

A City for All Draft Community Safety Action Plan 2018–2023

Sydney2030/Green/Global/Connected

Contributing to the Our Resilient Sydney plan directions 1, 3, 4 & 5

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Aboriginal and Torres Strait Islander statement

The Council of the City of Sydney acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of our land – Australia. The City acknowledges the Gadigal of the Eora Nation as the traditional custodians of this place we now call Sydney.

In 1788, the British established a convict outpost on the shores of Sydney Harbour. This had far-reaching and devastating impacts on the Eora Nation, including the occupation and appropriation of their traditional lands.

Today, Sydney is of prime importance as the first place in Australia where invasion disrupted longstanding ways of life, as well as an ongoing centre for Aboriginal and Torres Strait Islander communities, cultures, traditions and histories.

Despite the destructive impact of this invasion, Aboriginal and Torres Strait Islander cultures have endured and are now globally recognised among the world's oldest living cultures. Aboriginal and Torres Strait Islander peoples have shown, and continue to show, enormous resilience coupled with generosity of spirit towards other peoples with whom they now share their land.

The City of Sydney recognises that, by acknowledging our shared past, we are laying the groundwork for a future that embraces all Australians, a future based on mutual respect and shared responsibility for our land. The ongoing custodianship of the Gadigal of the Eora Nation is an essential part of this future, as is Sydney's continuing place as a centre for Aboriginal and Torres Strait Islander cultures and communities. There are many sites across our local area with historical and cultural significance for Aboriginal and Torres Strait Islander communities. The City has documented many of these in Barani/Barrabagu (Yesterday/Tomorrow) as its first expression of the Eora Journey project.

The City works with, and has achieved much with, Aboriginal and Torres Strait Islander peoples and the City's Aboriginal and Torres Strait Islander Advisory Panel, consistent with the Principles of Cooperation signed between the City of Sydney and the Metropolitan Local Aboriginal Land Council in 2006. The City is deeply committed to reconciliation in partnership with Aboriginal and Torres Strait Islander peoples and in 2015 we adopted our inaugural Innovate Reconciliation Action Plan. In 2016, we adopted the Eora Journey Economic Development Plan. These actions and others will help to ensure their political, economic, social and cultural rights are embedded in subsequent economic, social, environmental and cultural change.

The City of Sydney is committed to acknowledging, sharing and celebrating a living culture in the heart of our city.

“The City of Sydney is committed to acknowledging, sharing and celebrating a living culture in the heart of our city.”

Introduction

Sydney is safe

The City of Sydney local area is home to over 220,000 residents, and over the last decade had one of the fastest growing populations in NSW. On an average day, including visitors and students, it is estimated that there are more than 1.2 million people in the city. By 2030, the City's population is estimated to have grown by around 46 per cent.¹

Sydney is recognised internationally as a safe city. In 2016, metropolitan Sydney ranked the third highest of 30 cities around the world in terms of its performance in 'health, safety and security' in PwC's major comparative report on global city performance.²

Globally competitive cities are liveable cities, and safety is fundamental to the liveability of a city. The actual and perceived safety of our residents, businesses and visitors continues to be a priority for the City.

The NSW Government is responsible for law and order, public housing, health and public transport, and lead on responses to these issues in the City.

The Community Safety Action Plan (the plan) sets out the City of Sydney's contribution to making Sydney a safe and resilient place to live, visit, work and study. It describes our commitment to safety and our areas of focus for the next five years.

Our priority areas for Sydney's safety

The plan sets out four priority areas for action:

Safe streets and spaces

- Working with partners to increase actual and perceived public safety in Sydney's streets and spaces as well as management of lighting, CCTV, parks, footpaths, graffiti and waste management.

Crime prevention and response

- Contributing to reducing local crime and supporting initiatives that address domestic and family violence, sexual assault and safeguarding children from abuse.

Ready and resilient

- Working together to better prepare for and respond to emergencies that may arise, and strengthening community resilience.

A safe global destination

- Helping visitors and international students to feel welcome and experience the city safely, and promoting Sydney as a safe place to visit, study and invest.
- We recognise that there are critical links across these action areas – initiatives to reduce crime and increase public safety under these themes can be interdependent and mutually reinforcing.

Our priority areas

Safe streets and spaces

- Increase actual and perceived public safety in city streets and spaces to ensure they are well lit and attractive
- Promote a creative and vibrant night life to reduce alcohol related anti-social behaviour
- Improve road, public transport and pedestrian safety

Crime prevention and response

- Reduce the opportunities for crime to occur
- Contribute to preventing child abuse and supporting effective responses
- Contribute to reducing domestic and family violence and sexual assault

A safe global destination

- Ensure visitors feel safe and welcome in Sydney
- Promote Sydney's safety globally
- Help international students to live, study and work safely in Sydney

Ready and resilient

- Reduce harm from drugs and alcohol
- Build resilient and connected communities to increase safety
- Ensure Sydney knows how to prevent, prepare for, respond to and recover from emergencies

Contributing to Sustainable Sydney 2030

Public safety influences many different aspects of our city's quality of life and sustainability for its growing population of residents, workers and visitors. Consequently, the areas for action in this plan contribute broadly to the City's overarching vision for Sydney set out in our *Sustainable Sydney 2030: Community Strategic Plan 2017–2021*.

In particular, the plan supports our objectives for:

- a city that has a lively, safe and engaging city centre for all to enjoy, supporting a vibrant economy
- safe and accessible travel through Sydney's walking and cycling networks and at public transport hubs
- high-quality urban design, enhancing safety and amenity in the built environment
- resilient local communities that are strengthened by social connections in challenging times
- a city that is globally competitive, offering an attractive and safe destination for investment in business, education, tourism and entertainment
- robust partnerships that maximise impact through a culture of collaboration and sharing of knowledge and resources across the city
- effective governance to help safeguard the significant number of children and adults that engage with our services or attend events, and Sydney's broader residential and business communities.

The priorities outlined in the Draft Community Safety Action Plan also contribute to directions 1, 3, 4 and 5 of the Our Resilient Sydney Plan, which will be available in 2018.

Alignment with other strategies and plans

The plan supports the strategic objectives and planning priorities set out in the new long-term district and metropolitan plans for Sydney – the Revised Draft Eastern City District Plan and Draft Greater Sydney Region Plan.³ The plan also draws on and aligns with a range of state and national strategies and plans that relate to crime prevention, emergency response and community safety. These are referred to under the relevant priority areas.

Developing the draft action plan

The draft plan builds on the City's current strategies, plans and policies, and draws on our day-to-day experience working with our many partners, networks and community members to address Sydney's safety.

To identify immediate and longer-term priorities and desired outcomes for the action plan, the City:

- engaged with community members, NSW Police, non-government organisations, academic institutions, government agencies and peak bodies

- drew on outcomes from extensive community and stakeholder engagement undertaken for:
 - the development of the City’s Social Sustainability Action Plan from 2015
 - the Our Resilient Sydney Plan across greater Sydney, to provide a wider metropolitan lens
- analysed long-term trends in local crime data and community indicators to identify risks and areas of resilience and strength to build on
- reviewed community safety and crime reduction initiatives from comparable cities.

Have your say

To help finalise the action plan, we welcome you to have your say and provide feedback on this draft plan.

