



City of Rockingham

Community Safety and Support Services Strategy 2022-2027

Safe. Connected. Resilient.



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Alternative Formats

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Community Engagement

Admin use only: Please select all special interest groups that may be interested in this strategy. Groups selected will be notified using Rock Port.

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|-------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <input type="checkbox"/> Aboriginal and Torres Strait Islanders | <input type="checkbox"/> Planning and Development |
| <input type="checkbox"/> Arts and Events | <input type="checkbox"/> Roads and Footpaths |
| <input type="checkbox"/> Coastal and Marine Environment | <input type="checkbox"/> Safety Bay / Shoalwater Foreshore Revitalisation Masterplan |
| <input checked="" type="checkbox"/> Community Development | <input type="checkbox"/> Seniors Facilities and Activities |
| <input checked="" type="checkbox"/> Community Safety | <input type="checkbox"/> Sporting Clubs and Facilities |
| <input type="checkbox"/> Disability Access and Inclusion | <input checked="" type="checkbox"/> Strategic Community Planning |
| <input type="checkbox"/> Environmental Interests | <input type="checkbox"/> Tenders and Quotations |
| <input type="checkbox"/> Grants | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> Heritage | <input type="checkbox"/> Volunteering |
| <input type="checkbox"/> Libraries and Education | <input type="checkbox"/> Waste and Recycling |
| <input checked="" type="checkbox"/> New Community Plan Strategies | <input checked="" type="checkbox"/> Youth |
| <input type="checkbox"/> New Infrastructure Projects | |

Disability Access and Inclusion

The Seven Outcome Areas of the DAIP	Will the Key Element be impacted by this strategy? "Y" or "N"	If "Y", please explain how the actions under this element will be impacted by this strategy
1. <i>Access to City services and events</i>		
2. <i>Access to City buildings and facilities (including outdoor spaces)</i>		
3. <i>Access to information</i>		
4. <i>Access to quality service from City staff</i>		
5. <i>Access to equal complaints procedures</i>		
6. <i>Access to participation in public consultation</i>		
7. <i>Access to City employment opportunities</i>		

Acknowledgement of Country

Rockingham, ngala kaaditj moondang-ak kaaradjiny nidja boodja, Binjareb wer Whadjuk Nyoongar moort, wer baalabang kalyogool dandjoo boodja, kep wer moort.

The City of Rockingham acknowledges the Traditional Owners and Custodians of this land, the Binjareb* and Whadjuk*, Nyoongar* peoples and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures; and to Elders past and present.

The City acknowledges that it sits on the boundary of the Whadjuk and Binjareb Nyoongar peoples territories. Given the many plentiful resources in the area particularly around the lakes system, the land and water has sustained many people over many thousands of years.

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Executive Summary

The Community Safety and Support Services Strategy 2022-2027 (the Strategy) has been developed to guide the City in achieving **Aspiration 2: Grow and Nurture Community Connectedness and Wellbeing** of the City's **Strategic Community Plan**.

The Community Safety Strategy 2015 – 2020 and Community Support Services Strategy 2017 – 2022 were both successfully implemented with actions either completed or ongoing. Following a review in 2020 it was decided that in order for the City to achieve the desired community outcomes to achieve Aspiration 2 of the Strategic Community Plan, a combined Community Safety and Support Services Strategy would create a more cohesive way forward, with actions allocated across a single strategy to drive the anticipated community outcomes. The City remains committed to the two critical functions and all actions associated with Community Safety and Community Support Services and will deliver this under the guidance of this strategy.

The purpose of the strategy is to articulate and deliver actions to build a safe, connected and resilient community. The principle and ethos of community capacity building will drive the delivery the strategy actions. The City's role in Community Safety and Support Services is to educate the community and key stakeholders of relevant community trends/issues to enhance awareness. The City will identify and support the development of community partnerships and professional networks to deliver outcomes with and for the community. It is via these partnerships, that the City will gather data to understand the current and future needs of the community to advocate for the provision of additional services, funding, and or facilities.

From a community perspective, a person's perception of safety is very much driven by how connected they are to their community and how empowered they feel to access support services when needed. Combined, these two areas enhance individual and community resilience which can in time reduce the reliance for support of local government and other providers.

As the Rockingham community continues to grow, the needs of the community evolve. This strategy places an emphasis for the City to be on the forefront of understanding the community needs by identifying the current gaps in services and to provide advocacy around the future needs of the community.

Following extensive community consultation and engagement, five common themes of priority concern to the community were identified, which aligns with key themes within in State data trends.

These are:

- Antisocial behaviour
- Substance Abuse (Alcohol & Drugs-AOD)
- Family and Domestic violence
- Mental health/suicide ideation
- Support services operating at capacity/long wait times

In order for the city to impact change in the above priority areas and others linked, the City will work collaboratively across internal teams with the community and identified stakeholders to the deliver the 53 actions (27 new, 26 ongoing) listed in this Strategy.

Three key focus elements have been identified that support building a safe, connected and resilient community. These are;

Key Element 1: Safe and Vibrant *Places and Spaces*

Promote safe and vibrant places and spaces that serve the needs of the community and create opportunities to assist the community services sector.

Key Element 2: Partnerships for *Collective Action & Advocacy*

Foster a cohesive, accessible and sustainable community services sector and work collaboratively with key stakeholders.

Key Element 3: *Safe and Connected Communities*

Increase community understanding and awareness by delivering education of key issues at both the neighbourhood and whole of community level through activities, events, training and workshops.

The City has aligned both ongoing and new actions within the above three key elements with State and Federal Government Plans, to enable the City to be well positioned to attract external funding (both for the City and the sector) to support the implementation of this strategy.

1. Strategic Objective

Building upon the success of both the Community Safety Strategy 2015-2020 and Community Support Services Strategy 2017-2022, the strategic objective of this strategy is to enhance community safety and the effectiveness of the community services sector by raising awareness, and increasing education to empower a connected, safe and resilient community.

It is important to note, that whilst this strategy aims to deliver and support community safety and connection programs to the entire community, there are groups of people and individuals within most communities for whom meeting basic needs and achieving aspirations is challenging. They may not have personal resilience, strong family and peer ties, established community networks, the knowledge of, or ability to, access support agencies, or access to adequate income for their needs. Those groups often referred to as vulnerable, disadvantaged or people experiencing adversity to whom experience a higher risk of poverty and social exclusion than the general population.

They can include, but are not limited to:

- Ethnic minorities, such as Aboriginal and Torres Strait Islander Peoples
- People from a Culturally and Linguistically Diverse (CaLD) background
- LGBTIQ+ (lesbian, gay, bisexual, transgender, Intersex, queer and asexual, with the + symbol acknowledging the diversity of gender and sexuality not otherwise captured)
- People with disability
- People experiencing homelessness and those at risk of homelessness
- People experiencing issues with alcohol and/or substance abuse
- People experiencing issues with mental health, suicide ideation
- People experiencing family and domestic violence
- Isolated elderly people
- People living in, or at risk of, living in poverty, (living below the poverty line)
- Families living with financial insecurity
- People that are unemployed/underemployed
- People that are socially isolated
- Young people

This Strategy aims to target the above groups to build upon their resilience and community connection. There are existing demographic specific strategies within the City targeting Children & Young People, Seniors, Reconciliation and Disability Access & Inclusion, to which actions within this strategy will compliment.

This strategy includes ongoing actions from the Community Safety Strategy 2015-2020 and Community Support Services Strategy 2017-2021 that have been effective in achieving community outcomes, and it has identified new actions for the City to focus on. The new actions have been developed in response to the research undertaken to inform this strategy and the community consultation outcomes identifying the areas of need.

The combined new and ongoing actions will align with the Strategic Community Plan (2019-2029) to deliver the following aspirations;

Aspiration 2: Grow and Nurture Community Connectedness and Wellbeing

- Community safety and support: Provide support to residents and visitors so they feel safe and secure at home and outdoors.
- Community engagement: Facilitate comprehensive community engagement on issues facing the City, ensuring that residents can provide input into shaping our future.

- Community capacity building: Empower the community across all ages and abilities to be culturally aware and involved with a diverse range of community initiatives that incorporate volunteering, sport, culture and the arts.

Aspiration 3: Plan for Future Generations

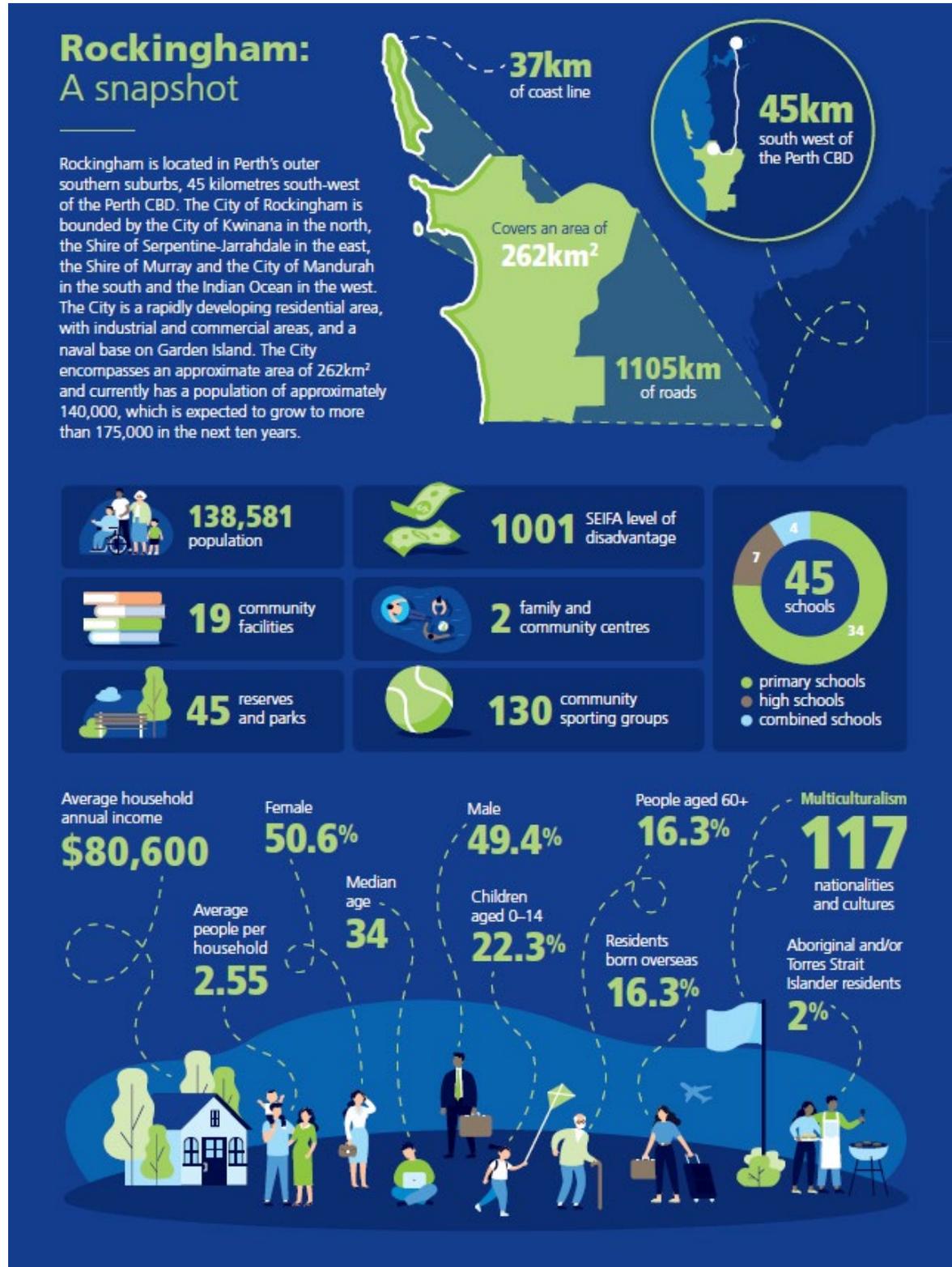
- Infrastructure planning: Plan and develop sustainable and safe infrastructure which meet the current and future needs of the City's growing population.
- Liveable suburbs: Plan for attractive sustainable suburbs that provide housing diversity, quality public open spaces, walkways, amenities and facilities for the community

Aspiration 4: Deliver Quality Leadership and Business Expertise

- Key stakeholder partnerships: Foster relationships and partnerships with key stakeholders to achieve enhanced community outcomes.

