

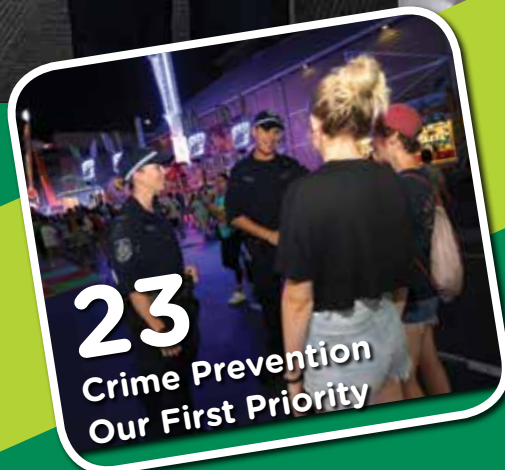


# NHWA

**Official journal** of Neighbourhood Watch Australasia  
incorporating Neighbourhood Support New Zealand



**Date Claimer - Saturday 22 May 2021**  
**Inaugural Neighbourhood Watch**  
**International Conference**  
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**in Tasmania**

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Cover photo: 2019 NHWA Malcolm Grant OAM Volunteer of the Year Award recipient Mr Ken Rehbein.



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# FROM THE CEO

MARIA BENNETT, CHIEF EXECUTIVE OFFICER, NEIGHBOURHOOD WATCH AUSTRALASIA

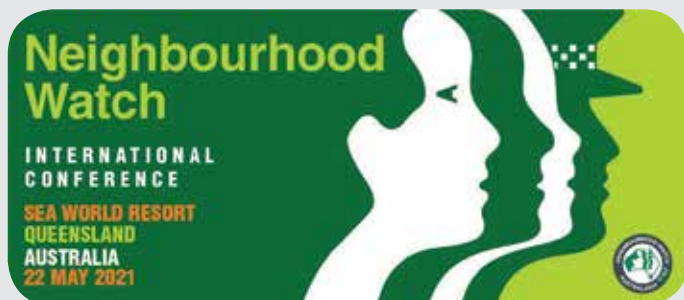
## Hello Neighbourhood Watch Australasia

It is great to see the COVID-19 numbers reducing dramatically in Victoria, and all States and Territories now returning to some sort of new normal. It certainly has been a challenging time. The most encouraging part has been seeing everyone work together to make this happen. Well done Australia and New Zealand and keep up the great work!



## Neighbourhood Watch International Conference 2021

**Stop the Press! Date Claimer!**



Put it in the diary, the date has been set  
**Saturday 22 May 2021.**

The venue has been booked **Sea World Resort and Conference Centre, Gold Coast, Queensland.**

**Theme: Creating Safer Communities**

**“The police are the public and the public are the police” Sir Robert Peel 1829**

As the peak body for Neighbourhood Watch Australia and Neighbourhood Support New Zealand (NSNZ) we are very excited to announce that the date has now been set (again) for the inaugural Neighbourhood Watch International Conference.

The conference will bring together Neighbourhood Watch (NHW) and NSNZ volunteers, members, police and other law enforcement agencies to engage and be part of this major national and international crime prevention initiative.

The NHW International Conference will be a combination of showcasing Australia and New Zealand's best practice crime prevention and community safety initiatives, as well as equipping NHW members with the latest information from around the world.

Due to the uncertainty of future COVID-19 restrictions, the conference will now take the format of a hybrid

conference. The hybrid event format will offer delegates the option to attend in person or online.

Online delegates can view the conference either live or login to watch it later depending on their location and/or time zone.

Hub locations: Depending on what the COVID-19 situation is, it is proposed that there will be a number of smaller hub locations. If people can't attend in person at the live Gold Coast venue, for any reason, including COVID-19, then the hub locations are an alternative contingency plan.

Small groups can gather in hubs, for example, the local NHW group books a hall where delegates can gather, watch the conference on a large screen TV, have meal breaks, socialise and enjoy the benefits of the conference and guest speaker presentations.