This document will be on public exhibition from 14 August through to 5pm on 4 September 2018. You can provide comments and submissions via:

Online: sydneyyoursay.com.au

Email: communitysafety@cityofsydney.nsw.gov.au

Post: Manager, Safe City Unit
City of Sydney, Town Hall House
456 Kent Street, Sydney NSW 2000

Please provide your name and address or the details of the organisation you represent in your submission. We will not distribute your personal information without your consent.

Need help providing feedback?

We want to make sure that everyone has an opportunity to provide ideas and feedback

- If you or someone you know would like to talk to us in person about the action plan, please phone our Customer Service Centre on 02 9265 9333 to connect with the City of Sydney Safe City Unit
- An accessible version of the action plan suitable for screen readers can be downloaded from the SydneyYourSay website
- Printed versions of the action plan are also available upon request.

Note: A glossary of key terms is provided at the end of the document.

Our role and approach to community safety

While NSW Government is responsible for law and order, public housing, health and public transport, we contribute to the safety of the community in a number of ways led by a set of key principles that guide how we work.

1. Safety is central to our approach

Safety is fundamental to how we approach our work and how we deliver our services. Under the *Local Government Act 1993* (NSW), the City of Sydney can influence some of the drivers of crime and public safety issues in the city through:

- using our planning controls to specify the design quality and safety of new buildings and infrastructure, and regulate their usage (for example, licensed premises)
- directly managing the public domain, including waste, street lighting, public events, public art and community recreational spaces
- using our regulatory functions to promote safety, including outdoor alcohol restrictions and our animals policy
- maintaining a high standard of governance to ensure policy and procedures contribute to a safe organisation and community.

2. We work together for collective impact

No one organisation can solve complex safety issues in isolation. The City works with a range of partners – including community members, government agencies, non-government organisations, universities and businesses – to identify agreed solutions and share resources to respond to priority issues.

Community feedback plays a key part in developing our priorities. Our residents, visitors and businesses are essential partners in making Sydney safer. We recognise the valuable skills, experience and knowledge they hold and create the conditions for them to collaborate and contribute to decision making.

3. We co-design solutions with community members

Where possible, we seek to co-produce our programs with community members. Co-production means delivering programs through an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. This involves both designing and delivering initiatives with those who are likely to be impacted the most by the changes implemented. Where activities are co-produced in this way, both services and neighbourhoods can become far more effective agents of change.⁴

Some of the ways we do this are through our involvement in community-led working groups, our safety audits and our participation in place-based initiatives.

4. We take a proactive and informed approach

Changes in infrastructure and technologies; shifts in patterns of behaviour; and broader social, economic and environmental factors can impact community safety and patterns of crime. To keep informed, we work closely with our partners and draw on available evidence to identify and understand emerging risks to Sydney's safety and, where possible, put pre-emptive measures in place to mitigate risks.

We recognise the need for flexibility and will adjust our areas of focus and activities in the plan as required to reflect local, regional and even global changes that affect our urban environment over the next five years.

Safe streets and spaces

Safe streets and spaces are clean, active, inviting, well designed and cared for, and welcoming for everyone. The positive 'look and feel' of our streets and spaces can contribute to reducing crime and increase feelings of safety. A priority of the City is to ensure our streets, network of walking paths and cycleways, entertainment precincts, parks and outdoor spaces provide a vibrant, safe and welcoming environment that can be enjoyed by all both day and night.

Increasing actual and perceived public safety

Perceptions of safety often come from how people feel about an area or place. These fears can impact people's quality of life and the social and economic wellbeing of communities.⁵

Perceptions can be influenced by environmental and design factors such as poor lighting; lack of clear sight lines; the presence of graffiti, damaged property or rubbish; an absence of other people; or a lack of seating or recreational spaces. They can also be influenced by social factors including the behaviour of other people – for example, alcohol or drug consumption in public places, dogs off-leash, or unsafe road and cycling behaviour.

Making changes to the environment through designing, activating and managing the city's streets and public places can reduce fear of crime and opportunities for actual crime to occur.

Safe Streets and Welcoming Public Spaces

The City is responsible for our streets and public spaces. Our priority is to have well-designed, walkable, well-lit streets and public spaces that are attractive with more plant life, making it more pleasant and safe for residents, workers and visitors to access the City.

One of our key responsibilities is to ensure the City is designed and planned to minimise the potential for crime to occur – an approach known as ‘Crime Prevention through Environmental Design’ (see below).

Design techniques to improve safety include implementing ample lighting, clear sight lines, space activation and the use of physical barriers to control access. Which is why we’ve identified key pedestrian areas and are rolling out a program of lighting for every major thoroughfare, and are committed to increasing our landscaping and urban canopy. We also consider the safety implications of proposed designs of new major developments at the planning stage. As well as discouraging opportunistic crime, these interventions increase people’s sense of personal safety when out and about in the city.

Designing out crime – the CPTED approach

The public domain can be designed to discourage criminal activity by ensuring there is more chance for offenders to be seen, challenged or caught; reducing opportunities for criminal activity; and creating the impression that more effort is required to commit a crime, with limited rewards. This approach is referred to as Crime Prevention Through Environmental Design, CPTED. Aspects such as poor lighting, amenity, visibility and wayfinding, and limited natural surveillance and patronage, may present greater opportunities for crimes to occur.

CPTED provides strategies for urban designers and planners to contribute to local crime prevention and increase perceptions of safety.

Our Street Safety Camera Program

The City has a network of almost 100 street safety cameras located across the city centre, monitored by specially trained security personnel at a Town Hall control centre 24 hours a day. These CCTV cameras are installed in selected areas based on risk and criminal activity.⁶ This helps NSW Police detect, prevent and prosecute assaults and robberies, and other serious offences such as property damage. The presence of these cameras can also increase public perceptions of safety.

Managing and maintaining our streets and spaces

A cared-for environment can also give the impression that greater effort is required to commit a crime, with heightened risks of being seen or caught. The ongoing process of maintaining, cleansing and removing waste from our city streets and spaces contributes to enhancing actual and perceived safety for members of the public.

Our work includes upgrading our infrastructure such as cycleways, footpaths, parks and signage. We also have a focus on improving and maintaining a high standard of lighting across the city.

As part of managing our streets and spaces, the City aims to ensure that pets and people live together harmoniously. Our policy for animals balances the rights of animals and their owners with the needs of the wider community and environment, and encourages responsible animal ownership.⁷ We also promote community connection through a shared love of animals through our neighbourhood pet day events.

Creating culturally safe and welcoming spaces

An important aspect of feeling safe is for people to feel welcome and respected for who they are. To create and champion safe and welcoming spaces for all, we use inclusive language, signage and cultural symbols in City facilities, venues and parks. This includes recognised symbols such as flags, artwork, multilingual resources and place names.

The City acknowledges the Gadigal people of the Eora Nation as the traditional custodians of this place we now call Sydney. The City of Sydney is committed to acknowledging, sharing and celebrating a living culture in the heart of our city. We work with Aboriginal and Torres Strait Islander peoples and the City's Aboriginal and Torres Strait Islander Advisory Panel to provide a safe, respectful and welcoming environment for Aboriginal and Torres Strait Islander peoples living, working, studying, visiting and accessing services in the City of Sydney.

Since 2005 we have been an official refugee welcome zone, welcoming refugees and asylum seekers to our City. As part of ensuring new arrivals feel welcome in Sydney, we coordinate programs such as Refugee Week and the Welcome Dinner Project for refugees and asylum seekers. This includes an orientation tour of the city to help them get to know their way around.

Symbols of recognition can contribute to people feeling safer. The City partners with our community to create welcoming and inclusive spaces.

