

BEYOND THE SAFE CITY STRATEGY

2014-17



CITY OF MELBOURNE



A CITY FOR PEOPLE

We support our community members – whatever their age, sex, physical ability, socio-economic status, sexuality or cultural background – to feel like they can be active, healthy and valued. We plan and design for our growing city, including safe, healthy and high-quality public spaces.

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MESSAGE FROM THE CITY OF MELBOURNE



Melbourne has become a 24-hour city, which is recognised as the most liveable and friendly city in the world. This reputation means we are attracting more residents and visitors every year.

In 2000, 2006 and 2014, the World Health Organisation Collaborating Centre on Community Safety Promotion recognised us as an International Safe Community.

At the City of Melbourne, we are constantly working on ways to improve city users' sense of safety and improved connection with, and access to the city while tailoring our solutions to the changing uses of Melbourne.

In this new strategy we look beyond a reactive approach to city safety and embrace innovative, modern solutions that are embedded in the very foundations of our city.

The Beyond the Safe City Strategy outlines how the City of Melbourne will continue to improve the design and management of the public realm and our planning and regulatory functions over the next three years to foster a safe city.

The more the built environment appeals to and engages a diversity of city users, the safer and more confident they can be.

Through this strategy, we aim to also improve perceptions of safety and minimise crime, violence, intentional and unintentional injury and drug and alcohol related harm.

The City of Melbourne will support and promote opportunities to challenge social and cultural acceptance of violent behaviour. A focus on children and young people including young adults will be integral to achieving positive change.

We are committed to continuing our strong partnerships with the Victorian and Australian Governments, Victoria Police, local and state-wide agencies, local businesses, community groups and city users to maintain our status as a safe city.

The vision for this strategy is that Melbourne is a place where people feel safe, connected and able to participate in city life at any time of the day or night.

A handwritten signature in black ink that reads "Robert Doyle". The signature is written in a cursive, slightly stylized font.

Robert Doyle
Lord Mayor, City of Melbourne

A handwritten signature in black ink that reads "Richard Foster". The signature is written in a cursive, slightly stylized font.

Cr Richard Foster
Chair, People City

INTRODUCTION

Over the last two decades, the City of Melbourne has built a strong foundation on which to respond to issues of community safety. The first *Strategy for a Safer City*, developed in 1996, has been reviewed regularly since that time.

The strategy in its various iterations tells the story of how a capital city council, with its partners including Victoria Police, can rise to the challenge of managing the complexities of community safety issues in ways that achieve both recognisable and sustainable change.

In 2000, the City of Melbourne achieved recognition as an International Safe Community by the World Health Organisation Collaborating Centre on Community Safety Promotion, and was redesignated in 2006 and 2014. Melbourne was the first capital city in the southern hemisphere to achieve this status. It remains the only Australian capital city to be a member of this wide-reaching network of almost 300 members from 30 different countries.

In 2014, the City of Melbourne was also ranked the world's most liveable city for the fourth time in a row against a range of criteria including stability, healthcare, education, culture and environment, infrastructure and safety as set by the Economist Intelligence Unit Survey.

This new strategy marks an innovative step in the City of Melbourne's community safety journey. To build and plan for a safer future we need to look beyond a focus embedded in conventional responses. While these approaches to the building and promoting of community safety have their place, they have limitations.

Safety issues will be approached in an integrated and sustainable way. The focus of this strategy will be to address the underlying causes of safety issues, not just the management of their impact. Factors that have a positive influence on community safety – such as social justice and equity, inclusiveness, connectedness and resilience – are integral to looking beyond the safe city.

The City of Melbourne will continue to be a safe city in comparison to other capital cities in Australia and around

the world. This strategy will build on existing infrastructure and programs already in place that have helped us achieve and maintain our internationally recognised status.

This new strategy marks an innovative step in the City of Melbourne's community safety journey. To build and plan for a safer future we need to look beyond a focus embedded in conventional responses.

