

A QUICK GUIDE TO COMMUNITY SAFETY IN THE CITY OF LOGAN

Safe City Logan

INNOVATIVE, DYNAMIC, CITY OF THE FUTURE

CONTENTS

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CONTENTS

INTRODUCTION

CITY OF LOGAN SAFE CITY STRATEGY AND ACTION PLAN 2016-2020

OVERVIEW

How will the Safe City Strategy and Action Plan be implemented?

How will Logan City Council measure success?

DID YOU KNOW?

Logan Safety Camera Program

City of Logan Community Safety Symposium

Safe City Logan Community Survey

City of Logan Safe City Awards

Crime Prevention Through Environmental Design (CPTED) Safety Audits

Crime Prevention and Community Safety Education and Awareness

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

WHAT IS CPTED?

HOW DOES CPTED WORK?

LOGAN SAFETY CAMERA PROGRAM

PERSONAL SAFETY - OUT AND ABOUT

When Shopping

When Walking or Catching Public Transport

PERSONAL SAFETY - AROUND THE HOME

Home CPTED Checklist

CAR SAFETY AND SECURITY

The Facts

Car Security Begins at Home

What can you do?

TRAVELLING TO SCHOOL SAFELY

Be Prepared

Walk the Walk

Talk the Talk

Remember the Details

MY SAFETY NETWORK ACTIVITY

A SAFE NIGHT OUT

When Drinking Alcohol Avoid:

Effects of Excessive Drinking

Australian Government Standard Drinks Guide

BUSINESS CRIME PREVENTION

Shoplifting and Stealing

Fraud

Business CPTED Checklist

REPORTING CRIME

In an Emergency

In a Non-Emergency

COMMUNITY PARTNERS AND SUPPORT SERVICES

Neighbourhood Watch Queensland

Hotlines and Support Services for Victims of Crime

Hotlines and Support Services for At-Risk Members of the Community

Further information

Contact us

Logan City Council

INTRODUCTION

In accordance with Logan City Council's *Corporate Plan 2017-2022*, Council is committed to ensuring the City of Logan's neighbourhoods are welcoming, inclusive and safe. Council will ensure this occurs through the implementation of the *City of Logan Safe City Strategy and Action Plan 2016-2020*.

This strategy and action plan allows for flexibility of emerging community safety issues and is proactive with its initiatives. The vision of this strategy and action plan is for our residents of the City of Logan to:

- Feel safe;
- Enjoy strong neighbourhood connectivity;
- Share a sense of community pride; and
- Be aware of, understand and practice strategies that increase safety and prevent crime throughout the City of Logan.

To ensure we are delivering on this vision, we have developed this *Safe City Logan - A Quick Guide to Community Safety in the City of Logan* booklet, which presents a combined publication on a variety of different community safety measures, as well as personal safety and crime prevention information.

All information in this guide was correct as at the time of publication. However, Council acknowledges that some components of services may change from time-to-time.

CITY OF LOGAN SAFE CITY STRATEGY AND ACTION PLAN 2016-2020 OVERVIEW

The Safe City Strategy and Action Plan guides how we develop and coordinate a broad range of crime prevention and community safety activities and initiatives that will improve the lives of our residents. It demonstrates Council's commitment to helping ensure all communities across our city are safe.

How will the Safe City Strategy and Action Plan be implemented?

The Safe City Strategy and Action Plan will be implemented through five key areas of interest:

- Strategic approach;
- Community confidence;
- Places and spaces;

- Partnerships; and
- Communication.

How will Logan City Council measure success?

Success will be measured directly against the goals of our vision. Each action item has a specific measure to allow Council to rate its success. An annual report to Council outlines progress and any issues and challenges in delivering the Safe City Strategy and Action Plan.

For more information please visit www.logan.qld.gov.au/community-support/safety/safe-city-strategy-and-action-plan

DID YOU KNOW?

Logan City Council is committed to providing a safe and liveable community as well as enhancing the quality of life for all in the City of Logan by delivering a broad range of crime prevention and community safety initiatives.