Flying the rainbow flag

The rainbow flag is a potent symbol of pride that was born out of political action in the global lesbian, gay bisexual, transgender, intersex and queer (LGBTIQ) community. This iconic flag flies above Sydney Town Hall as an emblem for inclusion, and to raise awareness and highlight important issues that continue to face the LGBTIQ community.

Promote a creative and vibrant night life to reduce alcohol related anti-social behaviour

Another key focus for the City is to work with our partners to continue to promote a creative and vibrant night life. This involves our work with small bars and promoting a vibrant night life through our Cultural Policy, Live Music Action Plan, and the work from our newly established Night Life Creative Sector Advisory Panel.

Night Life Creative Sector Advisory Panel

The Nightlife and Creative Sector Advisory Panel advises the City on how we can best work with industry, business and other government agencies to support a thriving, diverse and safe nightlife. It also advises on new initiatives, identifies emerging issues and opportunities for Sydney's night-time economy, and helps the City engage with local creative, cultural and nightlife communities. Panel members were selected based on their skills and experience, and with the aim of ensuring they represent the diversity of the nightlife and creative sectors, including various age groups and cultural backgrounds.

The panel have identified their top five priorities: to change the narrative about Sydney's nightlife, reduce regulation, promote stronger collaboration among stakeholders, deliver flexible buildings to enable more creativity and advocate for the introduction of 24-hour public transport.

The panel is similar to models already operating in other global cities such as Amsterdam, Berlin, London and New York. It will meet 4 times a year and is co-chaired by a City of Sydney Councillor.

“As part of the City's most recent community consultation, over 10,000 people told us they wanted more late night areas, extended opening hours and more things to do after dark.”

The Vibe

The City is a member of the Newtown Vibe Roundtable. The purpose of the Roundtable is to develop initiatives to actively preserve the character and diversity of

Newtown, to promote the Newtown vibe and to develop strategies to address shared issues. Participants include representatives from the Newtown Police Station, the Newtown Precinct Business Association, the Newtown Liquor Accord, ACON and Reclaim the Streets, as well as City of Sydney councillors and staff. Initiatives have included establishing late-night taxi ranks, providing training for bar staff and promoting respect for the area's diversity to visitors at free outdoor events.

There are over 3,700 licensed premises in the City of Sydney local area, comprising cafes, restaurants, hotels, small bars, registered clubs and nightclubs. From January 2017 to December 2017, there were 1,952 alcohol-related assaults in the City of Sydney local area.⁸

The City works in partnership with the police, Liquor & Gaming NSW, representatives from liquor accords, venue operators, the community and non-government services to reduce alcohol-related antisocial behaviour. A priority of this partnership is to create a positive social and physical environment around licensed premises to attract patrons and help people to feel and be safe.

Outdoor alcohol restrictions

Alcohol restrictions in public places help prevent alcohol-related antisocial behaviour, including offensive behaviour, littering and excessive noise, and help mitigate crimes such as malicious damage and acts of violence. They assist NSW Police existing powers to intervene early by confiscating alcohol within designated areas. The City considers applications for new restrictions every year, by analysing applications, submissions and current crime statistics.

Providing assistance to people who are intoxicated when out in the city at night can also be effective in reducing harm to themselves and others in the area. We support initiatives that provide on-the-spot interventions, which are proving effective in reducing risks.

Take Kare program

Since December 2014, we have been providing funding and support for the Take Kare program, which operates in the city each Friday and Saturday night. Roving teams of trained volunteer 'ambassadors' provide on-the-spot assistance to people vulnerable to becoming offenders or victims of crime in the city at night. A dedicated Safe Space provides vulnerable young people a place to rest, rehydrate, charge their phones, get first aid, find transport home, or wait for friends or family. The trained volunteers routinely assist people who have passed out alone, who are receiving unwanted attention or who are involved in situations of verbal and physical aggression.

“12,801 people were supported by the Safe Space & TAKE Kare Ambassador program in 2017/2018.”

1,416 people were provided with first aid

2,562 phones were charged at a Safe Space

1,283 people were helped with directions

512 people were given assistance regarding public transport

258 people were assisted to reconnect with friends/family

10,241 people spent time at a Safe Space

Improving road, public transport and pedestrian safety

Together with our expanding resident population, Sydney draws huge numbers of people each day for work, shopping, entertainment, public festivals and events.

We are committed to promoting safe and sustainable modes of transport into, out of and across the city. Our residents now walk or cycle for nearly half of their average weekday trips. More than 7,000 people ride to work in the city centre each day – the equivalent of 116 full buses or seven Sydney trains.⁹

One of the ways we can increase road and pedestrian safety is through planning, designing, constructing and maintaining safe and accessible infrastructure for people to walk, cycle or use wheelchairs or other mobility devices around the city. An example of this is the establishment of secure taxi ranks, in partnership with Roads and Maritime Services, in late-night trading areas to ensure people get home safely late at night.

Our Liveable Green Network is linking high-quality walking and riding routes across the city. Crucial safety features include traffic calming measures, lowered speed limits, widened footpaths with more pedestrian crossings, dedicated cycleways, plants for shade, bubblers, seating, quality lighting, and wayfinding tools such as maps and signage.

“We are committed to promoting safe and sustainable modes of transport into, out of and across the city.”

Another vital approach to increasing road safety is through providing public education to encourage safe behaviour. This may involve people adapting their behaviours in response to changes in transport infrastructure such as the integration of the new light rail service or increased congestion at busy hubs. We work with our

NSW Government partners to promote road safety messages and to facilitate targeted programs.

We also deliver training to give people the confidence to cycle safely in the inner city, and run regular Share the Path sessions for people riding and walking. The following table outlines the key actions the City will undertake over the next five years to contribute to making our city streets and spaces safe.

The following table outlines the key actions the City will undertake over the next five years to contribute to making our city streets and spaces safe.

Safe streets and spaces

Increase actual and perceived public safety in city streets and spaces to ensure they are well-lit and attractive

- Continue to deliver high-quality cleansing and waste services to the community
- Continue to implement our Street Safety Camera Program and security services
- Continue to use CPTED principles in the design of the public domain
- Activate spaces in the public domain through events and programs to enhance safety
- Use culturally inclusive language, signage and symbols in City facilities, venues and parks to create and champion safe and welcoming spaces for all
- Promote responsible pet management and safety in the public domain

Promote a creative and vibrant night life to reduce alcohol related anti-social behaviour

- Continue to promote and support a vibrant night life through our Cultural Policy, Live Music Action Plan, and the work from our newly established Night Life Creative Sector Advisory Panel
- Manage outdoor alcohol restriction compliance through alcohol-free zones and alcohol-prohibited areas
- Create a positive social and physical environment around licensed premises and events to attract patrons and help people to feel and be safe
- Support initiatives to deliver safety interventions for people in the city who are intoxicated at night

Improve road, public transport and pedestrian safety

- Continue to improve safety for people walking, using wheelchairs and cycling through the design and renewal of footpaths and cycleways across the city, and the use of accessible wayfinding

- Partner and work with government stakeholders to improve road and pedestrian safety through behaviour change and education
- Work with the NSW Government to ensure safety at high-use or late-night transport departure points

These actions contribute to direction 1 and 3 of the “Our Resilient Sydney Plan”

DIRECTION 1 People Centred

- Action 3: Collaborate for cross-city active transport

DIRECTION 3 Connect for strength

- Action 18: Support communities to know their neighbours
- Action 19: Encourage cross-city visitation and understanding
- Action 20: Promote safety and tolerance in everyday interactions

Crime prevention and response

Our approach

Crime prevention refers to the range of strategies that are implemented by individuals, communities, businesses, non-government organisations and all levels of government to target the various social and environmental factors that increase the risk of crime, disorder and victimisation.¹⁰

The social approach to crime prevention focuses on addressing the underlying social and economic causes of crime in the community (such as a lack of social cohesion, and limited access to affordable and secure housing, employment, education and health services) and the motivations for people to commit offences.¹¹

The environmental approach to crime prevention aims to modify the physical environment to reduce opportunities for crimes to occur. This includes situational crime prevention techniques and broader urban planning initiatives. This approach is referred to as ‘crime prevention through environmental design’ (CPTED), and is discussed under *Safe streets and spaces*.