BEYOND THE SAFE CITY

In 2008, the City of Melbourne developed Melbourne's *Policy for the 24 Hour City*. The first policy of its kind, the City of Melbourne understood and acknowledged the need to manage the city's late night identity within the context of the city's 24-hour cycle. This foundational document articulated the economic, cultural, and social opportunities and challenges for community safety, and placed a particular focus on identifying local solutions that could help balance the competing needs of an increasingly vibrant, mixed use city.

In recognising the need to challenge the existing behaviours and culture that can impact on safety in the city, especially at night, the *Strategy for a Safer City* and Melbourne's *Policy for the 24 Hour City* have been merged to form a single strategic plan titled *Beyond the Safe City 2014-17*.

Integrating the two documents will ensure that issues associated with the 24-hour city are sustainable and firmly embedded in the core business of City of Melbourne. This includes the way we build safety and accessibility into the design and management of our public spaces, local services, community programs and events, and the way we support families and individuals to improve safety in the home through maternal and child health, family and aged care services.

The City of Melbourne's commitment to being a leader in building and promoting safe and inclusive communities is evidenced by our shift in conceptualising issues of safety in major urban cities. We are exploring and implementing ways to inspire new ideas and opportunities for safer communities.

Vision

The City of Melbourne is a place where people feel safe, connected and able to participate in city life at any time of the day or night.

THE ROLE OF LOCAL GOVERNMENT IN COMMUNITY SAFETY

As a local government, the City of Melbourne plays an essential role in community safety through its responsibility for the design and management of the public realm (including waste management, provision of street lighting, public events management, local human services, and community recreational services), and its planning and regulatory functions (including the establishment of alcohol-free zones and outdoor dining permits).

The City of Melbourne also plays an important role in providing safety-related information and education and collaborating and facilitating partnerships to achieve effective outcomes on complex issues.

As many societal issues cannot be addressed by local government alone, we will continue to establish and maintain a number of formal and informal committees and partnerships with relevant stakeholders including the Australian and Victorian governments, police, service providers, academic and research institutions, community groups, social entrepreneurs and city users.

There are a number of City of Melbourne strategies and plans which contribute to community safety. Beyond the Safe City Strategy 2014-17 aims to complement City of Melbourne's existing strategies and programs - refer to the appendix on page 20.





PRINCIPLES

Our approach to community safety is based on seven principles. These principles are applied in the development and implementation of actions outlined under the themes.

1. Integrated and evidence-based solutions

We need to take a broad view of the causes of, and the solutions to, crime, violence and other antisocial behaviour, injury, and drug and alcohol issues in the 24-hour city context. It is widely recognised by criminologists that reducing the incidence of crime² and injury³ in a community requires a focus on the natural and built environment as well as on cultural, social and economic factors that impact on safety and wellbeing.

Our approach to improving the safety of the municipality emphasises the social, economic and environmental impacts on health and wellbeing. A strong evidence and research base enables us to understand our population and ensure our approach is as effective as possible.

2. Proactive partnerships

Developing proactive partnerships and ensuring coordination of our efforts is critical to the creation of a safer community. A community building approach that emphasises the importance of social capital (social justice, trust, participation, sharing common values) is crucial when working towards local solutions.

We place high value on opportunities for members of the community to provide input into the development, implementation and evaluation of our community safety strategies and programs. We will use existing consultative arrangements and develop new ones to ensure diverse groups in the community are represented in both the planning and the implementation of our strategy.

3. Strong communities

Fostering a strong sense of connectedness, where all members of the community are equally valued and respected, is the key to creating a healthier and safer community.

This strategy aims to ensure that all community members, including those who are disadvantaged and vulnerable, feel safe and welcome and are able to participate in city life.

Responding to community safety across all settings and for all populations is critical to the strategy's success. The City of Melbourne not only supports the development and activation of the city, it provides services and support to a residential population that is currently growing at a faster rate than any other capital city in Australia. We are also nearing 900,000 daily visitors to the municipality⁴.