2. Our Community Profile

The research and statistics that shaped the development of the Strategy were based on the 2016 Australian Census as the updated data was not as yet available at the time of developing this strategy. The City will use the updated data from the 2021 Census to inform the mid-way review of the Strategy in 2024.





3. Role of the City

Local government is the bottom tier of government closest to the community. The City acts as a conduit between key stakeholders and residents to build community capacity by providing opportunities for the community to engage with local level decision making processes and increase participation in community life. Through this strategy, the City aims to empower community to address local issues by implementing community development and preventative focussed approaches to reduce the risk of harm-related behaviour, and to promote and support a positive quality of life for all residents. This relies on increasing the overall perception of safety and connection within the community.

Building an understanding of community needs and concerns is central to developing programs and strategies to ensure residents and visitors feel safe, supported and connected to where they live and recreate. This requires a “whole of community approach” and is not the remit of local government alone.

The City’s role is one of capacity building with residents, community groups and the community services sector. The capacity building approach includes the facilitation of programs, events and workshops, delivery of education and awareness raising campaigns, active community consultation and engagement, ongoing research to identify service gaps for advocacy, and the delivery of limited direct service provision.

To achieve the outcomes of this Strategy, the City will work in close collaboration with community services and the not for profit sector, key stakeholders, community groups, residents and State and Federal government departments. Whilst the State and Federal government have a key role in addressing overarching concerns and challenges facing the Rockingham community, the City plays a pivotal role in advocating to government for specific local need, in particular to advocate for and be position ready to attract funding, services and or facilities.

In order to achieve this, relationships and partnerships with representatives of government departments at local, district and state level are vital. In addition, the City must maintain collaborative partnerships and involvement in key local and district professional networks that are comprised of community sector and not for profit service providers, many of which are funded by government. It is within these networks that awareness is raised of community trend issues and service gaps to which the City can support these agencies by advocating for the needs identified. In the context of this Strategy, the City is currently actively involved in networks with a focus on family and domestic violence, homelessness and housing, mental health and suicide prevention, and community safety.

3.1 Community Safety

From a community safety perspective, this Strategy aims to create safe neighbourhoods and City spaces, by maintaining effective relationships with internal teams such SmartWatch, with local Police and other networks to build the community’s capacity. These relationships are critical to develop and support the delivery of underlying strategies and programs related to crime prevention and aspects that may negatively impact on the community’s perception of safety.

It is not the role of the City to keep the community safe by being first responders to crime such as burglary, speeding/hooning, graffiti, vandalism, assault or anti-social behaviour. The City’s role is to build a sense of shared responsibility in creating a safe, connected and informed community on how to report such issues. In turn, accurate reporting will increase the community perception of living in a safe community based on real statistics.

To support this, the City will undertake crime prevention through environmental design audits (CPTED) in alignment with liveable neighbourhood guidelines and will work in partnership with WA Police and other government and non-government departments in maintaining and designing safe community spaces. The City has a Closed Circuit Television infrastructure (CCTV) network that is directly connected with, and accessible by WA Police alongside a fleet five portable units that are deployed to hotspot areas on advice from WA Police, upon reports of City asset vandalism/damage or in response to resident concerns. These units are also used to pilot the need for permanent CCTV if deemed effective in reducing anti-social behaviour.

In the past, emergency preparedness and compliance engagement has also been included within the remit of community safety. Moving forward, this will be the responsibility of the City's Compliance and Emergency Liaison Team. The teams will continue to work in collaboration to build the community's capacity through the delivery of training and resources, recognising the link between community connection, safety and resilience.

The City's role in increasing the perception of safety in the community is to facilitate:

- **Communication and Education:** Delivery of programs and campaigns to increase community capacity to respond, therefore, influencing the perception of safety, such as cyber safety
- **Safe Spaces:** Create and Activate places and spaces where community members feel safe during the day and at night. Undertake CPTED audits and relocate the City's portable CCTV fleet to identified hot spots
- **Community Connection:** Encourage community members to connect with their neighbours, local neighbourhood and wider community
- **Partnerships:** Build partnerships with stakeholders to identify and respond to community needs

3.2 Community Support Services

The community support services sector aims to provide direct support to people who may be experiencing adversity so that they can fully participate in community life. The City identifies its role and focus within community support services to be primarily on prevention, partnerships and advocacy. There is strong research to indicate that early intervention and prevention can reduce the prevalence of intergenerational behaviours that lead to disadvantage, and inequities. Inequities constitute a significant and ongoing social problem with high economic costs to a community.

The City will work with key stakeholders to recognise early intervention and preventative measures to drive the development of community education and awareness raising initiatives. Early intervention and prevention programs are aimed to reduce the number of people likely to experience disadvantage and/or develop significant wellbeing issues impacting quality of life.

To do this, the City works in close partnership with the sector across professional networks including but limited to; Rockingham/Kwinana Safe Family Alliance, Rockingham/Kwinana Homelessness Interagency Group, South Metro/Peel Mental health sub network, Community Response Group, Advance to Zero Improvement team and grass roots working groups and community support services network.

Through data collection and analysis, the City is in a strong position to advocate in partnership with local not for profit groups and service groups to seek to attract services and programs to Rockingham to address evolving community needs. Additionally, the City's focus is the promotion of pathways for residents to access support and to assist in the

coordination of collaborative approaches across the community services sector to promote service offerings.

The City does not identify its role to be in direct service provision, however there are examples when gaps are identified where the City may deliver a direct service, for example the Rockingham Connect Community Transport Services (RCCTS). RCCTS is a heavily subsidised door to door transport service available to residents who may have a barrier to accessing any other form of transport. This service is managed by the City and operated by volunteers and aids vital community connection and reduces social isolation of the users, predominantly seniors. It has been identified that the availability of community transport for young families with small children is a service gap within the City. Currently RCCTS is unable to service this gap due to safety requirements surrounding the use of child restraints. This is an area that the City will continue to review.

In addition, the City has funded a three year contract to deliver a homelessness assertive outreach service. This contract is aimed to assist to gather data on the local situation and to provide direct outreach support to people within the city experiencing homelessness.

As the population continues to grow and suburbs expand, the pressure on the community services sector increases as does the need for training of volunteers to be upskilled in the emerging trends of community need. It is vital that the City has the research and data to enable informed and strengthened partnerships across all tiers of government and the sector to advocate to meet the needs for current gaps and the future provision of services to support residents.

The City's role in building a sustainable community services sector is to provide:

- **Coordination and Support:** Identify, collaborate and support the development of professional partnerships and networks to enhance a collaborative and sustainable community support sector
- **Advocacy:** Advocating at State and Federal level for a more even distribution of services and Infrastructure for the local sector, including the advocacy for more sustainable funding for local established NFPs to stabilise and strengthen the sector
- **Capacity Building:** Delivery of education and awareness programs and campaigns for residents, internal and external stakeholders and professional training for volunteers of the not for profit sector.

4. Methodology

The development of this strategy commenced under the guidelines of the Local Government Strategic Planning Framework (LGSPF) including a strategic review of the previous Community Safety Strategy (2015-2020) and Community Support Services Strategy (2017-2021).

Alongside the LGSPF, the internationally recognised Safe Community Model has also been used to guide the development of this strategy. The Safe Community model uses a collaborative and evidence-based approach to address community safety issues at a local level. By using the model to guide the development of this strategy, the City can apply to become an accredited Safe City, which once achieved, may assist in enhancing the community's perception of safety in knowing that the City has been recognised under an international best practice model. Refer to section 7.1 for more information on the Safe Community Model.

The strategic review highlighted a range of synergies between the two strategies with a number of the key community issues identified in each impacting, either directly or indirectly,

the community's perception of safety and level of community connection and subsequent need for support services.

It was evident that a number of programs, advocacy efforts and awareness campaigns in the two strategies aimed to achieve similar outcomes and increase overall community safety, connection and resilience. It was on this basis that the two strategies were combined into one – to develop the Community Safety and Support Services Strategy 2022-2027.

To inform the development of this strategy, there was a high level of community engagement and input with 840 community members completing the online surveys, 35 participants attending the community priority setting workshop, and approximately 118 stakeholder interviews completed.

The outcomes of community consultation are included in section 8: Community Engagement and Research Outcomes.

To summarise, the strategy development process included:

- review of existing Community Safety & Community Support Services Strategies.
- a desktop review of both quantitative and qualitative data;
- desktop review of international, national and state issues impacting community perception of safety and levels of connection and resilience;
- stakeholder consultation and community engagement including online surveys, stakeholder interviews and a community priority setting workshop;
- consultation at the City Safe Advisory Committee (now titled Community Safety & Support Services Advisory Committee), RoadWise Advisory Committee, and Local Emergency Management Advisory Committee and;
- review of feedback via the City's Customer Satisfaction Survey

5. Background & Achievements

5.1 Community Safety Strategy 2015-2020

The core focus of the Community Safety Strategy (CSS) was to enhance the perception of safety through the development of partnerships, programs and events.

The Key Elements of the CSS were:

1. Community Connection and Awareness
2. Community Engagement and Education
3. Community Based Surveillance
4. Use of New and Emerging Technology
5. Designing a Safe Community

The CSS focused on developing targeted campaigns aimed at raising awareness and providing education to encourage behavioural change; a vital element in enhancing community safety. This was the City's first Strategy that moved away from a specific crime prevention approach, and utilised capacity building and community development principles to improve the community's perception of safety.

In doing so, highlights from the Community Safety Strategy 2015-2020 include the development and implementation of community programs, including the Summer Series and Neighbours Unite, and training opportunities in personal safety, seniors safety and cyber safety. At the same time, the City produced a number of emergency preparedness programs, projects and campaigns in partnership with Red Cross and the Department of Fire

and Emergency Services. Within a preventative space, the City continued to formally support the Constable Care Foundation, delivered cyber safety workshops within local schools, and developed and evaluated the Safety Heroes Program.

Throughout the implementation of the CSS, the City was successful in receiving over \$1 million in grant funding to support a number of community safety initiatives. This included the implementation of the *Tougher on Crooks* campaign which shared key tips to increase personal and home safety, the implementation of three mobile CCTV units and 34 fixed CCTV cameras across the City and the recent delivery of an Interactive Art Trail at key graffiti hotspots.