For more information contact us at [admin@nhwa.com.au](mailto:admin@nhwa.com.au) or **go directly to the conference website at: [nhw2021.com.au](http://nhw2021.com.au)**

## Neighbourhood Watch Week

**14-22 November 2020**



That covers 2 weekends, 9 days in total, from Sat/Sun 14/15 to Sat/Sun 21/22, giving NHW Volunteers the maximum opportunity to run events with the public.

**Book your spot at Bunnings to hold a sausage sizzle.**

Discuss with your NHW group what would work best in your area and lock it in!

For additional information go to [www.nhwa.com.au/newsmedia/nhw-week/](http://www.nhwa.com.au/newsmedia/nhw-week/) or email [admin@nhwa.com.au](mailto:admin@nhwa.com.au)

## NHWA Volunteer and Policing Awards

**2020 NHWA Award Nominations Now Open!**

The NHWA annual awards recognise the great work and commitment of our Neighbourhood Watch and





Neighbourhood Support Volunteers and Police across Australia and New Zealand.

This year more than ever, we are seeking award nominations to acknowledge the outstanding individuals in your community for their work and dedication in making your neighbourhood a safer, connected and inclusive place to live.

The awards are:

- **‘NHW 2020 Malcolm Grant OAM – Volunteer of the Year Award’**  
- nominate an outstanding NHW Volunteer community member
- **‘NHW 2020 Police Commissioner’s Award’**  
- nominate a Police employee who has made a significant contribution to NHW

To download the nomination forms go to [www.nhwa.com.au/newsmedia/awards/](http://www.nhwa.com.au/newsmedia/awards/)

## ACCCE Stakeholder Meeting



Christopher Woods ACCCE, Paula Hudson – ACCCE, Bruce Morcombe – Daniel Morcombe Foundation, Tracey McAsey – Daniel Morcombe Foundation, Alison Geale – Bravehearts, Denise Morcombe – Daniel Morcombe Foundation, Conrad Townson – Daniel Morcombe Foundation, Maria Bennett – Neighbourhood Watch Australasia, Lesa Gale – AFP, Samantha Batchelor – Your Town, Deirdre Thompson – Bravehearts, Sonya Ryan – Carly Ryan Foundation, Jon Rouse QPS, Jamie Strauss ACCCE

The Australian Centre to Counter Child Exploitation (ACCCE) provides a consistent, holistic and coordinated response to counter the online exploitation of children in Australia.

Detective Superintendent Paula Hudson ACCCE and Australian Federal Police (AFP) Child Protection Operations meeting convenor and chair, brought together a group of 21 stakeholders from business, government, non-government organisations, the ACCCE and AFP.

Participants attended both in person and online to make the most of the opportunity to meet.

The ACCCE provided an overview of operations including arrest and child rescue statistics, as well as other programs being successfully implemented to prevent the exploitation of children. Especially during COVID-19 with more children being online more often and potential targets for predators. Each of the 21 stakeholder organisations also provided an update on programs they are conducting in the child protection space.

## Be Connected Grant Enables Digital Mentor Training



### Selina Otto NHWA Executive Assistant with the Digital Mentor class

In September Selina Otto NHWA Executive Assistant and I completed a 2 day Lead Digital Mentor online workshop with Tom Grant and the team from Be Connected. The objective is to now train an additional 80 Digital Mentors who will train older Australians how to improve their computer and online skills.

Early October, Selina conducted the training for the first group of keen participants to complete the online training course to become Digital Mentors.

If you'd like to complete the Digital Mentor training

go to [www.nhwa.com.au/resources/be-connected/](http://www.nhwa.com.au/resources/be-connected/) or email [admin@nhwa.com.au](mailto:admin@nhwa.com.au)

On behalf of everyone at the NHWA, I would like to thank you for your support, dedication and resilience.

Stay safe!