To meet the challenges brought by this growth in population, we will work within the context of the City of Melbourne's neighbourhood development approach to support strong, inclusive and resilient communities. We will work with neighbourhoods and communities to plan and develop local solutions and support their capacity to respond to ongoing safety and security issues occurring within their local area.

4. Harm minimisation

We will use harm minimisation strategies to help reduce the adverse social, economic and health consequences of drug and alcohol use for the individual and the broader community. This approach is consistent with Australian and Victorian government policies on drugs and alcohol. It encompasses three main approaches: supply control (law enforcement); demand reduction; and harm reduction.

Harm minimisation strategies will also be used to reduce the likely severity of injury in the event of an incident occurring and also in the prompt and correct treatment to minimise medium and long-term effects of the injury.

5. Prevention

We will use prevention strategies to tackle the risk factors that cause crime, violence and injury. This approach is more cost effective and leads to greater social benefits for the community⁵. The three levels of prevention we will apply include: (i) primary prevention, directed at changing conditions in the physical and social environment at large; (ii)

secondary prevention, directed at early identification and intervention in the lives of at risk individuals or groups; and (iii) tertiary prevention, directed at prevention of reoffending, recurring injury and minimising the consequences of crime and injury.

6. Gendered response

Gender equity is an important social justice goal. The concept recognises that within all communities, women and men have different benefits, access to power, resources and responsibilities. Gender equity is the process of being fair to women and men by recognising diversity and disadvantage and directing resources and services towards those most in need to ensure equal outcomes for all. A gender equity approach therefore acknowledges that different strategies are often necessary for women and men⁶.

We will ensure gender equity in the way we plan, design and manage the safety of our city. Applying a gender analysis will help us to understand the different safety needs, capacities and experiences of women and men in the municipality.

7. Safer by design

The proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime and an improvement of the quality of life. Applying first and second generation crime prevention through environmental design (also referred to as CPTED) principles to the way we plan, design, and manage our built environment will increase community usage, improve perceptions of public places, achieve connection and integration of streets and public places, and reduce the incidence of injury and opportunities for crime and antisocial behaviour.

THEMES

Since the development of the foundational *Strategy for a Safer City* in 1996, the City of Melbourne has focused its community safety efforts on improving perceptions of safety and minimising crime, violence, intentional and unintentional injury, and drug and alcohol related harm. All of these issues impact on individuals and communities who reside, work, study and visit our city by day and night.

We propose to respond to these issues by focusing on five themes:

1. A PROSPEROUS AND CREATIVE 24-HOUR CITY

2. A SAFE AND INCLUSIVE CITY

3. RESILIENT YOUNG CHILDREN AND ADOLESCENTS

4. REDUCTION IN DRUG AND ALCOHOL RELATED HARM

5. A SAFE AND WELCOMING BUILT ENVIRONMENT

Over the next three years we will focus our efforts on implementing a range of actions that will contribute to city users' sense of safety and improved connection with and access to the city.

Over the next three years we will focus our efforts on implementing a range of actions that will contribute to city users' sense of safety and improved connection with and access to the city. The action plan on page 10 provides a description of each of the themes and activities we plan to deliver, as well as outcomes we hope to achieve.

An annual report will be prepared acknowledging key achievements and outcomes of the strategy.



TAXI
SILVER TOP

TAXI
TO 5AM

SAFETY OFFICER

ACTION PLAN

In collaboration, we will work on implementing a range of activities which respond to issues identified under the five themes.

Theme 1: A prosperous and creative 24-hour city

Melbourne's vibrant night time economy is a major contributor to its status as a world leading cultural city. However, as the city stays awake longer, there is a need to make policy and operational decisions to manage the competing demands of the groups who visit the city, as well as those who live and work there.