Key Achievements from the Community Safety Strategy include:

Constable Care



28,285
students (2016-2021)

415
shows (2016-2021)

Key topics for Constable Care performances were:

- Protective Behaviours
- Road Safety
- Bullying and Cyberbullying
- Cybersafety
- Mental Health
- Crime Prevention
- Discrimination

Program was first piloted in Baldivis Primary School involving 155 students and evaluated in January 2016

Bungaree Primary School

Malibu Primary School

Cooloongup Primary School

562 students became Safety Heroes in 2017

Safety Heroes facilitated in 6 local schools

Port Kennedy Primary School

Baldivis Primary School

Golden Bay Primary School

Attracted over \$1 million in grant funds for:



National Disaster Resilience Program funding for Red Cross Whole of Community Project 2017-2018

- 475 Rediplan sessions delivered
- 893 preparedness chats
- Preparedness outreach in Rockingham to 450 properties
- Pillowcase sessions were delivered to 5 Rockingham schools

25 Outdoor Cinemas facilitated as part of the Summer Series – with an average attendance of 200 people

121 BEN Signs between East Rockingham to Singleton including Garden Island

Introduction of Smartwatch service

Annual Furry Friends Events with average of **300** attendees at each

~45 Neighbours Unite events held with over 1100 attendees



Facilitated the Security Subsidy Scheme:
 a financial re-imbusement program to
 increase community personal and home safety

TOTALS

Amount
\$231,386.15

Approvals
2,131



5.2 Community Support Services Strategy 2017-2022

The Community Support Services Strategy (CSSS) was endorsed in April 2017 and had a clear focus on maximising the availability of community services for at risk and vulnerable groups, and enhance education and awareness within the Rockingham community.

The Key Elements of the CSSS were:

1. Building an effective, accessible and sustainable sector
2. City provision of services
3. Infrastructure Development and Access

The CSSS built the groundwork for relationships with key stakeholders across the local community services sector. The CSSS supported the delivery of social connection programs to address isolation and community connection, including Rockingham Connect Community Transport Service (RCCTS), Social Connector Luncheon and local area pop-up events in specific locations in response to identified needs.

Through the completion of the Community Services Mapping in 2018, an accurate picture of current service provision across the city was established and key areas of need and service gaps were identified. The mapping provided invaluable data and evidence to support many external agencies to apply for increased funding with some positive results in the areas of early intervention and family support, family and domestic violence and homelessness. The City maintained strong community sector partnerships through professional networks and interagency groups. The ongoing relationship with the Department of Communities resulted in the extension of the City's Child Protection and Family Services funding to continue the provision of the Youth Worker service.

In 2020 the City was recognised in the Local Government category of the Shelter WA Affordable Housing & Homelessness Awards for excellence in implementing innovative solutions to positively impact ending homelessness in the community. This included the City's successful advocacy to attract State Government funding for the Housing First Homelessness Initiative and the commitment to build a Common Ground transitional accommodation facility in the region. In addition, the City committed to establishing a three-year Assertive Outreach service valued at \$150,000 per annum in response to increased need to support people experiencing homelessness.

Throughout the implementation of the CSSS, a number of key gaps were identified. This includes the ongoing lack of resources and financial support for the community services sector despite increased community need and complexity of presenting issues and emerging trends. This has been exacerbated by the impact of the COVID-19 pandemic. Additional areas of urgent need include key service gaps to support children aged 8-12 years and early intervention family support, grief counselling, and the ongoing issues arising from isolation including complex mental health, alcohol and other drugs and social isolation concerns. Increasingly, a lack of service availability in the eastern and southern suburbs is proving to be a growing concern as population grows in these areas.

Key Achievements from the Community Support Services Strategy include:

RCCTS provided **20,084 trips** for approximately **300 clients** facilitated by approximately **50 volunteers**



April-July no services, August-November reduced services

Live Life for Less Expo Annual event in partnership

with approximately



local agencies

with an average of



150 to 200

attendees

Homelessness Week event in partnership with Salvation Army and approximately 15 local agencies and support services with average **200 attendees**



Some of the locations included:



BUNNINGS



SPOTLIGHT



WARNBRO Centre

Specialty trips included visits to:

- Local cemeteries
- Castaways
- Waikiki Shopping Centre
- Secret Harbour Shopping Centre
- The Gardeners Nursery (Thomas Road)
- Have a go Day

Mental Health Week

8-15
events

hosted each year

Design and distribute Community Reference Cards
Homelessness and FDV

15-30 sector-based and community training opportunities hosted annually

WITH

10-30 attendees per session covering suicide prevention, financial and budgeting skills, trauma, mental health and substance abuse

Facilitated interagency networks:

- Domestic and Family Violence Interagency Group
- Homeless Interagency Group, including three sub-groups committees focused on Emergency Relief, Education and Awareness and Outreach and Accommodation
- Mental Health Interagency Group

Created and distributed the
Community Support Services Directory



Approximately **60** community members participated in Social Connector Luncheon between 2014-2020



14 Pop-Up Community events hosted

6. International, National and State Strategic Context

Matters pertaining to community safety and welfare support needs are not isolated to any one community. They are central to the basis of essential human rights as specified by the United Nations (UN), applicable to countries worldwide. It is pertinent to gain an insight into global issues and trends to gain an understanding of similarities and how to address these matters at a local level. International, National and State Strategies may have an influence on the City's ability to respond to local needs.

The Australian Government's 'Right to Social Security', is informed from seven of the international human rights treaties Australia is core to from the UN. The Right to Social Security provides a minimum level of essential benefits to all individuals and families that will enable them to acquire basic shelter and housing, essential health care, basic forms of education, water, food, sanitation and safety.

There is a large volume of strategies, frameworks and policies worldwide that tackle matters of community safety, welfare, adversity and support. To inform this strategy, international, national and state research has been undertaken and the key data is included below. Amongst the research, there are inevitable synergies between the themes that highlight the role of local government as advocating for the local community's needs and increasing community capacity to respond to issues with resilience. The city aims to align with best practice research to deliver this strategy.

6.1 International Context

The United Nations Sustainable Development Goals (SDG)

The United Nations Sustainable Development Goals (SDG's) form the blueprint to achieve a better and more sustainable future for all. The SDGs aim to be relevant to all countries to promote prosperity with a strong focus on improving equity to meet the needs of women, children and in particular disadvantaged populations so that "no one is left behind". This aligns with the City's Strategic Community Plan Aspirations and the below five SDG's are specifically related to the focus of this strategy in building a safe, connected and resilient community:

Goal 1: No Poverty aims to reduce the proportion of the community living in poverty by providing access to resources and services, and creating policies and structures to support this reduction

Goal 2: Zero Hunger aims to ensure that the wider community have food security and access to a healthy balanced diet on a regular basis.

Goal 3: Good Health and Wellbeing aims to promote wellbeing through strengthened prevention and treatment of substance abuse and harmful use of alcohol, reducing the number of road traffic accidents and increasing the availability of community services.

Goal 11: Sustainable Cities and Communities aims to make cities inclusive, safe, resilient and sustainable through convenient access to public transport, affordable housing and safe green and public spaces.

Goal 16: Peace Justice and Strong Institutions aims to reduce all forms of violence and related deaths

Of the 17 SDG's, the above five goals have been selected to best represent the international context to represent the themes of this strategy. These goals highlight the need to build and support a sustainable community services sector, and a safe community by increasing community connection. Together, the overarching aims of the SGD's highlight the relationship between the goals and this strategy for the City moving forward.

International Report on Crime Prevention and Community Safety

The International Report on Crime and Community Safety is the flagship report produced by the International Centre for the Prevention of Crime (ICPC) every two years, in line with Goal 16 of the SDG's (listed above). Although it is difficult to compare crime statistics on an international level, it is evident that the types and frequency of crime prevention policies and programs being offered around the world. These reports acknowledge that crime rates for traditional offences had been steadily decreasing, with the exception of drug-related crimes, which is reflected locally within the Rockingham crime statistics.

Issues highlighted within the most recent (2018) International Report include:

- The prevalence of children and youth experiencing violence, and the link between this experience and future poverty, incarceration and recidivism;
- The diversification of the drug market, including the legalisation of cannabis, and the impact this has on community health and wellbeing;
- The incarceration rates, particularly increases in incarceration rates correlating with increases in poverty and adversity;
- A community's "feeling of insecurity" or concerns/attitudes about the prevalence of crime in their community and their chance of victimisation; and
- The growth of cybercrime, the characteristics that influence how cybercrime and cyber-victimisation occur and the implications for prevention.

Based on these international trends, on the whole, there has been a shift from a punitive response to implementing more innovative and early prevention approaches to crime prevention and community safety, including the provision and promotion of community services. Additionally, the connection between people and their community has been recognised as a key intervention in crime prevention and decreasing the fear of crime within a community.

These trends are reflective of the City's approach in using police and other data sources to identify and recognise local trends to inform the development of community education and awareness initiatives. The City uses evaluation from successful international programs and research to influence the design and delivery of programs to respond to local needs. The key themes of community connection, awareness and education are reflected within the key elements of this Strategy.

The Safe Community Model

The Safe Community Model is an internationally recognised, evidence-based best practice model for addressing community safety issues at a local level. The Model uses a co-ordinated and collaborative approach to increase safety and address concerns based on local information about injuries, anti-social behaviour and crime. Overall, it aims to prevent injuries in all areas, for all ages, in all environments and situations.

Collectively, there are approximately 60 accredited Safe Communities in New Zealand, and the United States of America, with an additional 15 communities in the process of completing the designation of a Safe Community. Each of the Safe Communities are using the model to link with the SDG and address concerns at a local level.

The use of the Safe Community Model to develop this Strategy provides the opportunity for the City to explore accreditation, as a community that uses evidence-based best practice to build a safe, connected and resilient community.

Housing First Approach to Homelessness

There has been an international movement towards the use of a Housing First, or Housing Led, approach to ending chronic homelessness (Ruah Community Services & St Bart's, 2013). Housing First was developed as a model for supporting people experiencing chronic homelessness who have complex needs, particularly around mental health. This approach begins with immediate access to long-term housing, followed by providing wrap-around services approach to address underlying individual needs.

A Housing First approach is used internationally in Finland, Netherlands and Canada with the key aim of achieving functional zero. Functional zero is defined as a rate of people experiencing chronic homelessness less than or equal to the housing placement rate.

A similar "built for zero" approach has successfully ended functional homelessness in twelve United States of America communities. In each of these approaches, success factors have included:

- Sustainable and focused investment on affordable housing options;
- Provision of, and advocacy for, support, including mental health, financial and alcohol and other drug services;
- Consultation with people with lived experience; and
- Provision of services and programs that increase connection to community.

The Australian Advance to Zero (A to Z) campaign toward ending homelessness in Australia is based on the Housing First Approach. This campaign signifies a sector-wide commitment to ending homelessness and achieving functional zero.

The City has and will continue to be a strong advocate for the provision of accommodation and community services to reduce homelessness across the city and region.

6.2 National and State Context

An extensive review of National and State Strategies focussed on crime prevention, graffiti, CCTV, homelessness and housing, mental health, suicide prevention, substance misuse, family & domestic violence, social isolation and poverty. Through the review several key themes emerged that are intrinsic to the City's role in fostering a safe, connected and supported community. These are;

Building community capacity through education and awareness

A successful preventative approach is based upon building community capacity. The principles of capacity building focus on enabling the whole of community to develop skills and be competent and able to contribute to their own community in a sustainable way. The role of developing and implementing localised public awareness campaigns and training opportunities sits across all tiers of government.

The development of public awareness campaigns, training and education messages are key to increasing community capacity to understand and respond to issues. Raising community awareness of key issues increases the possibility that community members will reach out for support and share their experience with others. Furthermore, the potential impact of localised initiatives will be strengthened when messaging is aligned with national and or

state-wide public education campaigns whilst promoting relevant local services and supports (Mental Health Commission Prevention Plan).

