonnington Health and Wellbeing Plan 2021-2025*<br><br>Council often receives reports of anti-social behaviour involving people who are substance affected impacting public safety; there is potential for this to increase with the decriminalisation of public intoxication. | » restricting alcohol promotion and advertising on Council land and in Council venues<br>» not providing community grants to organisations reliant on, or in receipt of, funds from alcohol revenue<br>» encouraging best practice in our sports clubs through accreditation programs (e.g. Good Sports), and compliance with Responsible Service of Alcohol (RSA), Liquor Licence and Planning Permit conditions<br>» discouraging alcohol sales at children's events<br>» facilitating the Stonnington Liquor Forum in partnership with Victoria Police, the Victorian Liquor Commission (VLC) and licensed venues to minimise harm and improve safety in the precinct through knowledge sharing, training, and other programs<br>» biennially reviewing the number and type of liquor licenses in entertainment precincts and undertaking liquor licence cumulative impact assessments of planning permit applications to minimise alcohol harm and support safety and amenity. |

| Issues | What's the concern | What we're doing |
|---|---|---|
| **Gambling** | Gambling can take many forms with harm increasing as the risk of problem gambling increases. The more severe the gambling problem the more likely it is to lead to crime. However, gambling-related crime is usually limited to non-violent property crime, such as theft, shoplifting, embezzlement and misappropriation of money.<br><br>In 2023, Stonnington had five gaming venues with 199 electronic gaming machines (EGMs) a reduction of 45 machines since 2022. However, losses increased from $15.2 million in 2021-22 to $20.3 million in 2023, equivalent to $221 per adult.<br><br><br>**Losses per day averaged**<br>**$55,691**<br><br><br>**31% of Victorian secondary school students have gambled**<br><br>*Source: Stonnington Health and Wellbeing Plan 2021-2025* | » monitoring Electronic Gaming Machine (EGM) data to understand impact and losses for advocacy and service responses<br>» community awareness raising activities<br>» advocacy for gambling related reforms<br>» not allowing gambling promotion on Council land<br>» not providing grants to organisations reliant on, or in receipt of funds from gambling or for activities conducted in gaming venues. |
| **Vaping** | VicHealth data shows almost double the number of Victorian adults report vaping in 2022 (estimated 308,827 users) compared to 2018-19 (estimated 154,895 users). Almost one quarter of all Victorian adults currently using e-cigarettes have never smoked.<br><br>Vaping statistics have been driven by the growing availability of illegal and low-quality NVPs illegally being supplied via convenience stores or obtained from overseas. | » increasing inspections to ensure compliance with vaping regulations, including penalties for non-compliance with signage and point of sale display of products<br>» collaborating with neighbouring councils to share best practice, coordinate efforts and advocate for stronger regulations and legislation for better control of vaping products. |

| Issues | What's the concern | What we're doing |
|---|---|---|
| **At risk groups** | Safety is not experienced equally by all members of our community. Some groups are at greater risk or feel less safe due to their individual experiences or circumstances. These include older people, people with disability, young people, LGBTIQA+ people, women, and girls; and people experiencing homelessness, mental ill health, gambling harms and family violence. | » partnering with Launch Housing and local agencies to deliver Stonnington Zero (By-Name list) to end rough sleeping homelessness, and support safety and amenity<br>» collaborating with local police to monitor and respond to current and emerging safety concerns (e.g. homelessness, alcohol and other drugs, road safety, family violence, amenity and planning permit inspections, CCTV etc)<br>» supporting Pop-up Youth Spaces in partnership with Police, Chadstone Shopping Centre, and other key stakeholders<br>» facilitating programs for at risk youth including building positive relationships between young people and Police. E.g., annual basketball competition, and activities on the Prahran Housing estates<br>» partnering with the Salvation Army to deliver the Stonnington Street Team on Friday and Saturday nights, and public holiday eves, to support young people in the Chapel Street entertainment precinct. |
| **Family Violence** | Family violence is primarily experienced by women and children, whilst men are more likely to be impacted by street and community violence.<br>While family violence incidents are lower in Stonnington than across the State, reported incidents increased by 8.6% in 2023; rising from 891 reported offences in 2022 to 968 in 2023.<br>**Stonnington Family Incidents Rate compared to Victoria per 100,000 population**<br><br><br>*Source: Crime Statistics Agency*<br>Although all age groups were affected, a majority of family members were females and aged between 25-34 years.<br>Consultation to develop this Plan identified family violence survivors as the second most vulnerable group after homelessness.<br>Elder abuse can be a complex hidden crime which can occur regardless of a person's gender, sexuality, culture, ethnicity, religious or socio-economic background. | » delivering community awareness campaigns to address safety concerns, including 16 Days of Activism Against Gender-Based Violence<br>» delivering training for aged services staff to recognise and report issues of elder abuse<br>» delivering community awareness training sessions (e.g. Active By-Stander training, the Man Box). |