Beyond the Safe City Strategy 2014-17 integrates innovations first developed as part of Melbourne's *Policy for the 24 Hour City*. In recent years, the City of Melbourne's plans and programs have been developed with the intention of balancing growth and creative and economic prosperity while managing community safety and wellbeing across our municipality, including a specific focus on our central city late at night. This strategy further develops our vision for a 24-hour city that acknowledges and addresses the varying needs of city users.

The intention is to set out a positive vision for our late night economy that balances activation with regulation and thereby promotes a safe, vibrant and inclusive city that extends from the day into the night. The City of Melbourne will enhance its advocacy for improved governance, policy and service area provision to ensure a holistic approach is taken to addressing the issues associated with the 24-hour city.

The term 'late night' means different things to different people (young families, older people including baby boomers, and young adults). Late night activities occur between dusk and dawn and match the needs of these different groups. For example, the New Year's Eve fireworks for families are at 9pm.

In looking to the future, we need to expand and develop opportunities for everyone to interact with our environment. We need to provide a mix of arts, cultural and social activities to facilitate people coming together. Promoting a sense of both 'real' and 'perceived' safety means we need to ensure people of all ages,

gender, abilities and cultures feel valued, important and understood.

At the same time we need to understand and allow for an element of risk-taking in the city as this is a form of learning, exploring and having fun.

What we will do:

Develop and promote late night activities and events:

- Develop a 'Melbourne Up Late' web portal and promote the portal to city businesses, community organisations and city users.
- Conduct research into the needs of women and men, older people, young people, families with children, and cultural groups wanting to access our city late at night.
- Identify and develop free and low-cost activities to run during high and low season activity times. Ensure activities cater to men and women of all ages.

Advocate for improved late night transport options:

- Collaborate with the Local Government Area Alcohol and Other Drugs Hot Spots Project group to investigate options for improving public transport services late at night.

Improve safety and amenity in and around Melbourne's late night entertainment precincts (i.e. Central Activity District, Southbank, Docklands, and Carlton):

- Establish partnerships with late night quick-service restaurants, convenience stores and Victoria Police.
- Implement recommendations identified in the 'Late Night Safety and Amenity' project and 'Public Space Improvement' Program – *Swanston/Flinders Streets Area safety audit report*.
- Collaborate with The Salvation Army to deliver Youth Street Teams program in Melbourne's Central Activity District.
- Collaborate with Victoria Police, business precinct groups and resident groups to identify and respond to local safety issues.

Explore the feasibility of extended hours for libraries, youth and recreational services:

- Determine the feasibility of having extended opening hours for libraries, youth and recreational services. Ensure the needs of men and women of all ages, including those from culturally and linguistically diverse communities, are considered in the feasibility study.

Monitor the impacts and growth of the late night economy:

- Conduct research into the number of businesses and workers operating/working late at night.

Collaborate with neighbouring local government areas and other capital city councils to identify and implement safety initiatives that support and enhance the late night economy:

- Contribute to local, regional, national and international groups such as Council of Capital City Lord Mayors; National Local Government Drug and Alcohol Advisory Committee; Municipal Association of Victoria's Local Government Alcohol and Other Drugs Issues Forum; Whole of Victorian Government's Drug and Alcohol Hot Spots project; Municipal Association of Victoria's Preventing Violence Against Women Network; Western Region Preventing Violence Together United Implementation Committee; Road Safe Action Group Inner Melbourne; Inner Melbourne Action Plan; Yarra Drug and Health Forum; Australian Safe Community Foundation; Victorian Safe Communities Network; Safegrowth/International CPTED Association.

Intended outcomes:

In supporting a prosperous and creative 24-hour city, city users will be able to enjoy a diverse range of social, cultural and retail activities, programs and events throughout the day and night. By enhancing city users' experiences of the city, and providing opportunities for communities and individuals to connect, it is more likely that a diversity of people will feel welcome, included and valued. This will also allow people to feel more confident and safe being in, and moving around, the city and in sharing the city's public spaces.