**Together we achieve great things**

**Neighbourhood Watch – the Power of Many**



Maria Bennett CEO NHWA and Selina Otto NHWA Executive Assistant with Tom Grant from Be Connected during the Lead Digital Mentor training

*Maria Bennett*

**Maria Bennett**  
Chief Executive Officer  
NHW Australasia  
[maria.bennett@nhwa.com.au](mailto:maria.bennett@nhwa.com.au)

**Let's take action.  
Let's take ownership.  
Number 1 Let's Stay Safe.**



# PATRON, BOARD DIRECTORS & STAFF



## **Joint-Patron Commissioner Michael Fuller APM**

Commissioner Michael Fuller joined the NSW Police Force (NSWPF) in 1987. Throughout his career he has served in a variety of areas including General Duties, Detective, Criminal Investigation, Inspector Duty Officer, Target Action Group, Superintendent Operations Manager, Field Operations and Local Area Commander before being promoted to Assistant Commissioner, Commander Southern Region in 2010. Since then, he has served as the Assistant Commissioner, Commander Professional Standards and Assistant Commissioner, Commander Central Metropolitan Region. Commissioner Fuller received the Australian Police Medal in 2009 and currently holds a Graduate Diploma of Executive Leadership, a Diploma of Applied Policing and a number of Diplomas and Certificates in Leadership and Management.

The NSWPF has worked closely with Neighbourhood Watch in NSW for over 30 years as well as supported Neighbourhood Watch Australasia (NHWA). The Commissioner's objective is to continue achieving positive outcomes for communities through the implementation of programs and awareness-raising activities in collaboration with NHWA. He is also involved in a variety of programs and activities within the community including a program he developed called RISEUP.



## **Bernie Durkin – Chairman, Western Australia**

Bernie is the Executive Manager for the Community Engagement Division of the Western Australia Police. Part of this role encompasses the position of WA State Director for NHW. In 1988 Bernie joined WA Police as a sworn Police Officer then switching to a Public Servant in 2008. In his current role Bernie manages a team of crime prevention community engagement staff and is extensively involved with NHW at both a State and National level. Bernie is currently the Chairman of Neighbourhood Watch Australasia.



## **Margaret Pearson – Company Secretary**

Throughout Margaret's career she has made a significant contribution to the voluntary sector by being involved with numerous community organisations including ACT Neighbourhood Watch Association Inc. where she held a number of positions within that organisation and has recently retired from the role of President. Having lived overseas for a number of years Margaret returned, with her family, to Canberra where she continues to follow her great interest in local and international politics. Margaret is currently the Company Secretary of NHWA.



## **Clare McGrath – Australian Capital Territory**

Clare is currently the Vice-President and Board Member of the ACT Neighbourhood Watch Association. Clare has been an active member of NHW since 1985, primarily in the Ainslie Suburb of Canberra where she has lived since 1962 after moving from Melbourne.

Clare is a self-professed sports lover and a one eyed Hawthorn supporter.



### **Cr Pat Daley OAM – Independent Director**

Pat is a former NSW Police Crime Prevention Officer. He co-founded Neighbourhood Watch in NSW in the 1980's. In 1986 Pat left the Police to establish his own security and public relations consultancy. He is the author of bestselling Neighbourhood and Small Business Crime Prevention Handbook published by Angus and Robertson. For 15 years Pat served as Media Director for The Salvation Army. Since 2004 Pat has served in local government on Sydney's Northern Beaches as an elected Councillor.



### **Eric Tibbott – New Zealand**

Superintendent Eric Tibbott assists the Commissioner of Police in driving the development and implementation of New Zealand Police's Prevention First Strategy in accordance with Our Business.

Eric fosters a "whole of government" approach to prevention by actively supporting and contributing to the inter-agency development of policies and strategies for community based crime prevention.



### **Les Bulluss – Queensland**

Les joined the Queensland Police Service in June 2000 after 13 years with the New South Wales Police. In 2008 Les was promoted to Senior Sergeant, Officer in Charge Thursday Island; the only police division in Australia with an international border. In 2011 Les was promoted to Inspector and in 2013 was appointed to his current role as Manager, Community Programs and Engagement, Community Contact Command.



### **Peter Edwards BM APM – Tasmania**

Peter Edwards is a former Commander in the Tasmanian Police Service. He has extensive experience across diverse policing portfolios within his home State, as well as national and international law enforcement representation. He has served as a Detective, Prosecutor, Intelligence Officer and Head of Training. Peter is currently the President of Neighbourhood Watch Tasmania.