Within the community services sector, community groups, organisations and service providers are encouraged to develop and provide programs that respond to local needs. These programs may include both short-term and long-term projects, activities and events. Additionally, providing the knowledge and skills for community members to respond to issues increases a sense of shared responsibility within the community.

Collaboration with key stakeholders, including communities

There has been a discernible shift in the way that governments respond to key issues and concerns, with a focus on their role as the conduit between stakeholders and the community. A greater focus on consultation and development of strategic working parties such as district leadership groups, have been formed to aid the consultation process to inform decisions. This presents opportunities for local government to work together across boundaries to raise regional issues at a strategic level for leverage towards funding commitments. The context for this strategy highlights the need for the City to engage across local governments, with identified state and nationally funded service providers and to be represented on the appropriate issue specific and regional networking /working groups.

The principle of collaboration with stakeholders and community ultimately strengthens increased relevance of prevention activities and community ownership (Mental Health Commission Prevention Plan).

Community Connection is key to a successful primary prevention approach

Throughout the State and National Strategies that aim to address these issues, it is highlighted that quality relationships and meaningful social connection are an important factor in increasing a person's capacity and resilience. There are actions that encourage all levels of government to support, promote and implement programs and activities that increase community participation, a sense of culture, identity and social belonging, access to community services and a safe and secure living environment.

Social connection can have a significant impact on a person's mental health and wellbeing, and their perception of safety within their community. In recent years, research has highlighted the negative impact that social isolation and loneliness can have on a person's wellbeing. Nationally, approximately 1 in 4 people report that they are currently experiencing loneliness with 1 in 2 reporting that they feel lonely for at least one day per week (Lim & Australian Psychology Society, 2018).

There are a number of factors that can lead to or protect against social isolation. It is recognised that living alone, single parenting, unemployment, receiving income support and financial stress are common factors that lead to social isolation. Furthermore, these stressors are often experienced by a person who may have issues associated with mental health, alcohol and other drugs, homelessness, family and domestic violence or have come into contact with the criminal justice system.

Consultation with people with lived experience

The importance to deliberately plan to engage and consult with people lived experience is a consistent shift in the development of current national and state strategies. At the bottom tier of government and closest to the community, local government has the opportunity to engage with people with lived experience to influence programs and advocacy efforts. Consultation with lived experience can influence targeted responses to issues, which support a whole of community approach to key issues, including homelessness, family and

domestic violence and homelessness. The consultation recognises that a number of these issues are disproportionately experienced by minority populations and people experiencing adversity.

The community services sector is guided by the *Australian Council of Social Services Strategy* and the *Western Australian Council of Social Services Sector Strategy*. Within these strategies, the sector aims to use a collective voice to influence policy change, collaborate with the community, and amplify the voices of people with lived experience.

Although local governments are not directly accountable to either of these Strategies, the City plays a pivotal role in consulting with people with lived experience. For example, culturally and linguistically diverse (CaLD) communities are disproportionately impacted by alcohol and other drugs and family and domestic violence. Thus they should be included within the co-design and facilitation of programs (Path to Safety, 2020; National Alcohol Strategy 2019; Mental Health Commission Prevention Plan). This sector collaboration is pivotal to the City's advocacy efforts, ensuring that identified community needs are at the forefront in influencing policy change.

Collection and sharing of data

There is an underlying importance in the collection and sharing of data within the community safety and support services strategic context. The use of standardised and timely data demonstrates the level and nature of the issues that are impacting the community. This is, then used to influence policies and evaluate programs.

The City's role in the collection and sharing of data is twofold. Local governments have access to timely data from a number of sources, including statistics and quantitative feedback. This data should be used to recognise gaps in services, shape activities to address key concerns and evaluate programs. Furthermore, it is part of the City's role to share this data with stakeholders and the wider community. This collection and sharing of data is key to the City's role in community capacity building and collaboration.

COVID-19

A state-wide online survey, the COVID-19 Community Resilience Scorecard survey, gathered local data to assist local governments in prioritising their efforts to recover and thrive following the COVID-19 outbreak. This data outlined the below themes within the most important areas for the City to focus on:

- Community health and wellbeing
- Community safety and crime prevention
- Providing community services for people most vulnerable to COVID-19

National Redress Scheme: Child Safety

The National Redress Scheme has been created in response to recommendations by the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission). The Royal Commission was established in January 2013, to investigate systemic failures of public and private institutions to protect children from child sexual abuse, to report abuse, and to respond to child sexual abuse. The Royal Commission released three reports throughout the inquiry including Redress and Civil Litigation (September 2015), making specific recommendations regarding the establishment of a single National Redress Scheme (The Scheme) to recognise the harm suffered by survivors of institutional child sexual abuse.

The report from the Royal Commission made 409 recommendations, one of these recommendations (6.12) relates specifically to Local Governments:

- *(Recommendation 6.12) – With support from governments at the national, state and territory levels, local governments should designate child safety officer positions from existing staff profiles to carry out the following functions:*
 - a. *Developing child safe messages in local government venues, grounds and facilities;*
 - b. *Assisting local institutions to access online child safe resources;*
 - c. *Providing child safety information and support to local institutions on a needs basis;*
 - d. *Supporting local institutions to work collaboratively with key services to ensure child safe approaches are culturally safe, disability aware and appropriate for children from diverse backgrounds*

A number of other recommendations, although not specific to local governments, will impact the City as a provider of direct and indirect child related activities, services and facilities. On the 26 May 2020, Council endorsed the City's participation in the National Redress Scheme and delegated authority to the Chief Executive Officer (CEO) to execute a service agreement with the State Government in the event that a redress application is received.

The Scheme provides an avenue for survivors of institutional child sexual abuse to receive:

- A direct response (apology) from the responsible institution, if requested;
- Funds to access counselling and psychological care; and
- A monetary payment of up to \$150,000.

As of June 2022, consultation is continuing between State Government, Western Australia Local Government Association (WALGA) and Local Government to determine appropriate responsibilities and cost allocation in accordance to actions listed within Recommendation 6.12.

7. Community Engagement and Research Outcomes

As part of the first stage of strategy development, the City reviewed a number of quantitative sources to objectively highlight key issues and concerns within the community. These issues lead to preventable harm and may negatively impact the perception of safety within Rockingham. This included:

- a review of the most prevalent crimes recorded by the Western Australian Police over the last five years identifying the top five crimes as theft, burglary, drug offences, property damage and assault.
- a review of the data from the Centre of Epidemiology identifying leading causes of harm as mental health issues, alcohol and other drugs, road/transport accidents and suicide and self-inflicted injuries.
- a review of the preventable alcohol-related hospitalisations including falls, motor vehicle accidents and assaults/abuse.

- a review of the 2018 City of Rockingham Community Support Service Mapping Exercise identified key themes of mental health, drug and alcohol abuse, family and domestic violence (FDV) and housing insecurity and homelessness.

This data review identified nine key themes that negatively impact community connection and wellbeing, the perception of safety and the community's access to support services within Rockingham. These included:

Alcohol and Other Drugs

Alcohol-related incidents have been common within Rockingham, with hospitalisations resulting from alcohol and drugs higher for both males and females when compared to the State average (Centre of epidemiology, 2020). In 2015, one in three Rockingham residents reported drinking alcohol at high-risk levels of long-term harm (City of Rockingham Alcohol Profile). Between 2011 and 2015, there was more than 3600 alcohol-related hospitalisations that were the result of single-occasion risky drinking. This included motor vehicle accidents (23%), assault/abuse (8.5%) and self-inflicted injuries (6%). In the same period there were approximately 1500 alcohol-related assaults, with these incidents having occurred in Rockingham (341), Baldivis (219) and Warnbro (184) (Rockingham Alcohol Profile, 2020).

Drug offences have consistently remained prevalent within Rockingham over the last five years (2014-2019), increasing from 2018 - 2020 (WA Police statistics, 2020). Drug offences have increased in the suburbs of Rockingham, Waikiki, Shoalwater, Golden Bay and East Rockingham. In comparison, drug offences have remained constant in Port Kennedy, Karnup and Hillman; and decreased in Baldivis, Warnbro, Coo loongup, Safety Bay and Singleton (WA Police Statistics, 2020). Overall, there doesn't seem to be any pattern in the prevalence of drug offences within Rockingham suburbs.

Road Safety

For Rockingham, transport accidents are one of the leading causes of avoidable death and of hospitalisations for both males and females (Centre of Epidemiology, 2011-2016). Between 2015 and 2019 there were over 4000 total crashes within Rockingham, of which 56% resulted in a major damage (Traffic Crash Summary, 2015-2019). Both injuries and hospital stays resulting from transport accidents are more prominent in males between 25-44, followed by 15-24 year olds (Rockingham Hospitalisation, Injury Matters, 2019). Transport-related accidents have the highest preventable injury-related hospitalisation costs for Rockingham costing approximately \$3.5 million in 2015 (Rockingham Hospitalisation, Injury Matters, 2019).

Mental Health

Approximately 14% of the Rockingham community have been diagnosed with a mental health problem within the last 12 months (2021 Health and Wellbeing Profile).

The Community Support Services (CSS) Mapping conducted in 2018 and Department of Health Epidemiology Data (2011-16) highlighted key areas of concern for Rockingham including:

- Intentional self-harm accounting for 16.4% of avoidable deaths.
- Presenting occasions of hospitalisation in Rockingham related to stress related disorders, personality disorders and substance abuse disorders are all significantly higher than State statistics.
- Reported rates of mental health conditions at 15.5% compared to 14.6% for the State.

- Support Services reporting increases in complexity and severity of client cases as pressures on state-wide mental health systems result in adults experiencing severe mental health problems being unable to access adequate treatment.
- Three out of four local youth counselling services approached reporting significant increases in waiting list times in the past 12 months to access services.
- Two out of three local adult Psychology services approached reporting significant increases in waiting list times in the past 12 months to access services.
- South Metropolitan Drug and Alcohol Service reporting significant increases in waiting list times in the past 12 months to access services which impact mental health.

The Community Safety and Support Services Community Survey conducted in 2020 highlighted that the top training requests needed by community and the sector were in the areas of mental health and alcohol and other drugs.

As identified within the Community Services Mapping Exercise (2018), the community need for mental health related services has continued to increase within Rockingham. Mental Health was identified as the second most common service gap for Support Services based within the City of Rockingham with waiting lists for services often being three months or longer. It has been described by the sector that additional funding and support is beyond a critical level.

Crime

The top five crimes within the City of Rockingham between 2014 and 2019 were:

1. Theft
2. Dwellings burglary
3. Drug offences
4. Property Damage
5. Non-domestic assault

The most prevalent offence across Rockingham overall the last five years was theft (more than 22000 offences between 2014 and 2019). It is the most common crime type across all Rockingham suburbs, excluding Hillman, and this has remained relatively consistent across the five years. During 2020, the incidence of theft has decreased as a result of the lockdown and social isolation measures put in place during the COVID-19 pandemic. Whilst graffiti statistics are not highlighted as an area of priority, it must be noted that it is a crime that has an inerrant link to a communities reduced perception of safety. Therefore, graffiti is an important area for the city to maintain a focus.

Family and Domestic Violence offences have steadily increased within Rockingham (WA Police Statistics, 2020). Anglicare Rockingham reported that the domestic violence was the top presenting issue in 17% of their cases, including those accessing counselling services and families at risk of homelessness (Anglicare Rockingham, January – June 2020). Between June 2019 and June 2020, there was a 47% increase in presentations where family and domestic violence were the major concern for those accessing counselling services (Anglicare, 2020). In the same period, there were more than 250 presentations for accommodation at the Lucy Saw Shelter (Family and Domestic Violence) and more than 4400 clients accessed non-residential support through the Safe at Home support Service (Lucy Saw FDV Data, 2020).