Our focus areas are determined by an analysis of crime problems affecting our local area. To inform our work and respond to changing patterns of crime, we:

- identify crime hotspots in the local area and continually monitor crime trends using data from the NSW Bureau of Crime Statistics and Research (BOCSAR)
- regularly consult with stakeholders, such as NSW Police, community members, businesses and other levels of government

- conduct surveys with residents, businesses and visitors on their perceptions of safety and get insights from members of the public on an ongoing basis through our customer service channels.

We can also direct people impacted by crimes – including bystanders, victims and survivors of crime – to relevant information and support services.

Reducing opportunities for crime to occur

Certain types of crime are often opportunistic. Situational crime prevention aims to change contextual factors to reduce opportunities for offenders to engage in criminal behaviour. An example would be locking windows and doors when leaving your home or not leaving valuables in plain sight in an unattended vehicle to reduce the risk of burglary or theft.

The City of Sydney operates in close proximity to our businesses, visitors and residents. This level of community engagement positions us well to support local preventive activities that reduce the opportunities for crime to occur, such as raising awareness, providing information and building skills and knowledge.

An example of collaborative work with the community is the neighbourhood safety audits we conduct to identify and reduce crime and safety risks in local neighbourhoods.

Redfern Safety Audit 2017

The City – in partnership with the Redfern Neighbourhood Advisory Board, NSW Family and Community Services, NSW Police, the Sydney Local Health District, community groups and local residents – recently undertook a safety audit of the Redfern social housing estate.

This involved a collaborative approach, using CPTED principles to:

- identify possible safety concerns and community perceptions of safety using group ‘walk throughs’ in a local area
- make recommendations to appropriate agencies to respond to safety concerns such as maintenance issues, lighting etc
- enable the community to monitor the implementation of recommendations.

“Well-planned crime prevention strategies not only prevent crime and victimisation, but also promote community safety and contribute to the sustainable development of countries. Effective, responsible crime prevention enhances the quality of life of all citizens. It has long-term benefits in terms of reducing the costs associated with the justice system, as well as other social costs that result from crime.” United Nations Office on Drugs and Crime

Helping local businesses reduce crime

We also work with local businesses to help them reduce opportunities for crime to occur. A key area of focus is helping retailers protect themselves from retail theft and fraud, which is reportedly costing Sydney businesses \$2.3 billion a year.¹²

Video podcasts to help city businesses protect themselves

In 2017, with cooperation from NSW Police, we shared a series of Business Crime Prevention video podcasts, available on our website.¹³ These provide local retailers with practical steps they can take to help protect themselves against in-store crimes.

This includes advice on how to reduce shoplifting, credit card scams and risks from the use of 'tap and go' technology, with information on retailer rights and crime scene preservation.

Protection against cybercrime

As technologies and online behaviours rapidly evolve, so do the risks of crime that can be associated with digital technologies for organisations, businesses and members of the public.

Fraud is an ongoing problem and is constantly changing as new technologies and payment options are introduced. BOCSAR reports that 35 per cent of fraud crimes are related to credit cards.¹⁴ The City works with Police and others to reduce these risks for residents and businesses.

In line with our digital strategy, we are expanding access to free public wi-fi around the city and provide digital facilities at our libraries and community centres. This provides an opportunity to promote awareness of safer internet use for residents, workers and visitors, including reducing the risks of identity fraud, scams, exploitation, and online abuse of children and young people.

For our organisation, we have protections in place to safeguard our digital infrastructure and the data we hold that has been provided to us by the public and local organisations, and we continue to assess risks and upgrade protections on a regular basis.

The following map has been described as a list below

Domestic and Family Violence is at crisis levels in our community.

- 3 reported incidents per day in Sydney LOCAL AREA (BOSCAR)
- Domestic and Family Violence can affect everyone

Challenges - changing attitudes and behaviours

- Still huge under-reporting
- Lack of urgency to respond to the issue
- Undercurrent of cultural and social norms of
- The system is fractured
 - Hard to navigate the system
 - No clear links when exiting Hospital, Prison, etc.
 - COMPETITIVE FUNDING AND LACK OF SHARED RESOURCES
 - The client is sometimes left out of the planning
 - Lack of services for specific vulnerable groups (LGBTIQ, Aboriginal and Torres Strait Islander PEOPLE, refugees and asylum seekers)

Opportunities – Collaboration

- Keep people safe in their homes
- Bystander training for community members
- Build a strong network across boundaries
- WE ARE BETTER TOGETHER – SHARE PLANS AND
- Work in partnership
- Advocacy
 - Share best practice
 - Forster champions for change within government and the community
 - Share data

Priorities – now

- AGREE ON A COMMON AGENDA
- Map local services
- HOLD Quarterly Inter-agency meetings
- Strengthen partnerships with Police

Priorities – next

- Develop a PLACE-BASED Domestic and Family Violence action plan
- Develop shared campaigns
- Identify strategies to address gaps IN THE SERVICE SYSTEM

Priorities – later

- Reduction of Domestic and Family Violence
- Long term safe and sustainable housing options
- System works for everyone

Contributing to reducing domestic and family violence, and sexual assault

Over the last five years, recorded crimes in the Sydney local area have largely been declining. However, reported incidents of domestic violence related assault have remained stable. Over the last two years, reports of indecent assault, acts of indecency and other sexual offences have increased by over 50 per cent.¹⁶

The NSW government are leading the response to domestic and family violence and sexual assault through the *NSW Domestic and Family Violence Blueprint for Reform 2016–2021*¹⁷ and the *NSW Strategy for Sexual Assault 2018-2021*¹⁸ which outline the priorities and reforms to reduce these crimes in our community. The City works in partnership with the state government, nongovernment agencies and peak bodies to contribute to reducing domestic and family violence and sexual assault.

Ensuring Sydney is safe for our residents, workers and visitors is a key priority for the City. Police are responsible for responding to crime and safety issues, and we work in partnership with them and others to improve safety in our community. An example of a partnership program to enhance safety is the Ask for Angela Campaign launched in July 2018.

Ask for Angela

The City of Sydney in partnership with Sydney City Police command, the Australian Hotels Association and local licensees launched The Ask for Angela campaign in July 2018. The campaign encourages people who are uncomfortable or unsafe in a licensed premises to discreetly ask staff for help by 'Asking for Angela'- a code word aimed at alerting bar staff to help so they can help defuse the situation. Pioneered in the UK, as an initiative of Lincolnshire County Council, the campaign has been internationally recognised as a successful intervention for reducing sexual violence.

Posters making patrons aware of this will be displayed in toilets of bars and clubs. Bar and security staff receive training in how to appropriately respond and contact police where necessary.