STREET TEAMS



STREET TEAMS



CITY OF MELBOURNE

Theme 2: A safe and inclusive city

Social and cultural norms are highly influential in shaping individual behaviour, including the use of violence. Norms can protect against violence, but they can also support and encourage the use of it. For instance, cultural acceptance of violence as a normal method of resolving conflict is a risk factor for all types of interpersonal violence. Social tolerance of violent behaviour is likely learned in childhood, through the use of corporal punishment or witnessing violence in the family, in the media or in other settings. Interventions that challenge cultural and social norms supportive of violence can help reduce and prevent violent behaviour and other associated crime⁷.

We will look to support a culture that respects diversity and difference and enables effective issues resolution.

What we will do:

Develop and/or promote public awareness campaigns to address current social issues including road safety issues for vulnerable road users, elder abuse, disability safe access in the city, men's use of coward punches, racism and homophobia:

- Promote the 'Don't miss the party' campaign which educates patrons of licensed premises regarding their individual responsibilities.
- Develop and implement the 'Share our Streets' road safety campaign.
- Collaborate with advocacy groups, for example Deafblind group, and Victorian Equal Opportunity and Human Rights Commission (VEOHRC) to develop an awareness campaign on the safety needs of people with a disability.
- Utilise existing social media and apps as a way of delivering safety messages and sharing safety information and resources.
- Collaborate with Victoria Police, Crime Stoppers Victoria and VEOHRC to encourage vulnerable groups including people with a disability, older people, emerging and refugee communities, gay, lesbian, bisexual, transgender, queer and intersex communities, and

international students to report crime, discrimination and racism to authorities.

- Collaborate with Victoria Police, VEOHRC and legal services to deliver education and/or training to vulnerable groups including emerging and refugee communities and international students on their rights and responsibilities under the *Crimes Act 1958*; *Equal Opportunity Act 2010*, *Racial and Religious Tolerance Act 2001*.

Develop initiatives that contribute to changing the culture of violence and culture of drinking:

- Trial a Neighbourhood Advocates program to encourage individuals to play a greater role in the safety and appearance of their neighbourhood. Recruit Neighbourhood Advocates volunteers from diverse population groups.
- Collaborate with the Australian Hotels Association of Victoria and other industry groups to promote safety messages to residential hotel and hostel guests.
- Collaborate with recreational services and local sporting clubs to a) promote the responsible service and consumption of alcohol and b) address racism, homophobia and other discrimination.

Promote safe and confident travel within neighbourhoods:

- Encourage the use of sustainable transport options to support local connections.
- Support and deliver the 'Good Wheels' program to a) culturally and linguistically diverse and disadvantaged communities and b) international and newly arrived students within the municipality.

Intended outcomes:

All available evidence indicates violent behaviour is strongly influenced by cultural and social norms. Therefore, efforts to prevent violence must consider how social pressures and expectations influence individual behaviour.

Changing social and cultural norms through the use of public awareness campaigns, targeted education and training, and gender equity auditing of services, facilities and public spaces will

help city users experience and observe less crime, violence and injury and engage in more pro-social behaviour. Introducing more community and neighbourhood development programs will also help city users feel a sense of belonging in their neighbourhood.

Being socially connected includes experiencing improved social, emotional and physical wellbeing and reduced rates of anxiety, depression and antisocial behaviour.

Theme 3: Resilient young children and adolescents

Factors such as poor social competence, low academic achievement, impulsiveness, truancy and poverty increase an individual's risk of violence⁸. Developing children's life skills can help protect them from crime and violence, both in childhood and later in life. Interventions for developing life skills can help young people avoid crime and violence by improving their social and emotional competencies, teaching them how to deal effectively and non-violently with conflict and helping them to find training pathways and employment.