Unemployment and Financial Insecurity

In April 2022, the WA unemployment rate was reported as being at its lowest at 3.4% (Australian Bureau of Statistics, 2022). However data specific for Rockingham is not available at the time of developing this strategy, therefore will be updated in the first review.

Rockingham has a significantly higher rate of adult unemployment (9.8%) compared to both Greater Perth (8.1%) and WA (7.8%) (ProfileID Rockingham, January 2020). Of those who are unemployed, 6.3% of Rockingham residents reported that they are looking for full time work while 3.4% are looking for part time work.

Unemployment was the top presenting issue for approximately 9% of those accessing tenancy services through Anglicare Rockingham (Anglicare, 2020).

Rockingham has a higher percentage of the population accessing Job Seeker and Youth Allowance programs compared to the state. In December 2020, 10% of the 15-64 age population reported receiving either Job Seeker or Youth Allowance (ProfileID, 2021). This has increased by 3% within a year, with the largest numbers of recipients residing in Rockingham and Baldivis (ProfileID, 2021).

Throughout research lower levels of education and unemployment have been interconnected with a number of other issues, including mental health, financial and housing instability. Financial difficulties and housing affordability stress were the top two presenting reasons for individuals at risk of homelessness (22%) and those needing tenancy support to maintain private rentals (32%) (Anglicare Rockingham, 2020). Furthermore, presentations relating to financial issues increased by 23% between June 2019 and June 2020 (Anglicare, 2020).

The City of Rockingham is rated 58/138 local government areas within the Socio-Economic Indexes for Areas (SEIFA) for advantage and disadvantage. The SEIFA index measures disadvantage and advantage based upon indicators such as; employment, education level, housing type, access to internet, need for assistance etc. In 2016, Rockingham's SEIFA index was at 986 (ProfileID, 2016). The higher the SEIFA index is, the lower the level of disadvantage. For context, the highest SEIFA index in the State is in Cottesloe at 1163, with the lowest being at Ngaanyatjarraku with an index rating of 689.

Youth Issues

19.8% of the City's population are young people under the age of 15 years old (ProfileID Rockingham, 2020), with the suburbs with the highest growth having the least amount of services available (Community Services Mapping Exercise, 2018). Whilst in schools between July 2019 and June 2020, the Youth Workers provided support to more than 1500 young people (Youth Services, City of Rockingham, 2019-2020). The top presenting issues for the young people needing support were peer and family conflict (256 cases), mental health issues (251 cases), education and training (166 cases), poor self-esteem (124 cases) and behavioural issues (102 cases). The top suburbs of residence of young people needing support were Baldivis, Safety Bay, Rockingham, Warnbro and Port Kennedy. In 2020, the City opened the Youth Centre in central Rockingham where case management and targeted programs are offered to engage and support young people. The City's youth workers report the need to support young people for extended periods as a result of extensive wait time for the young person to access the services they are referred to by the Youth Worker. This long wait times continues to be of concern, in particular with in relation to mental health and family support.

Suicide

Suicide and self-inflicted injuries are the second highest avoidable death for Rockingham costing \$904,009 in hospitalisation costs (Centre of Epidemiology, 2011-2016). Across 2011-2016, males account for 77% of incidents of suicide and self-inflicted injuries, which is significantly higher than the state (Centre of Epidemiology, 2011-2016). Feedback from Coroner's statistics and informal feedback from the Suicide Postvention Community Response Group¹¹ indicate that in the City of Rockingham, males aged 20-40 are over-

represented in suspected or confirmed suicides. Further, in Rockingham, intentional self-harm is accounting for 16.4% of avoidable deaths. There are ongoing actions listed within this strategy aimed to assist in preventing suicide. Within those actions, there will be targeted education, training and awareness aimed at males.

The Western Australian Suicide Prevention Framework 2021 – 2025 reported that suicide is the leading cause of death among young people aged 15-25. The Framework noted that a priority area is to build community capacity to respond to the needs of those affected by a suicide death, often referred to as Postvention. The Framework acknowledges that Local Government is the closest level of government to the community and plays an essential role in the provision of community programs. Research into youth suicide conducted by Telethon Kids Institute indicates that for every suicide loss there is a circle of direct impact of approximately 100 people. Further to this, one of the highest risk factors for suicide loss is previously experiencing the loss of a close friend or family member to suicide. The ability for the city to provide preventative education and connection to support in the area is vital.

Culturally & Linguistically Diverse (CaLD)

For most people relocating to Australia from overseas, there is some dislocation due to isolation from family, friends, culture and all that is familiar. This can greatly impact how safe a person feels in their community and may result in isolation. The reasons for re-settlement may also have a severe impact on how one transitions from one country to another, e.g. whether re-settlement has been of free choice or result of extenuating circumstances.

The community services sector are reporting an anecdotal increase in the number of families and individuals requiring specific support. Women in particular, from CaLD backgrounds are over represented in requiring support as a result of family and domestic violence. Services in mental health, early years, family support and alcohol and other drugs are also reporting disproportionate representation of people from CaLD backgrounds requiring support.

As of 2016 the ABS data indicated within the City of Rockingham, 38,573 people were born overseas, inclusive of 21% who had arrived in Australia from 2011-2016. Of this, 7.7 % of the CaLD population reported that they speak a language other than English at home with 551 people stating that they are not proficient in English. The top 6 languages spoken other than English are Afrikaans, Filipino, Spanish, Italian, Mandarin and German. This indicates the need for the City to explore alternative and targeted engagement options for connecting and promoting services to people who are not proficient in English to enable them to connect with the City.

It is expected that the 2021 ABS data will indicate a growth in the number of people living in the City from non-English speaking backgrounds. There is currently very limited specific multicultural services available within Rockingham that could help to connect CaLD residents to information. This is an identified gap and needs to be included in advocacy to attract culturally appropriate services to the City.

LGBTIQA+

There are many acronyms used to describe people of diverse gender identity and/or sexual orientation. The City uses the acronym LGBTIQA+, which refers to lesbian, gay, bisexual, transgender, intersex, queer and asexual, with the + symbol acknowledging the diversity of gender and sexuality not otherwise captured which is consistent with the State Government and direct service providers. The key issues facing the LGBTIQA+ community are discrimination, physical and verbal homophobic abuse, social exclusion, mental health concerns and increased suicide ideation, individuals hiding their sexuality or gender identity when accessing services, and bullying/cyberbullying (in particular affecting young people) impacting wellbeing and education.

The City adheres to create a safe space for every member of the community. This specifically includes promoting a safe and inclusive environment where a LGBTIQ+ person can express themselves without fear of being made to feel uncomfortable, unwanted, or unsafe based on sex, sexual orientation, gender history, gender identity or gender expression. The City currently facilitates a Pride Space group focussed on supporting 12-17 year olds at the Youth Centre.

There is no other specialist direct service provider in Rockingham to support the needs of the LGBTIQ+ population and this remains a gap for further advocacy and community education.

7.1 Customer Satisfaction Survey

Each year, the City conducts a Customer Satisfaction Survey to measure the success of the Strategic Community Plan 2019-2029. The Customer Satisfaction Survey (2020) highlighted the importance of residents “feeling safe” at home and out in the community, and identified key community concerns. The figure below highlights the consistent key themes repeatedly raised in the survey results.



In addition to the Customer Satisfaction Survey, a specific survey related to Community Safety and Support Services was conducted alongside an extensive desktop review of local data. This highlighted the areas that the City should focus its education, engagement and advocacy efforts to increase the perception of safety, connection and resilience within the community.

7.2 Community Safety and Support Services Community Survey Results

A community survey was developed to explore the key themes including community connection community safety and the experience in accessing community support services within the City of Rockingham. The survey was completed by 825 community members online and in physical copies.

Community Strengths

Respondents ranked “feeling safe at home” as what is most important to them within the Community Safety and Support Services space (70% ranked as most important outcome). This was followed by “feeling safe in your community” and “feeling safe when out and about in the community”. “Having access to community support services (eg; mental health, financial support, family services)”, was ranked higher than “being connected to your community”.

The top five community concerns for the City of Rockingham were ranked as:

1. Anti-social behaviour
2. Drugs
3. Family and Domestic violence
4. Alcohol
5. Mental Health

Within the top five community concerns, there are a number of synergies between the community safety and support services space. These have also been highlighted as concerns within the quantitative data review and the stakeholder interviews. Furthermore, these topics have had a higher profile as a result of the COVID-19 pandemic.

Safe and Connected Community

Overwhelmingly, respondents agreed that having a safe community is important to them (81% strongly agreed, 18% agreed).

- 87% of respondents feel safe in their street
- 80% of respondents feel safe in their neighbourhood
- 76% feel safe in the community

Although majority of respondents feel safe within Rockingham, their reported levels of safety decrease as their community widens. 49% of respondents said that there locations within Rockingham that made them feel unsafe during the day. In comparison, 70% said that there were locations that made them feel unsafe during the night. Respondents may feel safe within their street, but they report feeling less safe within their neighbourhoods and the community.

Majority of the respondents agreed that having a connected community is important to them (37% strongly agreed, 52% agreed).

- 73% of respondents know the people that live in their street
- 64% of people feel connected to their neighbourhood
- 64% of respondents feel connected to their community

Overall, the respondents agreed that having a connected community is important to them. Most of the respondents agreed that they know the people who live in their street, however, they were less likely to feel connected to their neighbourhood and community.

Respondents were asked to select the different ways that they connect to their community. Respondents could select more than one way to connect. In order of priority:

1. Cafes and local businesses (76%)
2. Public open spaces (eg parks and playgrounds) (63%)
3. Neighbours (58%)
4. Family (54%)
5. Community events (54%)
6. Facilities (eg gyms, aquatic centres) (41%)
7. Online (39%)

8. Community centres (eg libraries) (39%)
9. Sporting/hobby groups (34%)
10. General interest groups (24%)
11. School/university/TAFE (21%)
12. Church (12%)

73% of respondents did not feel that there were any barriers in connecting with their community. Of the respondents who did feel that there was barriers, the major barriers to connecting with communities were:

- Respondents feeling unsafe (22%)
- Activities not suiting respondents' interests (19%)
- Time (13%)
- The inability to access information about community events, activities and groups in a timely manner (13%).

Even if respondents did feel that there were barriers to connection, there was a common theme that respondents did want to connect with the wider community but the opportunities for connection that were available were not suitable.

Accessible Support Services

Within the last two years, 42% of respondents or someone within their household has accessed support services within the City of Rockingham. 11% of the respondents had accessed support services outside of the City of Rockingham.

Of the different support services available, respondents accessed:

1. Mental Health Services (20%)
2. Child and Family Services (9%)
3. Seniors Support services (7%)
4. Community transport systems (7%)
5. Financial support services (4%)
6. Youth support services (3%)
7. Alcohol and other drugs (3%)
8. Family and domestic violence (2%)
9. Accommodation (2%)
10. LGBTIQ+ support services (1%)

As part of the survey, respondents were asked whether they or their family experienced any barriers in accessing support services. 53% of the barriers experienced were:

1. Waiting lists for the support services were too long (18%)
2. Cost (14%)
3. Not aware that the services we needed were in the City of Rockingham (12%)
4. Don't know how to access support services (10%)
5. Support Services that we needed were not in Rockingham (10%)
6. Too complicated (6%)
7. Lack of time (6%)
8. Transport (4%)
9. Worried about what others might think if they knew that we were accessing a support service (3%)

Respondents had the option to describe other barriers they may have experienced. These included the limited availability of support services in Rockingham and the preventative obstacles to be able to access the available support services.