### **Maria Bennett – Chief Executive Officer**

Maria has extensive knowledge, management skills and leadership experience in both the public and private sectors. Prior to joining NHWA Maria had a successful career in corporate sales and marketing roles. Previous management roles have provided experience in coordination of major projects and exposure to the differing legislative and regulatory environments involved as well as an awareness of the unique physical and social challenges each location brings.



### **Selina Otto – Executive Assistant**

Selina has a breadth of experience in numerous roles including administration, sales and customer relations. Having recently completed a Bachelor of Justice specialising in Policing and a Bachelor of Behavioural Science (Psychology), she is passionate about crime prevention within the community. Some of her goals include furthering the organisations reach to engage members of all ages, as well as offering services which educate its members on community safety. Selina is an energetic and motivated young individual who looks forward to helping you with your Neighbourhood Watch journey.



# Neighbourhood Watch

## INTERNATIONAL CONFERENCE



Neighbourhood Watch Australasia is pleased to announce the inaugural **NEIGHBOURHOOD WATCH INTERNATIONAL CONFERENCE** to be held at **Sea World Resort at the Gold Coast** on **Saturday 22 May 2021**

The Conference will bring together Neighbourhood Watch (NHW) groups, volunteers and members, police, specialist organisations and the general public to engage and be part of a major national and international initiative.

The program will include topics such as: illegal drug use, crime prevention through environmental design, reporting and improved online skills.



### CREATING SAFER COMMUNITIES

**"The police are the public and the public are the police"**

**Sir Robert Peel 1829**

Sir Robert Peel is regarded as the father of modern policing.

**NHWA Chief Executive Officer, Maria Bennett, said**

**"The Conference will help to empower and connect all members of Neighbourhood Watch, police and the community."**

The quote by Sir Robert Peel 'The Police are the Public and the Public are the Police' is as relevant today as it was nearly 200 years ago".



For information about registration, abstracts and sponsorship go to [www.nhw2021.com.au](http://www.nhw2021.com.au)





# SEA WORLD RESORT QUEENSLAND AUSTRALIA

## 22 MAY 2021



### KEYNOTE SPEAKER HIGHLIGHT

#### Lorraine Mazerolle

Australian Research Council Laureate Fellow, Professor of Criminology in the School of Social Science at the University of Queensland, Chief Investigator with the ARC Centre of Excellence for Children and Families over the Life Course. Her research interests are in experimental criminology, policing, drug law enforcement, regulatory crime control, and crime prevention.

### The Venue: Sea World Resort and Conference Centre

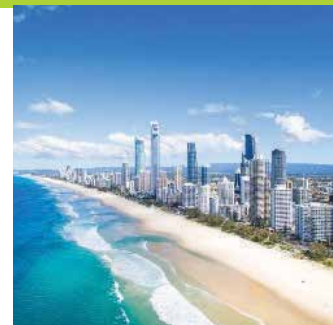
Sea World Resort is nestled between the pristine golden sandy beaches of the Pacific Ocean and the Broadwater. Linked by monorail to Sea World and only 15 minutes' walk from the popular Marina Mirage Shopping area and Gold Coast beaches.

**Delegates will enjoy a unique Conference experience at Australia's only Theme Park Resort. Sea World Resort is an idyllic location and perfect backdrop for this Conference program.**

### The Destination: Gold Coast, Queensland

The Gold Coast stretches along 57 kilometres of stunning picturesque coastline. Beyond the city's Beautiful beaches are vast, sub-tropical rainforests with breathtaking scenery. Feel the excitement of life in the fun lane, where the sunshines on an unlimited variety of things to see and do all year round. Cuddle a koala, learn to surf, or walk a World Heritage listed rainforest trail. Scream with excitement on the biggest and best theme park rides, browse the boutiques, or putt your way to a win on a championship golf course.

**We look forward to seeing you on the Gold Coast in 2021!**



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## BOOK NOW!

Abstract Submissions  
**OPEN!**





Verne Jocumsen, Cherrine Jocumsen, Claire Rehbein, Ken Rehbein, Merlann Flanagan, Brett McDonald and Superintendent Glenn Morris Mackay District Officer

## 2019 NHWA Malcom Grant OAM Volunteer of the Year Award

Mr Ken Rehbein, Neighbourhood Watch, Mackay receives the Neighbourhood Watch Australasia Malcolm Grant OAM Volunteer of the Year Award for more than a decade of dedicated service.