“One in 6 Australian women and 1 in 16 men have been subjected, since the age of 15, to physical and/or sexual violence by a current or previous cohabiting partner.”¹⁵

Anyone can experience domestic and family violence, and sexual assault, regardless of their age, gender, sexuality or cultural background. However, it is widely recognised that women are disproportionately affected by these forms of violent crime. In the period from 2012 to 2014, one woman was killed every week by a partner or former partner in Australia, compared with one man every month. These

crimes have complex underlying social factors that require a whole of community approach to reducing the prevalence and impact of these crimes.

The City of Sydney is dedicated to supporting White Ribbon Australia and was officially awarded its workplace re-accreditation in 2017, as a pioneer in contributing to national cultural change to prevent and respond to violence against women. The City was first accredited in 2013. White Ribbon Australia seeks an Australian society in which all women can live in safety, free from violence and abuse. White Ribbon works through a primary prevention approach to stop violence against women before it happens.

In addition to our work with White Ribbon, we lead and support interagency networks to improve collaborative responses locally. We partner with NSW Elder Abuse Hotline to provide monthly drop in support services at our community centres in Ultimo and Kings Cross. We also help people who are experiencing homelessness to access support services and housing many of whom have experienced domestic and family violence.

Contributing to preventing child abuse and supporting effective responses

The City has invested significantly in ensuring the safety of children who are under our duty of care or who engage with our organisation (for example, through our childcare facilities, community programs, and sport and recreational venues). This includes developing and implementing revised child protection policies and procedures that reflect current child protection legislation, and compulsory tailored training for staff. The Final Report of the Royal Commission into Institutional Responses to Child Sexual Abuse was released in December 2017.¹⁹ The Royal Commission's work has shown that sexual offences against children are not confined to the past. Incidents continue to occur in wide-ranging contemporary institutional and community settings, including through online platforms. Child sexual abuse is still significantly under-reported to police and typically involves delayed disclosure and reporting. Crime data reflects only a small proportion of incidents.

The Royal Commission identified ¹⁰ Child Safe Standards that are seen as essential for all child-safe institutions. The City continues to embed these standards across our organisation. Beyond our legislative role as a childsafe organisation, the City also takes a proactive role in contributing to preventing child abuse and ensuring effective responses in our local area. In line with recommendations from the Royal Commission, this will include helping local child-related businesses and organisations to be child-safe, and supporting future community initiatives implemented by the State or Federal government to prevent child abuse.

The following table outlines the key actions the City will undertake over the next five years to contribute to preventing and responding to crime in Sydney.

Crime prevention and response

Reduce the opportunities for crime to occur

- Build the capacity of businesses and the community to prevent crime
- Conduct safety audits with NSW Police, businesses and residents to reduce the risk and impact of crime
- Protect our digital infrastructure and promote cyber safety in the community
- Track crime trends and community perceptions of crime and safety to identify priorities and emerging risks

Contribute to reducing domestic and family violence, and sexual assault

- Increase collaboration across agencies to reduce domestic and family violence in Sydney
- Partner with NSW Police and other agencies to encourage bystanders to support victims and increase reporting of domestic and family violence
- Support prevention strategies to reduce violence against women
- Partner with government and non-government agencies to provide information and support for victims of sexual assault and harassment

Contribute to preventing child abuse and supporting effective responses

- Continue to embed and promote child-safe standards across our organisation
- Support local child-related businesses and organisations to be child-safe
- Support community initiatives to prevent child abuse

These actions contribute to direction 1, 3 and 4 of the “Our Resilient Sydney Plan”

DIRECTION 1 People Centred

- Action 2: Network metropolitan practitioners for community agency

DIRECTION 3 Connect for strength

- Action 16: Monitor metropolitan social cohesion and wellbeing
- Action 18: Support communities to know their neighbours

DIRECTION 4 Get Ready

- Action 23: Get Prepared – 100,000 ready Sydneysiders
- Action 28: Support small businesses to manage cybersecurity

Ready and resilient

A resilient city is prepared and connected. It has networks primed and ready to act together in an emergency or in response to chronic issues. The systems and infrastructure that support how it functions are diversified to enable essential businesses and institutions to keep running during shock emergency events. Strong connections between organisations, governments and communities help them to recover from shocks and to deal with longer-term stresses together. People participate in decision-making and are agents of change, contributing to shared solutions.

Shocks and stresses that impact Sydney

The work underway for the Resilient Sydney initiative is looking at ways to address both the shocks and the stresses that can impact Greater Sydney (see below). Sudden shocks that cause short-term, acute disruptions include emergencies such as extreme weather events (heatwaves and storms), water supply issues, infrastructure failures (for example, power outages or building collapses), digital network failures, terror attacks, cyber attacks and disease pandemics.

Examples of stresses that weaken the fabric of a city over the longer term include high unemployment, an overtaxed or inefficient public transportation system, a lack of affordable and secure housing, increasing rates of chronic disease, diminishing social cohesion, drug and alcohol abuse, high crime rates, and increased inequality across communities.

With strong connections and a commitment to sharing knowledge and creating opportunities for diverse perspectives, we can better prevent or mitigate such stresses and shocks, adapt to situations, and rapidly recover and thrive after disruptions.

Resilient Sydney initiative

Resilient Sydney is part of the 100 Resilient Cities initiative pioneered by the Rockefeller Foundation. The initiative is helping cities around the world adapt to the complex physical, social and economic challenges that are a growing part of the 21st century.²⁰ This includes looking at ways to strengthen the ability of urban communities to survive, adapt and thrive in the face of increasing uncertainty and disruptions.

Resilient Sydney involves collaboration between the City of Sydney, the other metropolitan councils of Sydney and the NSW Government. The strategy and action plan is scheduled to be released in late 2018.

Ensuring Sydney knows how to prevent, prepare for, respond to and recover from emergencies

The City of Sydney has a population of over 220,000 residents, and more than 1.2 million workers and visitors occupy our area each day.²¹ As with any large city, being prepared for an emergency or an unexpected disaster helps save lives.

In resilient cities, communities are aware and prepared. They know how they can prepare and equip themselves in the event of a major shock, both as individuals and as members of their local neighbourhoods and communities.

We create opportunities for residents, services and local businesses to share their knowledge and skills to help build everyone's capacity to prepare for and respond to emergencies.

“City resilience is the capacity of individuals, communities, businesses and systems within a city to survive, adapt and thrive no matter what kinds of chronic stresses and acute shocks they experience.” “Our Resilient Sydney”

Certain emergencies in the city require a significant coordinated response from emergency services and other government agencies, such as those responsible for health and transport. To manage a coordinated response, emergency service agencies in the local area work with us to develop our local emergency management plan, which describes the local arrangements to prepare for, respond to and recover from emergencies. As part of this, we also have ancillary plans to address differing contexts. This includes plans for vulnerable communities – for example, people sleeping rough who are at risk from the adverse effects of extreme weather events. The City chairs the Local Emergency Management Committee and coordinates regular testing and review of the local emergency management plan.

We also work in partnership to protect crowded places (such as shopping centres, pedestrian malls and major events) against planned deliberate acts of harm. As outlined in Australia's Strategy for Protecting Crowded Places from Terrorism ²², the City works in partnership with government and the private sector to better protect places in our local area.

Owners and operators have the primary responsibility for protecting their sites, including a duty of care to take steps to protect people that work, use or visit their site. By working together to implement this strategy, owners and operators are in a better position to protect crowded places. An example includes vehicle mitigation measures taken at Martin Place.