| Issues | What's the concern | What we're doing |
|---|---|---|
| **Theft** | **The top five offence subgroups in 2022 were:**<br><br><br>*Source: Crime Statistics Agency*<br>*Note: orange indicates an increase since 2021 and green indicates a decrease.*<br><br>The highest number of these offences occurred in streets, laneways and footpaths followed by residential properties. The top suburbs being South Yarra, Prahran and Malvern East. | » creating opportunities for residents to build connections to enhance perceptions of safety and strengthen support networks. For example, café programs connecting older people; Active Stonnington programs in local parks; events at local libraries; street parties, and activities at neighbourhood houses/community centres<br>» delivering street art projects at high graffiti and vandalism locations to deter graffiti, improve amenity and enhance perceptions of safety. For example, Telecommunication Service Box (TSB) art and the Public Art Program<br>» promoting the Victoria Police Business Security Information Kit<br>» providing safety tips in Council's publications and website. |
| **Criminal Incidents** | Criminal incidents increased by 9.3% in 2023 with incidents on the street, lane or footpaths continuing to be the top location type followed by incidents in the house then flats, units, and apartments, as shown in the graph below.<br><br><br>*Source: Crime Statistics Agency*<br>*Note: orange indicates an increase since 2021 and green indicates a decrease.* | » supporting and annually reviewing the Public Place CCTV program to ensure it meets local requirements<br>» applying for funding for new cameras at emerging hot spots or to upgrade cameras at priority locations<br>» liaising with Police to deploy of the CCTV trailer to deter antisocial and criminal behaviour<br>» liaising with local Police following significant incidents to identify actions to restore/support community confidence (i.e. special community meetings, outreach to affected communities, deployment of the CCTV trailer). |

| Issues | What's the concern | What we're doing |
|---|---|---|
| **Places and spaces** | Inadequate lighting, narrow footpaths, footpath obstructions associated with noncompliance of roadside trading/dining, inappropriately parked bikes/scooters, poorly signed infrastructure works and homelessness affect real and perceived community safety, especially for older people and those living with disability.<br><br>Safety can also be compromised by scooters and bicycles used on the footpath, especially when no warning is signalled or cannot be heard or seen by the pedestrian. | » undertaking audits of street lighting at identified locations to ensure it meets safety standards and schedule and implement recommended works, where required<br>» continued monitoring of footpath trading compliance, community education and urban design improvements<br>» continuing to implement safety actions in other Council strategies and action plans (e.g. Walking, LGBTIQA+, Cycling, Disability Inclusion, Road Safety etc.) to enhance the safety of our community<br>» continuing to consult with residents to explore extending hours of lighting at identified sporting and recreational reserves to create safe spaces for dog walking, leisure, and exercise<br>» continuing to raise awareness of responsible dog ownership in shared public spaces. |
| **Chapel Street** | Chapel Street is Stonnington's largest entertainment precinct stretching across the suburbs of Windsor, Prahran, and South Yarra. A vibrant environment day and night, the precinct attracts visitors from all over Melbourne to its cafes, restaurants, bars, and nightclubs. The precinct is home to a range of personal, professional, community services and key sites alongside residential dwellings ranging from houses to high density apartment complexes. Diversity of use can result in conflicts between residents and visitors with noise and antisocial behaviour associated with intoxication affecting resident amenity, perceived and real safety and visitation by families. | » developing and implementing the Chapel Street Transformation project, ensuring it considers the needs of various users (day and night) and implements initiatives (such as wayfinding) which respond to their needs<br>» partnering with Salvation Army Street Team; and advocating for other appropriate interventions; to support vulnerable patrons in the Chapel Street entertainment precinct<br>» continuing to deliver events and programs at Prahran Square that activate the space, encourage 'wanted' use and enhance passive surveillance<br>» maintaining 24 community safety cameras in the Chapel Street precinct for operation by Victoria Police<br>» partnering with Police and the EPA to undertake monthly late-night operations to monitor compliance and amenity. |

| Issues | What's the concern | What we're doing |
|---|---|---|
| **Commercial and retail precincts** | Between 2016 and 2022 car park multi dwellings, shopping complexes and licensed premises were in the top five crime locations.<br><br>Reported safety concerns and criminal activity often varies according to the time. Common themes include thefts from retail premises, homelessness, begging, congregation, intoxication, drug use, antisocial and threatening behaviour, excessive noise and cleanliness. | » encouraging the community to report crime, threatening or suspicious behaviour to police<br>» enforcing local laws in relation to open containers of alcohol, footpath obstructions, and begging<br>» supporting people experiencing homelessness through the Homelessness Protocol, Stonnington Hot Spots network and Stonnington Zero<br>» ensuring a safe and well-maintained physical environment through routine and responsive street cleaning and waste removal<br>» promoting the Victoria Police Business Security Information Kit to provide traders with crime prevention advice to reduce the occurrence and cost of crime to business and the community. |
| **Parks, gardens, and open spaces** | One in three respondents of the YourGround online mapping project (2021) reported poor sight lines as making them feel unsafe. | » applying urban design crime prevention strategies to support confidence in open spaces, including clear paths of travel, passive surveillance, adequate lighting and appropriate planting and maintenance<br>» extending the hours of lighting in public spaces to enable longer periods of community use, for example, dog walking. |
| **Residential/ home and vehicle safety** | 'House' and 'flat/unit/apartment' were in the top five crime locations for recorded offences in Stonnington in 2023.<br><br><br><br>*Source: Crime Statistics Agency*<br>*Note: orange indicates an increase since 2021 and green indicates a decrease.* | » delivering awareness raising campaigns to encourage responsibility for personal items (wallets, phones, and laptops)<br>» encouraging reporting of crime, suspicious behaviour and safety concerns to police and Crime Stoppers<br>» deploying the CCTV trailer to crime hot spots to deter offenders and support community confidence<br>» encouraging residents to lock doors and windows, not leave items on display in cars, lock sheds and garages, install security lighting and home CCTV systems and plan for holiday periods to help prevent opportunistic theft<br>» providing home safety tips on Council's website. |





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## Service Centres

**Stonnington City Centre**
311 Glenferrie Road, Malvern

**Stonnington Services and Visitor Centre**
Prahran Square, corner Chatham and
Izett streets, Prahran

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