Evidence shows that aggressive behaviour and violent crime in childhood and later in life⁹ can be reduced by preschool enrichment programs, which aim to increase children's school preparedness and chances of academic success by providing them with early academic and social skills, and development programs, which seek to provide children with social and emotional skills to solve problems, empathise and deal with conflict.

This approach also supports the City of Melbourne's commitment to fulfilling children's rights to: influence decisions about their city; express their opinion on the city they want; participate in family, community and social life; receive basic services such as healthcare and education; drink safe water and have access to proper sanitation; be protected from exploitation, violence and abuse; walk safely in the streets on their own; meet friends and play; have green spaces for plants and animals; live in an unpolluted environment; participate in cultural and social events; and be an equal citizen of their city with access to every service, regardless of ethnic origin, religion, income, gender or disability¹⁰.

What we will do:

Embed social development programs within services for families and children:

- Collaborate with City of Melbourne's Family and Children's Services and other service providers to identify and deliver life skills programs for children and adolescents.

- Support and promote the delivery of respectful relationship programs in child care centres, kindergartens, schools, universities and within culturally diverse communities.
- Encourage new parents and carers residing within the municipality to access parenting programs and seek support from City of Melbourne's Family Services.

Support the development and implementation of community resilience and safety projects through City of Melbourne grants and sponsorship programs:

- Promote and encourage community groups, not-for-profit organisations and businesses to apply for funding/sponsorship to deliver city safety activities.
- Provide advice and support to applicants and funded/sponsored groups.
- Identify and work with neighbourhoods and communities that could benefit from participating in community resilience projects.

Intended outcomes:

Developing social and life skills for children and young people will support better participation in school, work and social life. It will also improve their understanding of available choices in managing stress and dealing with conflict. Most importantly it will encourage a sense of being valued and part of the community.

Working with parents, carers and educators in the delivery of this skills-based learning will ensure these skills are reinforced in all settings (i.e. home, community, school and workplace).



Theme 4: Reduction in alcohol and drug related harm

The harmful use of alcohol and other drugs (i.e. any use that impacts negatively on the health, social and emotional wellbeing of users themselves and others) is a significant public health problem for our community and incurs significant economic costs.

Programs to reduce harmful alcohol and other drug use must include broad strategies to address the underlying social factors that predispose people towards, or protect them against, harmful use as well as strategies specifically targeted at harmful use itself.

Strategies should aim to prevent or minimise the uptake of harmful use, provide safe care for those who are intoxicated, provide treatment for those who are dependent, support those whose harmful alcohol and other drug use has left them disabled or cognitively impaired, and support those whose lives are affected by others' harmful alcohol and other drug use.

What we will do:

Advocate for drug and alcohol outreach and treatment services to be available out of business hours and on weekends:

- Collaborate with the Department of Health and Human Services, Harm Reduction Victoria and local services providers to identify and address gaps in the current service system.

Advocate for the Victorian Government to include substance involvement and location of injury data within the Victorian Emergency Minimum Dataset (VEMD):

- Collaborate with Monash University's Victorian Injury Surveillance Unit and local hospitals to pilot an intake/assessment form which includes data on substance involvement and location of injury for patients presenting at hospital emergency departments.
- Present the outcomes of the pilot intake assessment form to the Victorian Government.

Manage the impacts of alcohol and illicit drug use and misuse in and around licensed premises:

- Conduct a review of the membership, role and purpose of the Melbourne Licensees Forum Steering Committee.
- Run joint operations with Victoria Police and the Victorian Commission of Gaming and Liquor Regulation to ensure licensees comply with liquor licensing and planning permit conditions.
- Collaborate with Harm Reduction Victoria to develop and deliver a harm reduction project within licensed venues and late night entertainment precincts.

Promote, deliver and continuously improve the City of Melbourne's syringe waste management service to ensure the appropriate and rapid disposal of syringes:

- Explore the development of local syringe container exchange services within community facilities to improve access to safe disposal options.
- Encourage businesses and not-for-profit organisations to participate in the 'Bins for Business' program to encourage the safe management and disposal of syringe waste.