Training Opportunities

As part of the survey, residents were asked what community training they would like the City of Rockingham to deliver. The top ranked training opportunities included:

1. Mental Health
2. Drug and Alcohol Misuse
3. Cyber Safety
4. Community Connection
5. Suicide Prevention
6. Financial assistance and thrifty budget skills

7.3 Stakeholder Interviews

This desktop review led to the coordination of a series of stakeholder interviews focusing on opportunities for collaboration and future preventative focuses.

The stakeholder feedback was provided by 15 internal stakeholders across the City. The external feedback was provided by 60 stakeholders. These included support services, Not for Profit Agencies, neighbouring local governments and State Government departments.

Key themes across this feedback included the importance of stakeholder relationships and partnerships, the need to collect and share information and resources across sectors, and the importance of community connection in building safe and supported communities. Key concerns were the increase in wait lists for services in particular mental health, alcohol and other drugs, housing,

Across the different stages of community engagement, a number of key concerns were identified. These key concerns highlight the role of synergies between community safety and support services.

8. The Way Forward

The key underlying message of this Strategy is that *if a community feels supported, safe and connected, they will have a greater capacity to respond to adversity increasing personal and community resilience*. In simplified terms, *a connected community, supports a safe and resilient community*.

In the delivery of this strategy and in order for the City to achieve Aspiration 2: Grow and Nurture Community Connectedness and Wellbeing of the City's Strategic Community Plan, the City must remain current in the knowledge of community safety and support services emerging issues, possible solutions, gaps in services, funding opportunities, and, identify programs and services which may be open to consider locating to, or at least servicing Rockingham. Through a collaborative partnership and collective impact approach, the City will work in partnership with Federal and State Government, Not for profit agencies and local groups to build a sustainable, safe, connected and resilient community.

A key role identified for the City moving forward is to strengthen the City's advocacy approaches for Community Safety and Community Support Services. The inclusion of a social and wellbeing pillar to the City's advocacy plan is a vital step to aid the City to support the needs of the community and sectors in response to growth. Priority advocacy areas are; mental health, domestic & family violence, Crisis/ transitional and low cost accommodation, CCTV and facilities /increased funding for service providers to operate in the City.

Within this strategy, three key elements have been identified with 53 actions allocated across them to be delivered over the next five years. 27 new actions have been created alongside the delivery of 26 ongoing actions. The key elements and subsequent implementation actions are a reflection of the key themes, areas of priority, community expectation and data obtained during the community engagement and desktop research process.

It is to be noted that in a fast evolving environment and as a result of the COVID-19 pandemic, the City along with government, non-government and not for profit agencies will need to be agile and flexible to adapt to meeting the changing needs of the community. Within the ongoing actions, the delivery of community education and awareness program will pivot to target the identified need eg: promotion of suicide awareness and education to target males. Programs and activities will be developed and delivered to target key issues within the local context and be designed in such a way that they may be able to adapt in alignment with any government restrictions.

The City will look to attract external funding to support the delivery of actions within this strategy where opportunities are presented. There are number of projects across the key elements that have been deliberately developed to align with State or Federal plans to assist the city to attract potential funding, for example CCTV.

8.1 Key Element 1: Safe and Vibrant Places and Spaces

Promote safe and vibrant places and spaces that serve the needs of the community and create opportunities to assist the community services sector.

Objectives:

1. Promote family-friendly spaces within the City
2. Increase participation in community life by activating community spaces at a local neighbourhood level
3. Support community services sector co-location model opportunities to meet community needs

8.2 Key Element 2: Partnerships for Collective Action and Advocacy

Foster a cohesive, accessible and sustainable community services sector and work collaboratively with key stakeholders.

Objectives:

1. Introduce a social and emotional wellbeing pillar to the City's Advocacy Plan
2. Build and maintain partnerships with key stakeholders, groups and networks based on identified community needs and emerging issues
3. Facilitate opportunities for sector collaboration across the City
4. Support the community to reduce the harmful impacts of alcohol use
5. Maintain partnerships with key stakeholders to develop and implement preventative programs in line with best practice
- 6.

8.3 Key Element 3: Safe and Connected Communities

Increase community understanding and awareness by delivering education of key issues at both the neighbourhood and whole of community level through activities, events, training and workshops.

Objectives:

1. Understand and decrease barriers to community connection
2. Increase the number of community champions actively involved in City programs and activities
3. Increase knowledge within the City’s workplace about key issues that impact safety, connection and resilience in line with best practice
4. Increase community awareness and knowledge about key issues and emerging trends that impact community safety, connection and resilience through provision of targeted campaigns, initiatives and training
5. Increase level of community safety and resilience by supporting community members experiencing adversity

9. Measuring success

9.1 The Community Development Measurement Model

The Community Development Measurement Model provides the framework for measuring the City’s progress towards achieving the community’s aspirations. The model consists of five stepped dimensions. A dimension is a survey statement that describes the qualities or outcome an individual experiences as part of their participation in an activity. These dimensions are included in surveys to measure the outcome and impacts of the actions or initiatives implemented. Their consistent use allows for the production of an overall result for the Community Safety and Support Services Strategy which will be reviewed regularly and prior to the commencement of the next Community Safety and Support Services Strategy.

The following table illustrates the five stepped dimension definitions and provides an example of a dimension statement:

Dimension	Explanation	Example
Awareness	Knowledge that something exists	Attending the event has increased my awareness of how community connections can increase how safe I feel in the community
Understand	Knowledge about a subject, situation, or about how something works	Attending the event has increased my understanding of the link between being connected to the community and feeling safe in my neighbourhood
Confidence	Being certain of your abilities	Participating in this event improved my confidence in talking to new people that live in my neighbourhood

Behaviour	The way that a person acts, intends to act or responds	Participating in this event encouraged me to introduce myself to people living in my neighbourhood
Connection	Feeling of being part of something	The event made me to feel more connected to my local community

9.2 The Community Safety & Support Services Advisory Committee CSSSAC (formerly City Safe Advisory Committee)

The Community Safety & Support Services Advisory Committee (CSSAC) will be utilised to provide feedback on the delivery and review of the Community Safety & Support Services Strategy 2022-2027 during its implementation. At the bi-monthly meetings, CSSSAC will discuss the progression of key actions and provide support in the delivery of the actions where necessary. The CSSSAC members include key stakeholder representatives, community representatives and Councillors. Nominations for membership are facilitated every two years in line with the Governance and Framework Policy.

9.3 The Safe City Model Accreditation

The Community Safety and Support Services Strategy was developed in line with 'The Safe Community Model'. Throughout the Strategy implementation and review process, the projects/initiatives will be measured based on the core attributes of the Safe Community Model. These core attributes are:

- Community leadership and participation
- Program reach
- Priority setting
- Data analysis
- Program evaluation
- Communication and networking

These attributes have been articulated throughout the Strategy development process and work within the community safety and community services spaces. The City of Rockingham context in relation to the Safe Community Model can be identified as:

Leadership and Participation

This outcome will be realised through the support of the Community Safety & Support Services Advisory Committee, district and local level leadership groups, professional networks, community representatives, key stakeholders and Councillors. A number of actions within the Implementation Plan specifically outline how the City will provide leadership and participation opportunities for stakeholders and community members to participate in order to achieve the outcomes listed within the strategy.

Program Reach

This Strategy is based on best practice and community consultation, and delivered in partnership with key stakeholders. The key elements and actions are based on community capacity building principles aiming to increase community awareness, participation and connection in line with the Community Development Measurement Model. Actions within the Implementation Plan are based on a whole-of-community approach, however, there are also some actions that target populations experiencing adversity.

Priority Setting

Throughout the Strategy development process, anecdotal feedback from stakeholders and community members guided the prioritisation of the Key Elements. At the Community Strategy Workshop, attendees discussed five key issues and identified possible actions to address the key issues. The five key issues were identified based on two main criteria; the significance of their impact on the community throughout the data analysis, and the role of a local government in these spaces. Additionally throughout the Implementation Plan, the timelines for each action are based on priority which has been driven by the consultation phases.

Data Analysis

In developing this Strategy, key issues and areas were identified based on review of large amounts of quantitative data. The quantitative data used as part of the desktop review and community engagement will form a baseline for the mid-term Strategy review process. This data includes WA Police statistics, internal compliance data, epidemiology data and community feedback.

Evaluation

Each of the actions within the Implementation Plan align with City evaluation and measurement tools. The City is committed to implementing programs and activities that increase awareness, connection and drive positive behaviour change. In line with the Community Development Measurement Model, methodology to evaluate programs and activities include paper-based and online surveys through Culture Counts and Momentiv (previously Survey Monkey), community feedback and statistics. This feedback forms part of the annual and mid-term Strategy reviews, and is used to shape future programs and activities.

Communication and Networking

Throughout the development of the Community Safety and Support Services Strategy, residents, community members and relevant stakeholders were provided opportunities to participate in community engagement including a community online survey, stakeholder interviews (online or in-person), or participation in a community priority-setting workshop. Community members are encouraged to provide regular feedback on the progress of the strategy through the annual Customer Satisfaction Survey, Rock Port and the mid-term Strategy review process. Actions within the Implementation Plan prioritise the value that stakeholders and a whole-of-community approach can have in impacting the community's perception of safety, connection and resilience.

9.4 Annual Customer Satisfaction Survey

Each year, the City conducts a Customer Satisfaction Survey to measure the success of the Strategic Community Plan 2019-2029. The feedback of the annual customer satisfaction survey will be used to review the priority of actions and overall success of the strategy.

9.5 Other Surveys and Consultation

There are often external opportunities for the community to provide feedback on topics that are covered within this strategy and may inform the City's progress and/or delivery of actions within this strategy. For example, the Constable Care Foundation is funded by the City to deliver programs in the City and their program evaluation can inform the City's progress in delivering actions relating to community safety.

10. Risk Management

Risk	<i>Unsuccessful advocacy resulting in service pressures and gaps unmet, community not able to access services</i>		
Overall risk level	Medium	Impact area	Personal health and safety
Action Required	The City will continue to collaborate with the community services sector to identify community needs and service gaps. The City will collaborate with stakeholders to advocate for additional services to be met.		

Risk	<i>Lack of accommodation to attract support services to the city or enable expansion of existing services</i>		
Overall risk level	Medium	Impact area	Personal health and safety
Action Required	The City will continue to work with the community services sector to increase partnerships and advocate for increased funding to include facility expenses and or the development of appropriate accommodation.		

Risk	<i>Use of Volunteers to operate RCCTS</i>		
Overall risk level	Medium	Impact area	Financial
Action Required	Further investigate the benefit/cost/risk associated with the use of volunteers to deliver the RCCTS in consideration of WHS changes and reduced numbers of volunteers to deliver the service.		

Risk	<i>Residents and visitors feel unsafe at home and out in the community</i>		
Overall risk level	Medium	Impact area	Personal health and safety
Action Required	The City will continue to create and promote safe and family-friendly places and spaces. The City will work in collaboration with key stakeholders to implement strategies to address key issues and locations. The City will deliver training opportunities and promote awareness and educational campaigns to increase the community's capacity to understand and respond to issues.		

Risk	<i>Local crime rate increases</i>		
Overall risk level	Low	Impact area	Personal health and safety
Action Required	The City will work in partnership with WA Police to identify key issues and hotspot locations and implement strategies to address these areas.		

11. Glossary of Key Terms

Adversity: The term adversity is used with the context to describe a state or instance of serious or continued difficulty or misfortune for individuals/families.