Martin Place- Vehicle Mitigation

In consultation with the NSW Police, the City installed temporary vehicle mitigation in Martin Place, including the installation of bollards and concrete spheres in blocks 1, 2, 4, and 5.

The City is developing a 'kit of parts' for vehicle mitigation infrastructure and a design and policy framework. This will be used as a basis for longer term mitigation measures not only in Martin Place, but also for the protection of other crowded places across the City.

We continue to work on the self-assessments for crowded places across the City. These assessments will help determine our priorities for the implementation of protective infrastructure. These mitigation measures are to manage all types of security risks, and will include a diverse range of projects such as bollards, street furniture, vehicle calming, CCTV, detection systems, alarm and warning systems.

Building resilient and connected communities to increase safety

Appropriate housing contributes to safer communities

Access to safe and sustainable housing is fundamental to increasing safety and building community resilience. Homelessness can be both a cause and a consequence of being a victim or an offender of crime. Domestic violence is the leading cause of homelessness in Australia.²³ Victims fleeing an unsafe home environment are often left without the resources to access alternative accommodation. There are also well-documented links between homelessness, offending and reoffending²⁴.

Findings from the Inner Sydney Registry Week 2015 showed that one in two people experiencing homelessness in Sydney had spent time in prison. People who find suitable, supported and stable housing are more likely to stay out of prison, particularly those with complex needs.²⁵

The City has a dedicated team to help people experiencing homelessness access long-term housing with support. To increase opportunities to access housing that is affordable, the City continues to invest in a range of initiatives, including:

- making land available to the community housing and non-government sector at a subsidised rate
- establishing an Affordable and Diverse Housing Fund to assist development projects that meet social needs in the city

- providing grant funding that enables NSW Family and Community Services and non-government agencies to deliver housing assistance and support to people experiencing homelessness.

We also have a long and proud history of advocating for and with social housing tenants to increase the supply and quality of social housing in Sydney.

Focus on working in social housing communities

There are more than 9,700 social housing properties in our local area – one of the largest concentrations in Australia. The social housing stock is primarily concentrated in a few high density estates in the suburbs of Redfern, Waterloo, Surry Hills, Glebe and Woolloomooloo, with some smaller concentrations scattered throughout our local area.

Our close proximity to the community affords us a unique understanding of local conditions and issues. Our strong relationships across communities, service sectors and government also means we can provide a valuable supporting role in coordinated service delivery responses.

Managing the physical environment on which social housing is built requires a close partnership between the City, NSW Family and Community Services, community housing providers and residents to ensure the best outcomes for social housing tenants. Impacts to the environment are often related to social issues, including illegal dumping, street drinking, discarded drug paraphernalia, graffiti, property damage and public urination.

The City uses community development approaches to build social cohesion and to empower communities to participate in decision-making processes. Our programs focus on strengthening informal networks and enhancing community structures with the potential to build community capacity. This can, in turn, provide opportunities to mobilise communities to address local crime problems and increase safety.

In the inner city the growing inequality between residents of social housing estates and those living in more affluent surrounding neighbourhoods poses a risk to community cohesion. There are major redevelopments underway that are changing the physical and social environment for established social housing communities. The City provides support to social housing tenants to create opportunities for them to influence and contribute to positive outcomes from urban renewal.

Waterloo Public Housing Action Group

In 2017, the City funded the Waterloo Public Housing Action Group to facilitate tenant-led consultation in the master planning for the Waterloo redevelopment. The Waterloo Public Housing Action Group advocates for the rights of social housing

tenants in Waterloo. It has established the Future Planning Office, where tenants are able to consult with academics, urban designers, planners and researchers to enable effective and informed community engagement with the master planning process.

RedLink

The City was a key partner in establishing the RedLink multi-service centre, based in the Redfern social housing estate. RedLink operates as an integrated, place-based program that seeks to reduce community disadvantage, increase social inclusion, and improve individual and community wellbeing, particularly for the most vulnerable and socially isolated tenants living in Redfern. The City supports this initiative through participating in community development activities and events, and by supporting coordinated service delivery in the area.

“We include communities in decision making for growth and equity, so people connected to where they live and able to access transport, affordable housing and education and employment opportunities.” “Our Resilient Sydney”

Reducing harm from drugs and alcohol

In line with the national drug and alcohol strategies²⁶, we take a harm minimisation approach to reducing the social, economic and health problems that can be associated with the consumption of alcohol and use of other drugs. This approach focuses on minimising the harm drug use causes to the community and to the user. This includes providing information to help link people to local drug and alcohol services, and supporting targeted harm minimisation initiatives.

The City manages a network of around 140 community sharps disposal bins. The bins provide options to dispose of sharps safely to prevent needlestick injury in our public places. Where a bin is located, 99 per cent of all sharps are disposed of appropriately. The City works in partnership with NSW Health’s needle clean-up hotline to manage the removal of discarded sharps in the public domain.

In 2016, the City put in place permanent smoke-free zones in Pitt Street Mall and Martin Place. This followed a successful smoke-free trial in Martin Place that demonstrated strong public support for expanding the regulation of smoking in areas of the public domain in the CBD.

The following table outlines the key actions the City will undertake over the next five years to contribute to ensuring the city is ready and resilient.

Ready and Resilient

Ensure Sydney knows how to prevent, prepare for, respond to and recover from emergencies

- Develop an emergency preparedness program for residents and local businesses
- Work with emergency services, relevant agencies and the community to build resilience in communities to prevent, respond to and recover from emergencies
- Implement the recommended approach of Australia's Strategy for Protecting Crowded Places from Terrorism

Build resilient and connected communities to increase safety

- Collaborate with the NSW Government, non-government agencies and residents to address safety and amenity issues for social housing residents (for example, RedLink)
- Provide and support community capacity – building initiatives in social housing neighbourhoods to increase tenant participation in increasing safety
- Coordinate community events to increase opportunities to meet with police, neighbours and local services, and increase knowledge about safety
- Support people sleeping rough to access safe and sustainable housing and health services
- Support social housing tenants to influence and contribute to positive outcomes from urban renewal

Reduce harm from drugs and alcohol

- Provide support for targeted harm minimisation initiatives in Sydney
- Increase community awareness of where to get help and support with drug and alcohol issues

These actions contribute to direction 1, 3 and 4 of the “Our Resilient Sydney Plan”

DIRECTION 1 People Centred

- Action 1: Network metropolitan practitioners for community agency
- Action 6: Build community capacity through co-design
- Action 7: Advocate for affordable housing for everyone
- Action 8: Develop skills for equity

DIRECTION 3 Connect for strength

- Action 18: Support communities to know their neighbours

DIRECTION 4 Get Ready

- Action 23: Get Prepared – 100,000 ready Sydneysiders
- Action 24: Pilot disaster preparedness program for councils
- Action 25: Mapping vulnerabilities at a District planning level

- Action 29: Help communities to train and volunteer to prepare for disasters

A safe global destination

Sydney is one of the safest cities in the world. In 2016, metropolitan Sydney ranked the third highest of 30 cities around the world in terms of its performance for 'health, safety and security' in PwC's major comparative report on global city performance.²⁷

This included being in the top 10 cities for crime performance, road safety and resilience to major security threats (such as terrorism, cyber attacks, market crashes, power outages and human pandemics). Sydney also ranked very highly overall in relation to its risk of exposure to natural disasters and its level of preparedness to deal with these.²⁸

Sydney has a worldwide reputation for being a great place to live and visit, and is known for its attractive environment, cultural vitality and safety. Maintaining and promoting Sydney's welcoming, safe and inclusive character will help to increase economic prosperity; create a thriving, globally connected community; and further enhance Sydney's international reputation as a great place to visit, live, work, invest and study.