The Neighbourhood Watch Australasia (NHWA) 2019 Malcolm Grant OAM Volunteer of the Year Award was bestowed on a highly recognised individual, a man who has been actively involved in Neighbourhood Watch (NHW) activities for more than a decade. Yet, Ken Rehbein was “hugely” surprised when he learned he’d achieved this high-level award.

And, of course, true to his nature, he was generous about the people he works with.

“One does not do the things we do for the sake of awards, but it is wonderful to receive recognition. This award is not just for me, but all of the dedicated Crime Prevention Officers, Police Officers and Neighbourhood Watch volunteers around the nation,” Ken said.

“Without their dedication and involvement, Neighbourhood Watch would not exist.

“Neighbourhood Watch means a lot to me. In Queensland we have more than 400 active groups and

thousands of volunteers, it’s the primary community organisation within the Queensland Police Service (QPS) Community Participation Program.”

The Neighbourhood Watch Australasia Malcolm Grant OAM Volunteer of the Year Award is given to an individual who has volunteered their time through NHW or Neighbourhood Support NZ to empower people and communities through the development of strong and effective partnerships,



promoting quality of life, safety, wellbeing and social inclusion.

Ken has been an active member of Neighbourhood Watch Queensland (NHWQ) for over 11 years and was the recipient of the Mackay District Member of the Year Award back in 2013.

Furthermore, he has been the NHWQ Community Advisory Committee representative for Mackay's Police District since 2015. Similarly, whilst working in conjunction with the Crime Prevention Unit and the Northern Beaches NHW, he has established the Local Government successful "cuppa and chat" program for the Northern Beaches area. Ken also organises regular events such as the Men's Breakfast in partnership with "Shed Happens" and led the Mackay "Lock Your" project. He's also the Facebook administrator for the local group, as well as helping to educate the community about the POLICELINK app.

Ken has worked closely with Mackay District Crime Prevention Coordinator on a cyber safety initiative which involved designing credit card USB sticks with cyber safety messages displayed on the side, in an effort to highlight cyber bullying issues. Ken has galvanised NHW volunteers to work with local Volunteers in Policing to set up the BBQ on the Bruce Highway to assist during road safety weeks.

NHW and assisting the community is clearly a calling for Ken and he's a great supporter.

"The organisation not only strengthens safety in our neighbourhoods, it also enhances the opportunity for empathy between the police and the community," Ken said.

"It can also provide a valuable source of information to our police in an informal way because people are relaxed at our regular, casual meetings.

"Importantly, Neighbourhood Watch provides a conduit to bring neighbourhoods together.



"It's a pleasure to work with our Community Contact Command people in QPS HQ, as well as those in the Mackay Police District, our CPU and the officers at our Northern Beaches Police station. It's also a pleasure to work with NHWQ staff and other members of the Community Advisory Committee."

NHWQ Chairman Bernie Durkin was pleased to announce that Mr Ken Rehbein from Mackay NHWQ received the Malcolm Grant OAM Neighbourhood Watch Australasia Volunteer of the Year Award.

"There are tens of thousands of Neighbourhood Watch volunteers in groups throughout Australia, all working together towards making our communities safer, more cohesive and more resilient.

"Whether it's passing on information to other members of the neighbourhood about home security, providing valuable information to the police or just running a local sausage sizzle to bring community members together, Ken exemplifies what it means to be in Neighbourhood Watch," Mr Durkin said.

Commissioner Carroll congratulated Ken on receiving this prestigious award and thanked not only

Ken, but all NHWQ members for their outstanding contribution to community safety and prevention together.

Ms Maria Bennett, NHWA Chief Executive Officer said, "The work of Neighbourhood Watch epitomises the quote by Sir Robert Peel in 1829, who is recognised as the father of modern policing, 'The Public are the Police and the Police are the Public', and today it is still as relevant as it was nearly 200 years ago."

"The NHWA Volunteer of the Year Award recognises the outstanding contribution of an individual who demonstrates continual support to NHW, giving freely their dedication and time," said Ms Bennett.