Assertive Outreach: Assertive outreach involves integrating services, support and case management in a flexible manner to address underlying concerns and secure long term solutions to people experiencing chronic homelessness.

Biennial: Biennial means an event occurring every two years.

Cald: This document uses the acronym CaLD which refers to people from a Cultural and Linguistically diverse background.

Community: Residents, visitors and organisations that are either based in Rockingham or working collaboratively to improve the overall health and wellbeing of Rockingham.

Community Hub: A centralised hub of information that connects community members with groups, support services and other community members.

Community Safety: Community member's perception of feeling safe and free from fear at home and within the community. Perception of safety may be impacted by crime and social problems occurring in the area, experiences of victimisation, and feelings of safety across different times, places and situations within the community.

Community Services Mapping: A mapping exercise to develop an accurate representation of the support services that are available within the City. This includes identifying and understanding gaps within service provision available, projecting where demand may increase and make recommendations to fill these gaps in the future. The information identified through the mapping will provide evidence to support advocacy efforts and connect community members with the support services available.

Community Services Sector: Community services that provide support and help to people experiencing poverty, hardship, discrimination and disadvantage. This includes crisis accommodation and assistance, emergency and food relief, and the provision of financial counselling. Historically, the City has used the phrase community support services, however, in line with best practice this Strategy uses the phrase community services.

Community Connection: Community connection relates to a person's perception of feeling connected with, contributing to, and feeling included in and valued by their community beyond their friends and family. It is based on principles of reciprocity, meaning people both give and receive from the community. It also refers to connection to a geographical place.

Crime Prevention Through Environmental Design (CPTED): CPTED strategies aim to decrease opportunities for crimes and anti-social behaviour within the community. These strategies include increasing natural surveillance and community ownership, target hardening, maintenance and natural access control. Including these strategies within the design of the community places and spaces can decrease the opportunities for crime and increase community connection and wellbeing.

LGBTIQA+: This document uses the acronym LGBTIQA+, which refers to lesbian, gay, bisexual, transgender, intersex, queer and asexual, with the + symbol acknowledging the diversity of gender and sexuality not otherwise captured.

Lived experience and persons with lived experience: Lived experience is a personal reflection on the effects of specific events on the social and emotional wellbeing of

individuals. It encompasses the cultural, spiritual, physical, emotional and mental wellbeing of the individual, family or community. People with lived or living experience are those who have experienced specific events. Seeking direct feedback from people with lived experience acknowledges that their experience is significantly different from people who have not had these experiences and takes into consideration the need to inform practice based on this feedback.

Mental Health: The World Health Organisation (WHO) defines mental health as a state of wellbeing in which every individual realises their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community. It is related to the promotion of wellbeing, the prevention of mental disorders, and the treatment and rehabilitation of people affected by mental disorder. The term mental health is used as a positive concept and may also be referred to as mental wellbeing.

MindFrame: The Department of National Health Standards for safe media coverage, communication and portrayal of vulnerable topics, including mental health, suicide, and alcohol and other drugs.

Not for Profit: Not-for-profit (NFP) organisations are organisations that provide services to the community and do not operate to make a profit for its members (or shareholders, if applicable).

People experiencing adversity: People may experience adversity due to a range of personal situations where they may be susceptible to harm or loss. Anyone may experience adversity in their life and impacts can be experienced differently. Within the strategy development, key identified communities included people of colour, (CaLD), LGBTIQ+, and socially isolated community members.

Resilience: Resilience is defined as the process of adapting well in the face of adversity, tragedy or significant sources of stress. Resilience-based programs and activities use a proactive and preventative approach to provide community members with the capacity to respond to challenges and adversity.

Safety Subsidy Scheme: The Safety Subsidy Scheme is a program offered by the City of Rockingham to eligible residents to feel safer and more secure within their homes.

Social isolation: Social isolation is seen as the state of having minimal meaningful contact with other people. It differs from loneliness, but sometimes the two can co-exist. A person may be socially isolated but not lonely, or socially connected but feel lonely.

Stakeholders: Refers to any organisations that provide services, programs and other opportunities. Throughout this Strategy, Stakeholders refers to both internal teams and external organisations that the City partners with to deliver programs and activities to deliver strategy outcomes.

12. Implementation Plan: Actions

12.1 Key Element 1: Safe and vibrant Places and Spaces

Promote safe and vibrant places and spaces that serve the needs of the community and create opportunities to assist the community services sector.

Objectives:

- Promote family-friendly spaces within the City of Rockingham
- Increase participation in community life by activating community spaces at a local neighbourhood level
- Support community services sector co-location model opportunities to meet community needs

New Actions

	Task	Cost	Team	Commence	Complete
1.1	Develop and implement a graffiti management plan	\$10k Officer Time	CSSS CCB, OFS, ASD WAPOL	2022-2023	2023-2024
1.2	Prepare a CCTV Plan 2022-2027 and implement relevant actions	\$30k (TBC) Officer Time	CSSS CCS, ASD, OFS, CELT	2022-2023	2022-2027
1.3	Develop a contract to manage the movement and installation of the City's portable CCTV Fleet	Officer Time \$200K (\$40k p/fy)	CSSS IT	2023-2024	2026-2027
1.4	Develop and deliver programs that activate underutilised local community spaces	\$75K (\$15K p/fy)	CSSS CCB, LS, CaLF	2022-2023	2026-2027

1.5	Undertake a needs analysis and feasibility study to determine the need for, and a potential location for supported emergency and transitional accommodation facilities within the City	\$80k	CIP CSSS, SP	2023-2024	2024-2025
1.6	Undertake a needs analysis and feasibility study to determine the need for, and inclusion of potential locations for facilities to accommodate welfare support services within the City	\$100k	CIP CSSS, CCB	2023-2024	2024-2025
1.7	Investigate the need and feasibility of introducing planning incentives, within the parameters of the state planning framework, to encourage the provision of one/two bedroom dwellings to meet demographic modelling	Officer Time	SP, SPE CSSS	2024-2025	2026-2027

Ongoing Actions

	Task	Cost	Team
1.8	Implement programs and activities to promote family-friendly spaces e.g. Outdoor Cinemas	\$200k (\$40k p/fy) Officer Time	CSSS ASD, CCB, EDT, CELT
1.9	Facilitate and promote events and activities within local neighbourhoods based on identified needs e.g. Pop-Up Communities	\$75k (\$15k p/fy)	CSSS CCB, LS, CaLF
1.10	Complete neighbourhood level CPTED and threat, vulnerability and risk analysis reports to identify infrastructure needs to improve community safety	Officer Time	CSSS
1.11	Facilitate partnerships within the community to investigate co-location opportunities to address community needs	Officer Time	CSSS LS, CaLF
1.12	Deliver the SmartWatch vehicle patrol service	\$9m (\$1.8m p/fy) Operational	CELT CSSS

		Officer Time	
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12.2 Key Element 2: Partnerships for Collective Action and Advocacy

Foster a cohesive, accessible and sustainable community services sector and work collaboratively with key stakeholders.

Objectives:

- Introduce a social and emotional wellbeing pillar to the City's Advocacy Plan
- Build and maintain partnerships with key stakeholders, groups and networks based on identified community needs and emerging issues
- Facilitate opportunities for sector collaboration across the City
- Support the community to reduce the harmful impacts of alcohol use
- Maintain partnerships with key stakeholders to develop and implement preventative programs in line with best practice

New Actions

	Task	Cost	Team	Commence	Complete
2.1	Introduce a social and emotional wellbeing pillar to the City's Advocacy Plan to address identified priority areas	Officer Time	CSSS CCB ED&T	2022-2023	2026-2027
2.2	Investigate the most effective platform to share community services information with stakeholders and the community	Officer Time TBC	CSSS CCB, CCS,LS	2022-2023	2024-2025
2.3	Develop an alcohol management plan to reduce the harmful impacts of alcohol use in the community and implement and evaluate associated actions	\$20k 22-23 fy \$10k p/fy ongoing	CSSS CCB, SP, HS	2022-2023	2026-2027
2.4	Investigate opportunities with State departments and local agencies to coordinate a local response plan to	Officer time	CSSS ESD, CaLF	2022-2023	2023-2024

	accommodate people experiencing homelessness in severe weather conditions				
2.5	Establish a network of local businesses and key community service providers in supporting people experiencing adversity	\$5k	CSSS ED&T	2023-2024	2026-2027
2.6	Investigate and apply to receive the World Health Organisation Safe City Model Accreditation	Officer Time	CSSS	2024-2025	2026-2027

Ongoing Actions

	Task	Cost	Team
2.7	Manage and evaluate the Homelessness Assertive Outreach Service Contract	\$300k (\$150k p/fy)	CSSS
2.8	Promote internal and external grant opportunities to the community with a focus on responding to community needs	Officer Time	CCB CSSS
2.9	Facilitate a coordinated response to community safety issues impacting City owned and managed sites	Officer Time	CSSS CELT, CCB, ASD
2.10	Participate in the internal approval process related to licensed venues	Officer Time	SP CSSS,HS, EDT, CCB
2.11	Facilitate opportunities for sector collaboration across the City	Officer Time	CSSS CCB
2.12	Appoint a consultant to undertake a mapping of community services strengths and needs analysis	\$60k	CSSS CCB
2.13	Coordinate biennial emerging issues forums for community services and relevant stakeholders to highlight and respond to changing trends of need	\$20k Officer Time	CSSS CCB
2.14	Facilitate strategic response groups to respond to identified community needs	Officer Time	CSSS
2.15	Facilitate sector partnerships to strengthen and enhance opportunities to attract State & Federal Funding to the City	Officer Time	CSSS CCB, EDT

2.16	Lead a sector leadership issues forum to prioritise identified community needs in response to strategy consultation outcomes	\$40k (\$8k p/fy) Officer Time	CSSS
2.17	Review the current MOU with WA Police and update accordingly	Officer Time	CSSS
2.18	Contribute to the funding of YouthCARE to deliver an annual chaplaincy program in local Government primary schools	\$100k (\$20k p/fy)	CSSS
2.19	Maintain a partnership with Constable Care to deliver early intervention resilience programs in local schools and community settings	\$200k (\$40k p/fy)	CSSS CCB, ASD
2.20	Participate and support the delivery of professional networks including, Mental Health sub-network, headspace consortium, Rockingham/Kwinana Safe Family Alliance, Rockingham Kwinana Homelessness Interagency group, Advance to Zero Project, LG Community Safety network	Officer Time	CSSS CCB

12.3 Key Element 3: Safe and Connected Communities

Increase community understanding and awareness by delivering education of key issues at both the neighbourhood and whole of community level through activities, events, training and workshops.