Council work in close partnership with the Queensland Police Service, key stakeholders and the community to deliver a range of crime prevention and community safety initiatives using the identity of Safe City Logan. Some of these initiatives include:

Logan Safety Camera Program

The Logan Safety Camera Program was established in 2001 to address increasing safety concerns from the City of Logan community. Please refer to page 10 for more information.

City of Logan Community Safety Symposium

Logan City Council delivers an annual Community Safety Symposium, which brings together a range of specialised and expert speakers who aim to increase awareness and education to vested members of the City of Logan community on priority safety issues.

Safe City Logan Community Survey

Logan City Council delivers an annual survey to gain the community's perspective on community safety issues, to prioritise and plan community safety and crime prevention activities and to see if we are meeting our vision of the Safe City Strategy and Action Plan.

City of Logan Safe City Awards

Logan City Council delivers the Safe City Awards annually. These awards acknowledge the work of volunteer groups, individuals, not-for-profit groups and government agencies within the City of Logan who help make our city even safer.

Crime Prevention Through Environmental Design (CPTED) Safety Audits

CPTED safety audits are undertaken to help ensure spaces are as safe as possible for everyone to use, and to improve the physical environment in ways that will reduce opportunities for crime.

Crime Prevention and Community Safety Education and Awareness

These initiatives engage the community, government and non-government agencies from across the City to focus their resources and attention on community safety matters.

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

WHAT IS CPTED?

CPTED (pronounced sep-ted) provides a common-sense approach to designing environments (new or redeveloped) in ways that help to create safer spaces and reduce crime. CPTED principles can be applied to any built environment or facility for example, public areas, shopping centres and residential dwellings.

HOW DOES CPTED WORK?

1. Surveillance

The ability to "see" and "be seen" at all times within an environment. The more people that are using an area providing "surveillance", the less opportunity there is for someone to commit a crime without being seen.

2. Legibility

A design is said to be legible if it allows people to easily know where they are going and how to get there. Legibility gives people confidence to use a space and makes them less likely to get lost and feel vulnerable or unsafe.

3. Territoriality

It is important for a person's sense of control for other people not to trespass on "their territory" without invitation. It is equally important for people to be aware of another person's territory and not trespass accidentally. Therefore clear boundaries need to be defined between private and public space.

When creating *territoriality* you should try not to use anything that might reduce surveillance, such as a large concrete wall.

4. Ownership

The community need to take "ownership" of public spaces and feel empowered in these spaces to respond to situations in a way that will enhance the safety and security of the community.

5. Management

Public places that are poorly maintained and appear to belong to nobody have an increased vulnerability to crime occurring. Maintaining the physical appearance of a space encourages people to respect their surroundings.

6. Vulnerability

Some situations, locations and the time of day can make people feel more vulnerable to crime. The design and management of a space should respond to both real and perceived vulnerability.

For more information please visit www.logan.qld.gov.au/community-support/safety/design-for-safety

LOGAN SAFETY CAMERA PROGRAM

The Logan Safety Camera Program has a long and successful history of increasing community safety in public spaces across Logan City. This program reinforces Council's commitment to enhancing community safety at key locations across the City of Logan.

There is a strong focus on safety of the public, with safety cameras being located in areas of high community use and pedestrian traffic, such as parks, transport routes and business precincts. This is a valuable tool in preventing the escalation of incidents, providing a response to anti-social behaviours, as well as assisting with human interest services, such as locating lost or disoriented persons.

Council's safety cameras throughout the City of Logan stream live back to a monitoring facility that is operational 24 hours a day, seven days a week. The Queensland Police Service are alerted to any persons considered to be in danger or exhibiting suspicious behaviour.

A number of mobile Closed Circuit Television (CCTV) devices are included in the Logan Safety Camera Program. These include mobile safety camera vehicles and rapid deployment mobile safety cameras that use state of the art technology.

PERSONAL SAFETY - OUT AND ABOUT

Feeling safe and confident when out in public helps us to stay mobile and makes it easier to enjoy recreational activities and community life. Always keep your personal safety in mind; even for everyday activities.

When Shopping

- Keep a firm grip on your handbag and ensure it is securely shut so valuables are out of sight and reach. Have the zip facing the front when closed.
- Only use ATMs that are in public places where you can be seen by other people. Don't allow other people to see how much money you have withdrawn. Always remove your receipt and take it with you.
- Be aware of where you parked and the entrance you used to avoid becoming lost and increasing your vulnerability when returning to your car.