“Safety and security was the highest rated factor when selecting a holiday destination for consumers in Australia's key international markets in 2016.”³²

Our valued visitors

Sydney is Australia's premier destination city and the gateway to NSW, attracting over 13 million visitors in 2017. The iconic city is the economic heart of metropolitan Sydney and, in addition to overnight visitors, received 20 million domestic daytrip visitors in 2017.²⁹ Visitors play a vital role in enhancing the vibrancy of our city – increasing cultural awareness and understanding, strengthening our trade and business connections, and boosting Sydney's global reputation.

People visiting Sydney make a significant contribution to Australia's prosperity and local job creation. Direct expenditure from the tourism sector alone contributed over \$16 billion to Sydney's economy in 2017.³⁰ Sydney also benefits greatly from the international student market, as Australia's leading international education destination. In 2015, around 36 per cent of NSW's export income was generated by international students (around \$7.7 billion), with a further estimated \$2.8 billion received from direct spending.³¹ Our local area was a major beneficiary, as the epicentre of the international student market in Sydney and NSW.

Keeping Sydney globally competitive as a destination of choice

Sydney is a globally competitive and innovative city – and a key contributor to the NSW and Australian economies. It is also the premier place in Australia to live, work, study, invest and visit. Sustaining Sydney's global competitiveness is central to Sydney's and Australia's future. We know that personal safety is a key factor when people make decisions about where to travel or study. 'Safety and security' was the highest rated factor when selecting a holiday destination for consumers in Australia's key international markets in 2016.

Ninety-three per cent of international students chose 'safety and security' as a key factor that influenced their decision to study in Australia in research involving over 65,000 students – putting safety in the top three considerations for students overall.³³

We recognise that today's visitors are tomorrow's ambassadors for the city. Retaining our strong reputation for safety and security is critical to maintaining Sydney's role as a leading destination for tourists, business visitors and students.

Hosting our visitors

We are proud of the global reputation that Sydney has earned as a safe and secure place to visit, live, work, invest and study, and will continue to work with our partners to sustain and promote Sydney as a safe destination.

As a key priority in this plan, we need to help ensure that everyone feels welcome and safe during their visit, and can access information and help when needed. Many of the 35,000 international students studying at local campuses³⁴ are living away from home for the first time. During their stay, their families and communities look to us – as the host city – to provide a safe and rewarding experience for these students. By doing so, they will form a lifelong connection with our city.

Ensuring visitors feel safe and welcome in Sydney

We have a number of initiatives in place to welcome visitors and to help them familiarise themselves with Sydney. This includes a welcome desk and a range of information on arrival at Sydney International Airport, and a roving ambassador program to meet and greet visitors across the city. A key focus of this program has been to welcome international cruise ship passengers arriving via Sydney Harbour.

We will also maintain our strategically located visitor information centres and kiosks around the city centre to help visitors maximise their stay and support safe experiences in the city. Our actions to increase actual and perceived safety in our city streets and spaces also contributes to visitors' experiences. This includes

providing effective signage and wayfinding tools to help visitors easily and safely navigate to popular destinations; our commitment to the quality of design of the public domain; and maintaining the cleanliness, security and activation of city streets and public spaces.

Our vibrant late-night entertainment areas attract both locals and visitors, and the experiences they offer shapes their impressions of Sydney and its reputation.

Helping international students to live, study and work safely in Sydney

In 2016, 35,000 international students were studying at local campuses, with 10,000 in accommodation within our local area.³⁵

Our research has shown that international students often face many challenges while living and studying in Sydney. These can include culture shock, limited community participation and language barriers³⁶, as well as difficulty accessing appropriate accommodation and employment opportunities.

We work closely with our partners – including Study NSW, NSW Police, NSW Fair Trading, the Redfern Legal Centre, education providers and students – to welcome newly arrived international students and help them to access the services and support they may need in Sydney.

Our welcome program throughout the year includes activities such as supporting the Sydney International Airport welcome desk; hosting an official welcome to international students at Sydney Town Hall; and producing an international student guide to help students transition to life in Sydney.

We provide events and resources designed to support students so they have a safe and rewarding study experience during their time in Sydney.

Promoting Sydney's safety globally

The City has a partnership in place with Destination NSW to promote Sydney as a destination of choice in both domestic and international markets through a variety of ways. This includes local and international marketing campaigns through media channels as well as strategic partnerships.

We will continue to work with partners that have global reach to ensure Sydney's safety is included in promotional initiatives, including state and federal government counterparts, consular corps, bilateral chambers of commerce, international cities, and global influencers both in Australia and overseas.

Using available data sources, we will also track perceptions of Sydney's safety globally across key markets to monitor our progress.

Official welcome

For more than a decade, the City of Sydney – in partnership with StudyNSW, the University of Sydney, the University of New South Wales and University of Technology Sydney – has delivered the annual Lord Mayor’s Welcome for International Students. Over 1,000 students from different institutions and disciplines attend the event every year, marking the start of their lifelong link with Sydney. This event provides an opportunity for international students to access information on their rights in Australia and on how to keep safe while studying, working and living in Sydney. Students can engage with more than 20 agencies representing health, safety, financial and accommodation services.

The following table outlines the key actions the City will undertake over the next five years to ensure that Sydney maintains its standing as a safe global destination.

A safe global destination

Ensure visitors feel safe and welcome in Sydney

- Continue to implement programs to welcome visitors as they familiarise themselves with Sydney
- Provide safety information to visitors
- Engage with consulates to promote safety in Sydney

Help international students to live, study and work safely in Sydney

- Provide events and activities to welcome international students
- Provide information for international students about living and working safely in Sydney

Promote Sydney’s safety globally

- Work with partners that have global reach to ensure Sydney’s safety is included in promotional initiatives
- Track perceptions of Sydney’s safety globally from available data sources

These actions contribute to direction 3 and 5 of the “Our Resilient Sydney Plan”

DIRECTION 3 Connect for strength

- Action 19: Encourage cross-city visitation and understanding

DIRECTION 5 One City

- Action 35: Learn and share with other cities through the 100 Resilient Cities network

Measuring success

The community, all levels of government, and the private and non-profit sectors all contribute to making Sydney safer. Safety in our local area is influenced by a range of factors, including government policy settings, and economic and social conditions. Therefore, we have two distinct roles, which are to:

- monitor safety outcomes at the population level
- measure the outcomes our own activities.

Monitoring safety outcomes across the city

We use a Results-Based Accountability (RBA) framework to measure the plan's outcomes:

- **Level 1** tracks the population indicators
- **Level 2** measures the direct outcomes as a result of a specific program. It does this by asking three questions:
 - How much did we do?
 - How well did we do it?
 - Is anyone better off?

Population indicators for safety

The population indicators signal broader trends for how safety (actual and perceived) and crime are tracking in Sydney.

While we can contribute to population trends, they are the result of a range of influences outside of our control. These indicators are not intended as direct measures of our performance.

Nevertheless, it is important to understand and monitor these trends and to use this information to review priorities and actions.

Measuring our actions

We will regularly measure the outcomes of the actions in this plan and report against these.

We will also regularly review the actions in the plan to ensure they align with community needs.