Objectives:

- Understand and decrease barriers to community connection
- Increase the number of community champions actively involved in City programs and activities
- Increase knowledge within the City’s workplace about key issues that impact safety, connection and resilience in line with best practice
- Increase community awareness and knowledge about key issues and emerging trends that impact community safety, connection and resilience through provision of targeted campaigns, initiatives and training
- Increase level of community safety and resilience by supporting community members experiencing adversity

New Actions

	Task	Cost	Team	Commence	Complete
3.1	Engage an external consultant to evaluate the strategic direction of the community connection programs including RCCTS, Safety for Seniors, Social Connector Luncheon, Neighbours Unite	\$20k	CSSS CCB	2022-2023	2022-2023
3.2	Implement reviewed Community Connection programs	\$250k (\$50k p/fy)	CSSS CCB	2022-2023	2026-2027
3.3	Align with State Government and other relevant agencies to deliver targeted community messaging campaigns	\$100k (\$20k p/fy) Officer Time	CSSS	2022-2023	2026-2027
3.4	Develop City Positions in relation to CPTED and people experiencing adversity drawing from models including MindFrame	Officer Time	CSSS HR, SMC, LS, CELT, CCS, CS,CALF, ASD	2022-2023	2026-2027

3.5	Develop and implement targeted prevention and resilience programs to support local schools, community groups and businesses in response to emerging trends	\$100k (\$20k p/fy) Officer Time	CSSS CCB, LS, EDT, CELT, SMC	2022-2023	2026-2027
3.6	Deliver locally targeted road safety programs, activities and awareness campaigns	\$100k (\$20k p/fy) Officer Time	CSSS TS, SMC	2022-2023	2026-2027
3.7	Engage with the LGBTIQ+ community to better understand their needs with regard to safety in community spaces and connection to community and services	\$25k (\$5k p/fy)	CSSS CCB LS	2022-2023	2026-2027
3.8	Engage with the CaLD community to better understand their needs related to connecting with community places, spaces and services	\$25k (\$5k p/fy)	CSSS CCB LS	2022-2023	2026-2027
3.9	Implement a research project to understand why anti-social behaviour is perceived to be the top community concern	\$60k (\$15k p/fy)	CSSS SMC	2023-2024	2024-2025
3.10	Provide educational resources to the community to empower the public to better understand minority groups, adversity, CaLD, LGBTIQ+, and how they can assist in building community connection	\$40k (\$10k p/fy) Officer Time	CSSS CCB LS	2023-2024	2026-2027
3.11	Implement large-scale media safety awareness campaign eg: targeting theft and burglaries	\$80k (\$20k p/fy) Officer Time	CSSS SMC	2023-2024	2026-2027
3.12	Introduce and externally evaluate an evidence-based crime prevention program targeting identified priority community safety concerns	\$120k (\$40k p/fy)	CSSS	2023-2024	2026-2027
3.13	Implement preventative education programs to promote healthy behaviours with at-risk community groups	\$40k (\$10k p/fy)	CSSS CCB, CaLF	2023-2024	2026-2027
3.14	Implement internal processes to increase opportunities for people with lived experience to engage with city programs, events and consultations.	\$10 (\$2k p/fy)	CSSS CCB, CIP, LS	2023-2024	2026-2027

Ongoing Actions

	Task	Cost	Team
3.15	Deliver the Rockingham Connect Community Transport Services	\$300k (\$60k p/fy)	CSSS
3.16	Facilitate and promote volunteering opportunities as part of community connection programs	\$40k (\$8k p/fy)	CCB CSSS
3.17	Facilitate and promote opportunities for community champions to engage in neighbourhood and connection programs	\$25k (\$5k p/fy)	CSSS
3.18	Facilitate the Neighbours Unite Program	\$150k (\$30k p/fy)	CSSS
3.19	Develop and deliver community activities, training, events and campaigns based on identified needs and issues focusing on community safety, community connection and community services	\$400k (\$80k p/fy) Officer Time	CSSS CCB
3.20	Develop and disseminate collateral to connect community to relevant services e.g. reference cards and emergency relief flyers	\$150k (\$30k p/fy) Officer Time	CSSS CCB
3.21	Coordinate and promote a Safety Subsidy Scheme to assist eligible community members to increase personal and household safety	\$225k (\$45k p/fy)	CSSS CCB

13. Stakeholder Engagement

Key Stakeholders within this Strategy

CSSS	Community Safety and Support Services (CoR)	LEMC	Local Emergency Management Committee
CIP	Community Infrastructure Planning	SMC	Strategy, Marketing and Communications (CoR)
SPE	Strategic Plan and Environment (CoR)	EDT	Economic Development and Tourism (CoR)
CCB	Community Capacity Building (CoR)	SP	Statutory Planning (CoR)
HS	Health Services (CoR)	CaLF	Community and Leisure Facilities (CoR)
ASD	Asset Services Division (CoR)	CCS	Customer and Corporate Services (CoR)
OFS	Operations and Fleet Services (CoR)	LS	Library Services (CoR)
IT	Information Technology Operations Team (CoR)	TS	Technical Services (CoR)
CELT	Compliance and Emergency Liaison Team (CoR)	WAPOL	Western Australia Police
PS	Parks Services (CoR)		
CSSSAC	Community Safety & Support Services Advisory Committee		

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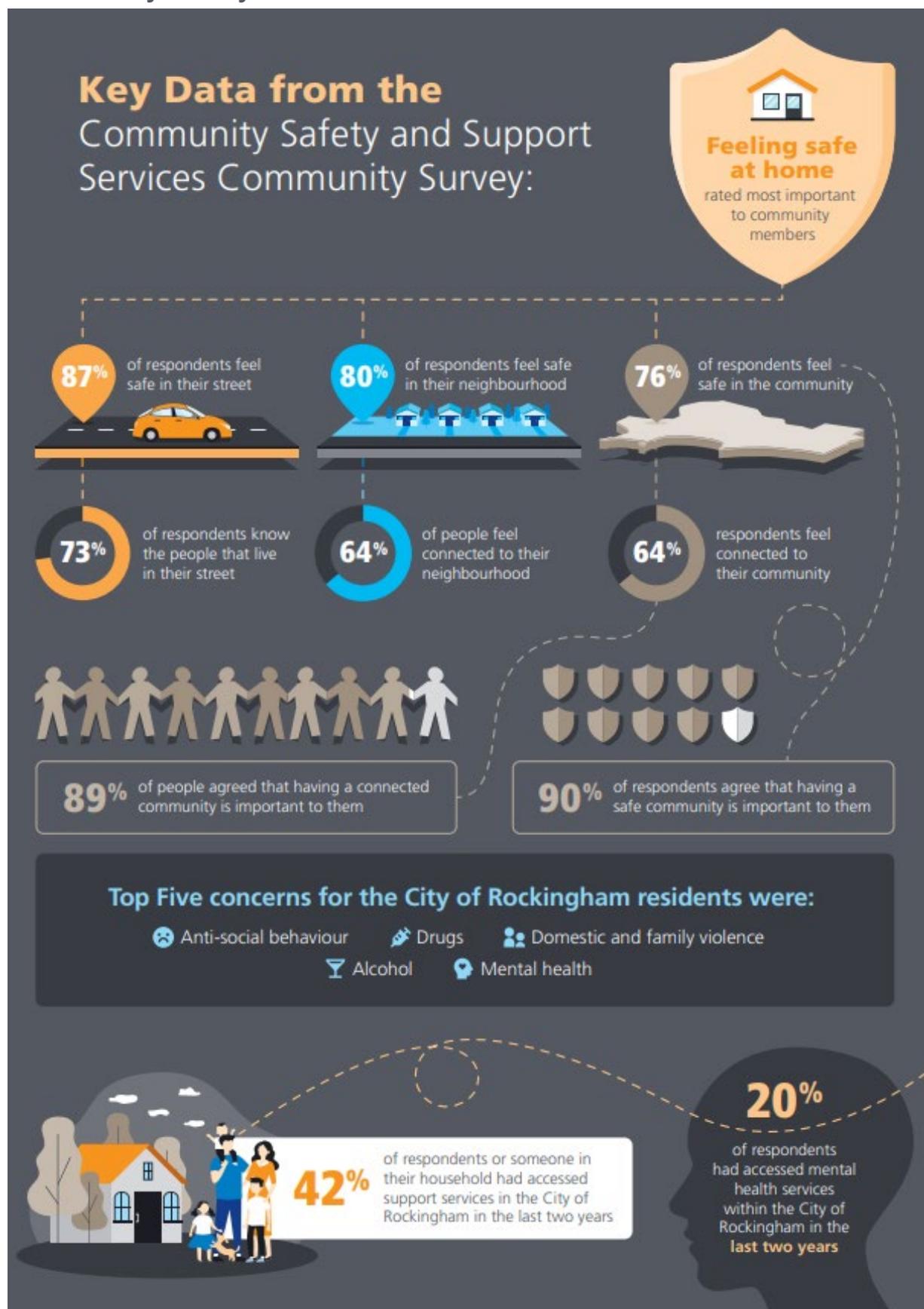
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15. Appendices

Appendix 1 – Key Data from Desktop Review



Appendix 2 – Key Data from the Community Safety and Support Services Community Survey



The top barriers to accessing support services were:

- 🕒 Waiting lists for the Support Services
- 💰 Cost
- 📍 Not aware that the Support Services they needed were located in the City
- 📖 Didn't know how to access Support Services within the City
- 📍 Support Services they needed were not in the City

Top Community training options that respondents would like delivered:

- 🧠 Mental health
- 🔥 Bushfire emergency awareness
- 🍷 Drug and alcohol misuse
- 🛡️ Cyber safety
- 📦 Emergency preparedness

Respondents connect to their community through:

Family



Neighbours



Public open spaces



Community events



Cafes and local businesses



83% of respondents feel confident to seek help from their neighbours

65% of respondents would provide help to their neighbours

91% of respondents feeling confident to seek help from their neighbours in an emergency

99% of respondents would provide help to their neighbours in an emergency

Majority of respondents recognised that reporting anti-social behaviour can make Rockingham a safer and more connected community



Majority of respondents wanted the City to provide community events and activity local parks

73%

of respondents did not feel that there are any barriers to connecting with your community, those that did suggested feeling unsafe, interests, access to information and time

During the

Day



49%

Night



70%

of respondents said that there were locations within Rockingham that made them feel unsafe



City of Rockingham Strategies:

- 👤 Children and Young People Strategy 2018-2023
- ♿ Disability Access and Inclusion Plan 2016-2019
- 🏠 Economic Development and Tourism Strategy 2020-2025
- 🏡 Health and Wellbeing Strategy 2018-2022
- 🤝 Reconciliation Action Plan 2021-2023
- 🚗 Road Safety Action Plan 2019-2022
- 👴 Seniors Strategy 2017-2021
- 👤 Volunteering Strategy 2016-2022



National Strategies/Reports:

- 📄 An evidence-based systems approach to suicide prevention: guidance on planning, commissioning and monitoring
- 👤 Australian Council of Social Service Strategic Plan (2019-2022)
- 🍷 National Alcohol Strategy 2019-2028
- ♀️ National Plan to Reduce Violence to Women and their Children (2010-2022)



State Strategies:

- 🏠 All Paths Lead to a Home: Western Australia's 10 Year Strategy on Homelessness 2020-2030
- 🍷 Better Choices. Better Lives. WA Mental Health, Alcohol and Other Drug Services Plan 2015-2025
- 🏠 Creating Safer Communities: Western Australia Family and Domestic Violence Prevention Strategy to 2022
- 🚗 Driving Change: WA Road Safety Strategy 2020-2030
- 🚧 Graffiti Vandalism Strategy Western Australia 2019-2021
- 📄 Local Emergency Management Arrangements (LEMA)
- 👤 Mental Health Promotion, Mental Illness, Alcohol and Other Drug Prevention Plan 2018-2025
- 🚗 Path to Safety: Western Australia's Strategy to Reduce Family and Domestic Violence 2020-2030
- ⚠️ State Emergency Management Plan: A Strategic Framework for Emergency Management in Western Australia
- 🏠 Suicide Prevention 2020 - Together We Can Save Lives and WA Suicide Prevention Framework 2021-2025
- 👤 Western Australian Council of Social Services Strategy 2021-2023
- 👴 WA Strategy to Respond to the Abuse of Older People 2019-2029
- 🍷 Western Australian Alcohol and Drug Interagency Strategy 2018-2022