Explore the risk factors associated with alcohol related drownings in the Yarra River and Docklands:

- Collaborate with Life Saving Victoria and Monash University's Injury Surveillance Unit to conduct research to help identify factors that may contribute to near drownings and drownings.
- Support the development of an educational project that responds to the identified risk factors.

Intended outcomes:

Using harm minimisation principles and practices including information, education, and holistic treatment will ensure city users have an increased level of awareness and improved access to appropriate and effective programs and services.

Theme 5: A safe and welcoming built environment

The design of our built environment affects all who live, work and visit the municipality. Designed well, the built environment enhances the development and wellbeing of individuals, and supports healthier and happier communities. By engaging residents and city users in the planning and design of our built environment, we can create places and spaces in our city centre and neighbourhoods that are engaging, fun, safe and accessible.

Reducing the opportunity to commit crime through the design of built environments is an important aspect of building safer communities. This approach focuses on the situation as opposed to the individual, by making it more difficult, more risky and less profitable to commit crime.

Much can be done to prevent crime and make it harder for crimes to be committed, through environmental design and practical measures such as improving the physical environment (e.g. better street lighting, less litter and graffiti) and applying first generation crime prevention through environmental design (CPTED) principles (i.e. territoriality, access control, image, natural surveillance, incompatible land uses, movement predictors, activity support and displacement) and second generation CPTED principles (i.e. capacity, cohesion, connectivity, and culture).

Transportation can also play a part in improving safety in our urban setting. The City of Melbourne's *Road Safety Plan*, *Transport Strategy*, *Cycling Plan* and *Walking Plan* aim to reduce the number of people killed or seriously injured on our roads, improve the attractiveness of public transport, and the safety and accessibility of walking and cycling. Many of these strategies use the principles outlined in the National Heart Foundation of Australia's *Healthy by Design* guide. The effective design and management of the built environment also improves safety by preventing injury in public spaces and also in people's homes within the municipality.

What we will do:

Improve the safety and design of public spaces and places within the municipality:

- Implement and evaluate the effectiveness of the Public Space Improvement Project with the focus on four sites: 1. Swanston and Flinders Streets; 2. Melrose Place, North Melbourne; 3. Enterprize Park and 4. King Street.
- Work with our cleaning contractors, local businesses and residents to ensure our streets and laneways are cleaned and maintained to a high standard by day and late at night.

Monitor and report crime and harm occurring on our central city streets to police and other emergency services:

- Deliver and continuously improve the Safe City Cameras Program (SCCP) and CCTV mobile patrol vehicle.
- Install SCCP direct feed into the new City West Police Station.

Enhance safe access to late night transport:

- Deliver and continuously improve Council managed taxi ranks.
- Expand CCTV infrastructure to two new taxi ranks in Olympic Boulevard (next to Melbourne Park) and St Kilda Rd (next to Arts Centre).
- Install safe city taxi rank signage at the Queen Street and King Street safe city taxi ranks.
- Trial a new safe city taxi rank on Bourke Street (between Russell Street and Russell Place) for three months.
- Conduct research to understand and improve women's use and safe access to public transport late at night.

Deliver road safety projects focussing on vulnerable road users and high incident locations:

- Collaborate with Road Safe Action Group Inner Melbourne to identify and deliver a pedestrian safety project and a cyclist safety project.

Support and educate families and older people about safety in the home:

- Provide information, education and support to families and older people

on children's safety in the home, falls prevention for older people, elder abuse and family violence.

Identify and mitigate against the impact of climate change, including the effects of extreme heat on people's violent and aggressive behaviour, especially in public spaces and places:

- Collaborate with Victoria Police and a university or research institute to conduct research on the impacts of climate change on people's behaviour and identify effective interventions such as increasing number of public drinking fountains.

Intended outcomes:

Effective planning for, and management of, the built environment plays a key role in reducing crime and promoting positive perceptions of safety.