Inspector Les Bulluss, Crime Prevention and Neighbourhood Watch said, "We are so fortunate to have such a strong base of Neighbourhood Watch volunteers throughout the State, both in groups and in our significant online presence at [www.nhwq.org](http://www.nhwq.org)."

"The Neighbourhood Watch volunteers work together with the Queensland Police Service to make our neighbourhoods safer, stronger and friendlier," Inspector Bulluss said.

# Victim Identification Capability Reaches New Heights at the Australian Centre to Counter Child Exploitation



Queensland Police Assistant Commissioner Crime and Intelligence Command Peter Fleming gifted Australian Federal Police Commander ACCCE and Child Protection Operations Jamie Strauss a plaque to recognise the ACCCE partnership driving a national response to counter the exploitation of children

The mission for victim identification shows no signs of slowing down as the Australian Centre to Counter Child Exploitation (ACCCE) continues to build unprecedented capability.

In June 2020, the ACCCE and Queensland Police Service (QPS) signed a letter of engagement to embed additional QPS members from Taskforce Argos within the Victim Identification Unit of the ACCCE.

The Victim Identification Unit plays a critical role in finding and rescuing victims of child sexual exploitation and with the addition of eight specialists, has become a hub of world-renowned child protection experts.

The talented team now comprises Australian, Danish, British, French and American expertise and intelligence.

As well as resources, technological advancements will significantly

improve the accuracy of police operations and investigations to detain offenders and rescue victims.

This technology specialises in processing, sorting and analysing large volumes of images and videos containing child abuse material. Accompanied by a database of over 60 million unique pieces of digital material, the technology allows for significantly more detailed analysis conducted by the Victim Identification Unit.

In his recent National Press Club address, Commissioner of the AFP Reece P Kershaw APM highlighted this particular multi-agency collaboration and investment.

“The ACCCE is working on an enhanced victim identification capability, at the national and international level, coordinating our fight and sharing the burden,” Commissioner Kershaw said.

“These investments are important because our people who police these crimes are doing a tough job. We owe them this: if they will do the worst job, we need to give them the best tools.”

Together, enhancements in resources and technology dramatically improve Australia’s ability to rescue children from harm and ultimately one step closer to a world where children are free from exploitation.





## Bringing the Store to the Home: eSafety Helps Older Australians Shop Online Safely

The eSafety Commissioner has launched a new course, through its Be Connected initiative, that assists older Australians accessing goods and services online, which is especially important during the pandemic.

The **Introduction to buying and selling online** (go to: <https://beconnected.esafety.gov.au/topic-library/introduction-to-buying-and-selling-online/buying-and-selling-online>) course comes as new eSafety research found only 7% of older Australians aged between 50 to 65 years bought groceries or shopped online during COVID-19 restrictions earlier this year.

eSafety Commissioner Julie Inman Grant said research also shows more than half of older Australians are concerned about their banking details being stolen when they are making an online purchase.

"While COVID-19 is a risk factor, older Australians are thinking about how

to stay connected while physical distancing," she said. "This course will help them be able to do their shopping from home and reduce their exposure to the virus."

"At a time when the economy is heavily impacted by the necessary restrictions, assisting more seniors to shop online will help them access the essentials they need, while supporting their favourite local stores and regional producers."

In addition to introducing well-known online retailers and marketplaces, the new course shows older Australians how to set up payment accounts so they can keep their details safe.

"The launch of the course is especially relevant during Scams

Awareness Week 2020, when the public is being encouraged to keep their personal information safe online," Inman Grant said.

Later this year, older Australians can also participate in an engaging and free webinar, **Safer online shopping and banking** (go to: [beconnected.esafety.gov.au/bookings#shopping-banking](https://beconnected.esafety.gov.au/bookings#shopping-banking)) helping seniors take advantage of all the convenience and cost savings of buying, selling and managing their money online.