For more information please visit www.logan.qld.gov.au/community-support/safety/community-safety-and-crime-prevention

When Walking or Catching Public Transport

- Plan your route before starting out - know where you are going and how long it should take to get there.
- If travelling alone, especially at night or in isolated areas, sit near the bus or train driver.
- Always walk confidently even if you don't feel it. Keep your head up and maintain a constant pace.
- If you think you are being followed, change your route by crossing the road. If the person follows, try to attract the attention of anyone nearby or seek assistance at the nearest house or shop.

PERSONAL SAFETY - AROUND THE HOME

Whilst everyone has the right to feel safe, it is important to be proactive with security measures around your home. If you follow several key safety strategies it can greatly reduce the likelihood of becoming a victim of crime.

- A door viewer or peephole is an excellent way to see who is at the door without opening it. A door chain is also advisable if you do not have a screen door.
- Discourage young children from answering the door without an adult present. Children may be tricked into allowing strangers into the home or giving out personal information.
- Sensor lighting is an excellent way to deter unwanted people from entering your property. Install along the entrance path to the house and near the door.
- Acknowledge people in your area, especially if you don't know them. Offenders who know they have been seen will likely leave the area for fear of being recognised.
- Always lock windows and doors and ensure sheds are locked. Not only when you're out but also when at home.

Home CPTED Checklist

1. Is your house and house number clearly visible from the road?
Yes/No
IF NO, consider clearing overgrown shrubs or trees and displaying your house number in a more visible location. This will help to increase surveillance of your house and aid emergency services to quickly find your house in an emergency.
2. Is your shed, garage, and gate properly secured with locks?
Yes/No
IF NO, consider replacing/purchasing locks to help deter unlawful entry and theft from occurring.
3. Do you have lighting outside the main entry/exits of your home?
Yes/No
IF NO, consider installing a form of sensor lighting. This creates the illusion that someone is home and will help deter unlawful entry.
4. Have you engraved your belongings with a form of personal identification?
Yes/No
IF NO, consider marking your belongings. Personal Identification aids the Police with investigation and will help with the return of your items.
5. Are your valuables secure and stored out of public view? For example can't be seen through a window?
Yes/No
IF NO, consider placing your valuables in a safer spot out of sight, such as in a safe or secured drawer. This will help prevent opportunistic offences from occurring.

6. Is the boundary between your property and public areas obvious? For example, is there a clear visual indicator of where public areas end and your property begins?
Yes/No

IF NO, consider how small plantings, garden edging or fencing (that does not block visibility of your house) could make the boundary clearer.

7. Do you have lockable security doors and screens?

Yes/No

IF NO, check the quality of your door and window security regularly.
Security doors and screens provide an added layer of security.

For more information please visit www.logan.qld.gov.au/community-support/safety/community-safety-and-crime-prevention

CAR SAFETY AND SECURITY

The Facts

- In Australia, a car is stolen every 12 minutes.
- Around one in every 120 Australian homes fall victim to car criminals each year.
- 70 per cent of late model vehicles are stolen with the keys.
- Car thefts are almost always opportunistic; with offenders often entering premises through unlocked doors and windows to get keys.

Car Security Begins at Home

No matter how sophisticated your car security mechanisms are, if a thief is able to steal your keys and transponder, your car could be gone long before you realise these items are even missing.

Most offenders avoid being discovered and will take flight if encountered, if you find an intruder in your home leave them a clear exit path (or vacate the house if safe to do so). Try to record a description of the offenders) and call 000 as quickly as possible.

What can you do?

Enhance your home security

- Keep trees and shrubs well-trimmed in order to provide a clear line of sight to the street and reduce potential hiding places.
- Keep your garage locked to restrict unauthorised access.

- Discuss with your family or housemates what to do in the event that you encounter an intruder entering or already in your home.

Safeguard your keys

- Always store car keys out of view and away from external doors and windows.
- Never leave a spare set of house or car keys in your car.