When the built environment is more appealing and engaging to diverse groups, city users are better able to feel confident and safe visiting the city and enjoy the many public spaces.

Providing a connected and more accessible public transport system will also enable city users to feel confident and safe travelling to, from and around the city.



TRAM
STOP
AHEAD

CYCLISTS
STOP
BEHIND
TRAMS

KEEP CLEAR

KEEP CLEAR

MEASURING PROGRESS AND SUCCESS

A key focus for the new strategy is to develop a comprehensive research and data knowledge bank. This will assist the City of Melbourne and our partners to identify priority issues, understand why they are occurring, determine how best to address them, and monitor the impact of our intervention.

Local crime, perceptions of safety, injury, drug and alcohol related data will be regularly collated, analysed and, where possible, shared. Where possible, we will source and use gender disaggregated

data to report on gender differences. A longitudinal data analysis approach will be adopted to monitor trends over time and determine the level of impact of each intervention.

We will conduct small and large-scale research with the use of both qualitative methods, including video ethnography, in-depth interviews and workshops, and quantitative methods, such as surveys, to ensure we gain the views and understanding of the issues from a wide variety of sources.

Our strategy will take into account the City of Melbourne's role as a municipality, a state capital city and as one of Australia's major international cultural, sporting and entertainment hubs.

Impacts of the strategy will be monitored and evaluated on a regular basis. We are commencing with data and measures we already have and will build on these as we progress through the strategy.

APPENDIX

Related strategies and plans



GLOSSARY OF TERMS

Amenity: any feature that provides convenience, comfort or pleasure.

Community safety: people, individually and collectively, are protected as far as possible from hazards or threats that result from the criminal or antisocial behaviour of others and are equipped or helped to cope with those they do experience.

Feeling safe contributes to citizen's ability to pursue and obtain the fullest benefits from their social and economic lives without fear or hindrance from crime, disorder or injury.

Also refers to the actual and perceived safety existing in any community.

City activities: formal or informal pursuits including dining, shopping, sports, recreation, leisure, arts, cultural and social events.

City users: includes all residents, visitors, students, workers, traders, business owners of the municipality.

Late at night: the times generally applied are from 11pm to 6am on weeknights and weekends.

We note that late at night for families with children can be up to 9pm and for older people up to 11pm.

Late night entertainment precincts: a concentration of businesses, activities and services that operate between 11pm to 6am on weeknights and weekends, including transport, nightclubs, bars, restaurants, food vans, fast food premises, convenience stores and supermarkets.

Late night transport: public transport services that operate between midnight and 6am. Existing examples include safe city taxi ranks and the Night Rider bus service.

Pro-social bystander: a bystander is somebody who observes an act of violence, discrimination or other unacceptable or offensive behaviour. The term pro-social bystander is used to refer to the individual who takes action to intervene in response to the observed incident.

Resilience: the ability to anticipate risk, limit impact, and bounce back rapidly through survival, adaptability, evolution and growth in the face of turbulent change.

Respectful relationship programs: programs that promote attitudes and behaviours that: support equality and respect; discourage attitudes and behaviours that enable violence against women; and develop skills to negotiate safe and mutual sexual relationships.

Vulnerable road users: vulnerable road users are road users who are often unprotected because they have no 'shell'. These include pedestrians, cyclists and, to a certain extent riders of motorised two-wheelers (e.g. motorcycles, mopeds and light mopeds).

Where vulnerability is used for specific age groups, this mainly refers to children and the elderly when they are pedestrians or cyclists.

Wellbeing: a self-appraisal of being socially connected and included. Also takes into account having a sense of belonging, empowerment, good health and ability to participate in city life. Wellbeing is a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is linked to how you feel about yourself and your life.

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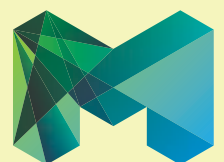
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