The Be Connected program is an Australian government initiative committed to improving the online confidence, skills and safety of seniors. For more details, please visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)

## NHW ACT Provides an Advantage

**With Canberra's vulnerable doing it tough during the coronavirus pandemic and temperatures below freezing in Canberra this winter, Neighbourhood Watch ACT is handing back the keys to a community housing unit it was occupying in Havelock House.**

Neighbourhood Watch ACT has had a long association with Havelock House, using its conference room on occasion and holding board meetings there. In 2018, NHW ACT moved into a vacant housing unit at Havelock House, which doubled as a small office/meeting room, and also a storeroom.

Andrew Rowe, CEO Havelock Housing, contacted NHW ACT President Laurie Blackall recently and told him that he was having a hard time placing some of the disadvantaged individuals and families who need accommodation.

Andrew explained "Residents at Havelock House have experienced homelessness, housing insecurity and financial stress, and many are unemployed, socially isolated, and have poor access to services."

Laurie - with unanimous support of the NHW ACT Board - did not hesitate. The next time he spoke with Andrew, it was to tell him that it was decided to hand back the keys to the community housing unit in Havelock House for its intended purpose as a residence for someone on a very low income, with a disability, or with high and complex service needs.

Andrew pointed out "A handing over of keys might seem insignificant, but it will mean the world to the person who will get a safe and secure place to call home."



Havelock Housing CEO Andrew Rowe and NHW ACT President Laurie Blackall maintaining 'social distancing' after Laurie 'tossed' the keys back to Andrew to pass on to a disadvantaged applicant



NHW Property Officer Sep Westerhuis gets a hand from ACT President Laurie Blackall when moving brochures and promotional items into a new storage area prior to handing back the keys



# ‘Know Your Neighbour’ in ACT

**Canberra’s community recovery from COVID-19 has taken another step forward with the launch of the ACT Government’s ‘Know Your Neighbour’ initiative. The letterbox drop program will see Canberrans able to drop off a ‘Know Your Neighbour’ (KYN) card, offering their contact details and help with daily tasks or even just to have a chat.**

The KYN cards are being distributed across Canberra in partnership between the ACT Government and Neighbourhood Watch ACT. The cards have been designed to help strengthen community networks, especially during times of crisis.

ACT Minister for Community Services and Facilities, Suzanne Orr MLA, said at the launch of the initiative in the Canberra suburb of Casey that the COVID-19 pandemic is having a significant impact on people’s economic, social and mental wellbeing and it is affecting everyone in the community differently.

Neighbourhood Watch ACT President, Laurie Blackall said that NHW ACT is excited to partner with the Community Services Directorate to help get the message out across the Canberra community.

“Our aim is to enhance the safety and security of our communities through the promotion of closer neighbourhood ties, and by sharing ideas and disseminating information through community programs that encourage participation in crime prevention and the building of safe and confident communities,” Mr Blackall said.

“As an organisation, we actively assist in the promotion of mutual cooperation and caring between neighbours, and the KYN cards are a worthwhile, practical contribution to promoting closer neighbourhood ties.”

In addition to the KYN cards being distributed by Neighbourhood Watch volunteers across many Canberra suburbs, the cards are also available from libraries, community centres, government shopfronts and some supermarkets and cafés.



Casey NHW Secretary Kathryn Frankcom, NHW ACT President Laurie Blackall, and ACT Minister for Community Services and Facilities Suzanne Orr MLA, maintaining social distancing during the launch of the ‘Know Your Neighbour’ Card letterbox drop initiative in Casey



Casey NHW Secretary Kathryn Frankcom was flanked by the media as she prepared to make the first letterbox drop of the ‘Know Your Neighbour’ card initiative

Minister Orr said “While many people in the community are increasing social contact with the easing of restrictions, there are people who will continue to isolate to protect their health and there are also people who are struggling with day-to-day tasks, particularly during long periods of isolation.”

“The KYN card has been designed to support our community through various stages of physical distancing

provisions and gives residents options to offer assistance to their neighbours including helping them to get essential supplies like groceries, walking their dog, or simply using the KYN card as a first step in reaching out to your neighbours to see how they are going.”

“We have all experienced the impact of COVID-19 in different ways and what we want everyone in the community to know is that we are here to support each other.”