Remove temptation

- Remove tempting items, such as GPS devices, mobile phones, handbags and electronic equipment from view. If you must leave items in your vehicle make sure they are stored out of sight before arriving at your destination.

Park safely

- Always park in well-lit areas that have good pedestrian traffic. Avoid poorly lit car parks that are isolated as there is less risk of a thief being interrupted in such locations. If secure parking is available (e.g. garage, behind a fence) it is advisable to use it.

For more information please visit www.logan.qld.gov.au/community-support/safety/community-safety-and-crime-prevention

TRAVELLING TO SCHOOL SAFELY

Walking to and from school is a great opportunity to get some exercise and enjoy the outdoors. If you remember a few simple rules you should be able to have a safe and enjoyable journey each day.

Be Prepared

- Have a couple of routes to your destination. It is best to alter your route a couple of times a week to avoid predictability (remember to tell someone which route you are taking).
- Know where to go if you find yourself in trouble - you may know someone who lives along the route or maybe there is a police station.
- If it looks like rain, pack an umbrella or raincoat - this may deter a stranger offering you a lift.

Walk the Walk

- Walk like you mean business - avoid dawdling and stopping too much. Show everyone around you that you have somewhere to be at a set time and you intend to get there.

- Be aware of your surroundings including cars, people and landscape features.
- Trust your instincts - if a situation doesn't feel right then take action to get yourself to a situation where you feel safe again. You could cross the road, or catch up or slow down to join others walking.

Talk the Talk

- If someone offers you a lift or calls you over to their car - decline with a wave and continue walking. Never get into the car with a stranger.
- If trying to get away from someone in a car, always move in the opposite direction than the car. This will make it harder for them to follow you.
- Always tell a trusted adult if a person or situation made you feel uncomfortable.

Remember the Details

If you are approached by someone trying to get you to go with them against your will, it is important to tell a trusted adult, such as your parents or school teacher. Try to remember as much about the situation as possible. What colour was the car? Was it old or new? What did the person look like? Did they have tattoos or piercings? Were they young or old? In which direction did they leave?

- Remember to always put your safety first.

For more information please visit www.logan.qld.gov.au/community-support/safety/community-safety-and-crime-prevention

MY SAFETY NETWORK ACTIVITY

- Think of your safety network - what adults can you trust?
- Think of five adults and list one adult on each finger,
- Show the adults on your list.
- If things don't feel right, talk to one or more of your safety helpers on your network.

Activity Rules

1. The person must be an adult.
2. Include both males and females.
3. Write someone who lives at home with you.
4. Add someone from outside your family home.

5. Include a person outside of your family.

Suggestions: Parents, Grandparents, Teachers, Sports Coach.

A SAFE NIGHT OUT

When visiting licensed premises or consuming alcohol, it is important to remember safety precautions to help ensure you have an enjoyable and safe night.

1. If someone you don't know is buying you a drink, go with them to the bar to ensure they don't spike your drink with alcohol or drugs.
2. Avoid wandering off alone and always tell friends when you are leaving and how you will be getting home. Planning how you will get home before your night out will reduce the chances of becoming vulnerable while looking for a way home.
3. Include meals and water into your evening. Make sure you keep hydrated.
4. Involve yourself in other activities such as dancing or playing pool.
5. If you plan to drink, don't drive.
6. Remember that **One Punch Can Kill**. Alcohol and aggression can be a lethal combination, both through an individual's lowered inhibitions and physical impairments on balance and mobility. It only takes one punch to turn a night out into a nightmare! Look out for yourself and your mates and remember to walk away from potentially aggressive situations.

When Drinking Alcohol Avoid:

- Drinking games
- Energy drinks and other stimulants
- Binge drinking
- Situations that may lead to confrontation or conflict
- Shouts - drink at your own pace

Effects of Excessive Drinking

Alcohol misuse and abuse can lead to many short-term, long-term and social problems for a person.

- Short-term problems can include: slowed reaction times, difficulty with balance, slower heart rate and breathing and impaired memory.
- Long-term problems can include: liver disease, digestive disorders, increased risks of certain cancers and damage to muscles and bones.
- Social problems can include: relational issues, financial problems, increased risk- taking behaviours and work problems.