Our first major review of this policy and action plan will be conducted in four years, in 2022.

Key data sources we will use to monitor the performance of the action plan are shown in the table on the following page.

Indicator framework

Safe streets and spaces

Key objectives	Key performance measures (# = number % = percentage)	Key population indicators
Increase actual and perceived public safety in city streets and spaces	% of people who feel safe in Sydney	% of people who feel safe in Sydney <i>Source: City of Sydney residents, survey and Perceptions of Safety biennial research</i> Sydney local area crime rates <i>Source: BOCSAR</i>
Promote a creative and vibrant night life to reduce alcohol related anti-social behaviour	# of people supported through the Take Kare program	% of people who feel safe in Sydney % of people who feel safe in Sydney <i>Source: City of Sydney residents, survey and Perceptions of Safety biennial research</i> Sydney local area crime rates <i>Source: BOCSAR</i>
Improve road, public transport and pedestrian safety	# of crashes in the City of Sydney # of public transport trips in the City of Sydney % of vulnerable road users involved in crashes in the City of Sydney	Road safety statistics <i>Source: NSW Centre for Road Safety Annual Statistical Statement Report</i>

Crime prevention and response

Key objectives	Key performance measures (# = number % = percentage)	Key population indicators
Reduce the opportunities for crime to occur	# of capacity-building initiatives delivered on crime and safety # and % of participants who report increased skills or knowledge relating to safety and crime prevention	Sydney local area crime rates <i>Source: BOCSAR</i>
Contribute to reducing domestic and family violence, and sexual assault	# of information sessions, inter-agency events and campaigns held on domestic and family violence, and sexual assault # and % of participants who report increased skills or knowledge in responding to domestic and family violence, and sexual assault	Sydney local area crime rates <i>Source: BOCSAR</i>
Contribute to preventing child abuse and supporting effective responses	# of training initiatives delivered to staff and community members # and % of participants who report increased skills or knowledge relating to child safety	Sydney local area crime rates <i>Source: BOCSAR</i>

Ready and Resilient

Key objectives	Key performance measures (# = number % = percentage)	Key population indicators
Ensure Sydney knows how to prevent, prepare for, respond to and recover from emergencies	# of capacity-building initiatives and information sessions delivered on emergency preparedness # and % of participants who report increased skills or knowledge relating to emergency preparedness	% of people who know what to do in an emergency <i>Source: City of Sydney Perceptions of Safety biennial research</i>
Build resilient and connected communities to increase safety	# of programs and events delivered that promote community connectedness # and % of participants who report increased connectedness to the community # and % of people who report increased, or a willingness to increase, participation in the community to respond to crime and safety issues	% of residents who feel connected to the community <i>Source: City of Sydney residents, survey</i>
Reduce harm from drugs and alcohol	# of harm minimisation initiatives delivered # of smoke-free areas in the city # of sharps collected in public sharps bins	Health risk factors <i>Source: City of Sydney Community Wellbeing Indicators</i>

A safe global destination

Key objectives	Key performance measures (# = number % = percentage)	Key population indicators
Ensure visitors feel safe and welcome in Sydney	# of visitors who know where to get help if they need it	% of people who feel safe in Sydney <i>Source: City of Sydney Perceptions of Safety biennial research</i>
Help international students to live, study and work safely in Sydney	# of international students who know where to get help if they need it	% of people who feel safe in Sydney <i>Source: City of Sydney Perceptions of Safety biennial research</i>
Promote Sydney's safety globally	Ranking in The Economist Intelligence Unit's Safe Cities Index	Global ranking for health, safety and security <i>Source: PwC Cities of Opportunity report</i>

Glossary of key terms

Alcohol-free zones and alcohol-prohibited areas

Alcohol-free zones and alcohol-prohibited areas are established in public places across NSW to restrict the consumption of alcohol to help prevent alcohol-related antisocial behaviour and crime. These outdoor alcohol restrictions provide NSW Police with the authority to tip out or confiscate alcohol within designated areas.

Bystander approach

The bystander approach aims to build shared individual and community responsibility for responding to and preventing violence or abuse by encouraging people not directly involved in violence – as a victim or perpetrator – to take action.

Child sexual abuse

Child sexual abuse refers to any act that exposes a child to, or involves a child in, sexual processes beyond their understanding or contrary to accepted community standards. It can include child grooming, which refers to actions deliberately

undertaken with the aim of befriending and establishing an emotional connection with a child to lower the child's inhibitions in preparation for sexual activity with the child.³⁷

Community sharps

Community sharps are needles, syringes and lancets that are used to administer medications and drugs outside a clinical setting.

Cultural safety

An environment that is culturally safe for people is one where there is no assault, challenge or denial of their identity, of who they are or of what they need. It is about shared respect, shared meanings, shared knowledge and experience.³⁸ This concept can be used in the way community services are provided to ensure respect for cultural and social differences.

Crime prevention

Crime prevention refers to the range of strategies that are implemented by individuals, communities, businesses, non-government organisations and all levels of government to target the various social and environmental factors that increase the risk of crime, disorder and victimisation.³⁹ Situational crime prevention aims to change contextual factors to reduce opportunities for offenders to engage in criminal behaviour.

Crime prevention through environmental design (CPTED)

This approach uses the design of the environment to discourage criminal activity by ensuring there is more chance for offenders to be seen, challenged or caught; reducing opportunities for criminal activity and creating the impression that more effort is required to commit a crime, with limited rewards. This can also be referred to as 'safety by design' or 'designing out crime'.

Cybercrime

Cybercrime is defined as a crime in which a computer is the object of the crime (for example, hacking, phishing and spamming) or is used as a tool to commit an offence electronically (for example, theft, fraud, distribution of child pornography, online abuse and hate crimes).

Designing out crime

See CPTED

Domestic and family violence

Domestic and family violence is when someone intentionally uses violence, threats, force or intimidation to control or manipulate a family member, partner or former partner. It is characterised by an imbalance of power whereby the perpetrator uses abusive behaviours and tactics to obtain power and control over the victim, causing fear.⁴⁰

Harm minimisation

Harm minimisation aims to address alcohol and other drug issues by reducing the harmful effects of alcohol and other drugs on individuals and society. This approach acknowledges that drug use, both licit and illicit, is an inevitable part of society. A range of harms are associated with different types and patterns of use, and a broad range of approaches can be used to minimise these harms.

Outdoor alcohol restrictions

See alcohol-free zones and alcohol-prohibited areas.

Neighbourhood advisory boards

Neighbourhood advisory boards are made up of elected tenant representatives and representatives from both government and non-government agencies, who work together to discuss and address issues and concerns important to tenants in social housing areas.

Resilience

We are using the term 'resilience' here to refer to the capacity of individuals, communities, institutions, businesses and systems within a city to survive, adapt, grow and thrive no matter what kinds of chronic stresses and acute shocks they experience.

Safety by design

See CPTED.

Sexual violence

Sexual violence refers to behaviours of a sexual nature carried out against a person's will. It can be perpetrated by a current or former partner, other people known to the victim, or strangers.

Sexual assault

Sexual assault is a crime. It occurs when a person is forced, coerced or tricked into sexual acts against their will or without their consent, or if a child or young person under 18 is exposed to sexual activities.⁴¹

Social cohesion

Social cohesion is a core feature of an inclusive, socially sustainable society. It is indicated by positive relationships and strong bonds among members of the community, and can be measured through levels of community trust, reciprocity and belonging.

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