Australian Government Standard Drinks Guide

A standard drink contains 10 grams of pure alcohol, but the drinks you buy often contain more than one standard drink. The label on an alcoholic drink tells you the number of standard drinks in the container. This chart is only a guide. Always read the container for the exact number of standard drinks. Drinking no more than two standard drinks on any day reduces the lifetime risk of harm from alcohol-related injuries or disease. Drinking no more than four standard drinks on a single occasion reduces alcohol related risks arising from that occasion.

Low strength beer (2.7% alcohol)

Alcoholic Beverage	Standard Drinks
1 can or stubbie	0.8 standard drinks
285ml glass	0.6 standard drinks
425ml glass	0.9 standard drinks
Case of 24x375ml cans or stubbies	19 standard drinks

Mid strength beer (3.5% alcohol)

Alcoholic Beverage	Standard Drinks
1 can or stubbie	1 standard drink
285ml glass	0.8 standard drinks
425ml glass	1.2 standard drinks
Case of 24x375ml cans or stubbies	24 standard drinks

Full strength beer (4.9% alcohol - includes diet beer)

Alcoholic Beverage	Standard Drinks
1 can or stubbie	1.4 standard drinks
285ml glass	1.1 standard drinks
425ml glass	1.6 standard drinks
Case of 24×375ml cans or stubbies	34 standard drinks

Wine (9.5%-13% alcohol)

Alcoholic Beverage	Standard Drinks
100mL glass	1 standard drink
Average restaurant serving (150mL)	1.4-1.6 standard drinks
750mL bottle	7-8 standard drinks
4-litre cask	36-43 standard drinks

Spirits (37%-40% alcohol)

Alcoholic Beverage	Standard Drinks
1 nip (30mL)	1 standard drink
700mL bottle	22 standard drinks

Pre-mixed spirits (5%-7% alcohol)

Alcoholic Beverage	Standard Drinks
1 can (375mL)	1.5-2.1 standard drinks
1 bottle (275mL)	1.1-1.5 standard drinks

While these standard measurements are guidelines, it is important to remember alcohol tolerance varies dependent upon a person's size, fitness, food intake and gender.

BUSINESS CRIME PREVENTION

There are many types of business crime, the most common being shoplifting, robbery, burglary, malicious damage and fraud. Understanding common causes of business crime will allow you to better safe-guard your business.

Shoplifting and Stealing

Simple steps to deter shoplifting:

- Ensure the layout of your store is as open as possible, limit areas that have low levels of surveillance by staff or areas that feel isolated.
- Expensive or high-theft items should be displayed in a lockable cabinet or tagged with security devices. Install theft detection sensors at all entry and exit points.
- Educate staff on security policies and procedures and explain behaviours that are indicative of the intention to shoplift.

If a shoplifter is detected, ask the person to surrender any property which is not rightfully theirs. If an offender poses a safety threat to you, staff or property, do not approach them. Personal safety is worth more than the value of stolen goods.

Fraud

Internal

Internal fraud is committed by staff, it is common, and at times difficult to detect.

- Internal fraud may be detected when staff work long hours, avoid having others assist or relieve them or show interest in a company's cash-handling or delivery systems.
- In order to minimise your businesses chance of becoming a victim of internal fraud, make it known to staff that you will investigate all cash discrepancies, schedule random and regular audits on cash and stock and ensure all banking is checked by two staff members.

External

External fraud is commonly committed by customers and suppliers who obtain goods, services and cash.

- To reduce the opportunities for external fraud, conduct random and regular audits on stock-handling processes, always check that credit cards have the correct hologram on them, sight photo identification when cheques are presented and record details including name, address and driver's license number of cheque holder.

Business CPTED Checklist

1. Do you have signage promoting security measures such as CCTV, security patrols and time delay safes located inside and outside your business?
Yes or No
IF NO, consider displaying signs and/or stickers around your business advising of security measures to deter unlawful entry and theft.
2. Are all windows and doors secure and locked during business hours (where appropriate) and after business hours?
Yes/No
IF NO, consider replacing/purchasing locks to help deter unlawful entry and theft from occurring.
3. Does your business encourage EFTPOS transactions?
Yes/No
IF NO, consider encouraging the use of EFTPOS and credit card transactions to limit the amount of cash held on the premises.
4. Do you have protocols and regulations outlined that limit the discussion of business procedures with customers and suppliers?
Yes/No
IF NO, consider educating staff on confidentiality and inform them not to discuss work related topics in public.

For more information please visit www.logan.qld.gov.au/community-support/safety/community-safety-and-crime-prevention

REPORTING CRIME

In an Emergency

For life threatening matters, crime in progress, or when the event is time critical, you should call **Triple Zero (000)**.

If you have a speech or hearing disability, **Triple Zero (000)** can be accessed via the National Relay Service. For Speak and Read callers who rely on TTY to make calls dial **106**. For Speak and Listen callers who use an ordinary phone or mobile rather than a TTY, dial **1800 555 727 and then ask for Triple Zero (000)**.

In a Non-Emergency

For all matters of a non-urgent nature contact:

- **Policelink 131 444**
 - available 24 hours a day, seven days a week for non-urgent incidents including:

- * Wilful property damage
- * Break and enters
- * Lost property
- * Theft
- * Stolen vehicles

For more information please visit: www.police.qld.gov.au/programs/policelink

- **Crime Stoppers** 1800 333 000
 - available 24 hours a day, seven days a week to report anonymous information regarding suspicious or criminal activity. For more information please visit: www.crimestoppersqld.com.au/home.jsp
- **Hooning Hotline** 13HOON (13 4666)
 - available 24 hours a day, seven days a week to report information regarding hooning incidents. Take note of what the vehicle model is or what it looks like, what the vehicle was doing and the registration plates. For more information please visit: <https://www.police.qld.gov.au/programs/roadsafety/vehimpound/hoonhotline.htm>
- **Graffiti Report** (07) 3412 3412
 - call Logan City Council regarding incidents of graffiti or visit www.logan.qld.gov.au/home/online-services-and-payments/report-it-to-report-online.
- **City of Logan App**

Non-urgent maintenance issues including graffiti, potholes, abandoned vehicles or issues with trees on your street can now be reported on mobile devices using the City of Logan App. To download, visit the App Stores and search for "City of Logan".

COMMUNITY PARTNERS AND SUPPORT SERVICES

Neighbourhood Watch Queensland

Neighbourhood Watch Queensland (NHWQ) is a community organised program to help reduce residential crime. It is about working together as a community to improve personal safety and household security. Most importantly it is about encouraging interaction and fostering a sense of responsibility between neighbours and communities.

To find out where NHWQ is active in your community, contact the NHW Brisbane State Office on (07) 3234 2111 or visit www.nhwq.org/ for further information.

Hotlines and Support Services for Victims of Crime

- **Kids Helpline**
 - 1800 55 1800
 - www.kidshelpline.com.au
- **Domestic Violence Connect**
 - 1800 811 811 - women's helpline
 - 1800 600 636 - men's helpline
 - 1800 010 120 - sexual assault helpline
 - www.dvconnect.org
- **Working Against Violence Support Services (WAVSS)**
 - (07) 3808 5566
 - www.wavss.org
- **Queensland Health Victims Support Service (QHVSS)**
 - 1800 208 005
 - www.health.qld.gov.au/qhvss
- **Victims Assist Queensland**
 - 1300 546 587
 - www.police.qld.gov.au/programs/victimAssist.htm

Hotlines and Support Services for At-Risk Members of the Community

- **Youth and Family Services (YFS)**
 - (07) 3826 1500
 - www.yfs.org.au
- **Metro South: Mental Health and Addiction Services**
 - 1300 (MH CALL) - 1300 64 2255

- www.metrosouth.health.qld.gov.au/mental-health/about-us
- **Multilink**
 - (07) 3808 4463
 - www.multilink.org.au/what-we-do
- **Street University**
 - 1800 753 300
 - www.noffs.org.au/blank/noffs-queensland
- **Salvation Army - Employment Plus**
 - 136 123
 - www.salvos.org.au/need-help/employment-plus

Further information

Visit <http://www.logan.qld.gov.au/safecity> to download a full copy of the City of Logan Safe City Strategy and Action Plan 2016-2020

Contact us

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