# Community Safety Comes First for the Valley

**Residents in Canberra's Molonglo Valley have welcomed almost two dozen new Neighbourhood Watch signs throughout the suburbs of Wright and Coombs, as safety is brought to the forefront for the community.**

Suburban Land Agency's *Mingle* community development program, teamed up with Neighbourhood Watch to focus on safety for residents in the valley.

Neighbourhood Watch ACT President, Laurie Blackall, was accompanied by NHW Vice President (South) Albert Orszaczky, NHW Area Coordinator Mahburbur Rahman and Detective Acting Inspector Chris Ball (OIC Woden Police Station) when presenting the first of the signs for erection.

Mr Blackall congratulated the local NHW team and *Mingle* for bringing this initiative to fruition.

The *Mingle* community development program works to build vibrant and sustainable communities within new estates in the ACT. As new residents build a new life in a new estate, safety is one of the key priorities.



**Detective Acting Inspector Chris Ball looks on as NHW ACT President Laurie Blackall holds up the first of almost two dozen new NHW signs that are being erected throughout Molonglo Valley**

Both Neighbourhood Watch and *Mingle* programs have partnered to strengthen crime prevention for residents and families in their local

environment. The two programs also aim to encourage neighbours to get to know each other – a common synergy to work toward the same goal.

## First Face-to-Face Meeting Since COVID-19 Started

**After COVID-19 obliged NHW ACT to hold 'virtual board meetings' via electronic communications from early in the year, it was a pleasant change to hold a face-to-face Board meeting. The meeting was held at Belconnen Police Station after the ACT Government relaxed restrictions due to no COVID-19 cases being recorded in Canberra for the past several months.**



**ACT Policing Superintendent Jason Kennedy, Sep Westerhuis, ACT Policing Representative on the Board and OIC Proactive Policing Detective Inspector Mark Rowsell, Robin Millar, President Laurie Blackall, VP South Albert Orszaczky, VP North Clare McGrath, and Sharon Leigh-Hazell**



# NEIGHBOURHOOD SUPPORT

NEW ZEALAND

## What's New with Neighbourhood Support New Zealand

The latest highlights from our National Office, Members and Supporters.



An example of some of the fresh kai (food) that is provided in a relief box as part of Otara Health Charitable Trust's food bank

**Otara Health Charitable Trust, who run Neighbourhood Support locally, have been doing a stellar job distributing food to support families in need since the pandemic began**

So far they've been able to help over 3000 people in Otara and Papatoetoe and have now extended their service to the wider South Auckland region as well. Alongside their food relief bank, they have also worked with local providers to source much needed items such as blankets and phones.

### **New phone for Auckland grandmother who had hers stolen in lockdown**

Ōtāhuhu grandmother Bertha has been given a replacement phone by Police, after her phone was stolen. Bertha is now able to connect with her family during and after the lockdown. The phone was one of several donated through a partnership with local Neighbourhood Support group, Māngere Connect.



Palmerston North Neighbourhood Support's Manager Alison Jarden is thankful more neighbourhoods are connecting following COVID-19

### **The silver lining of COVID-19 for Neighbourhood Support**

Neighbourhood Support is juggling a spike in residents signing up to the service since lockdown began. Nationally, Neighbourhood Support saw a huge increase in interest during the lockdown, with enquiries increasing by 138 percent since March.



Rozaan van Rooyen, Manager of Neighbourhood Support North Shore, dropping off a flyer to one of her local Bayview residents

## Let's stay connected

Neighbourhood Support Coordinators across the country hit the pavement in July to letterbox drop and hand out flyers to neighbours. These double sided A5 flyers contain advice for helping our communities recover from the pandemic.



Constable Allan Lynch of Middelmarsh, with one of the anti-poaching signs

## Hunters Be Aware

60 Neighbourhood Support New Zealand + New Zealand Police anti-poaching signs, will be going up across the district after Otago Neighbourhood Support successfully received \$1000 in funding from Strath Taieri Community Board to support the initiative.

## Taranaki community group connects with those in need during lockdown

Di Gleeson, the Community Safety Officer for Central Taranaki Safe Community Trust, spent her lockdown reaching out to those who had no-one else. Whether it was helping to get them groceries, sending a joke to make them laugh or just providing a listening ear on the phone, she has been there. The Trust operates Neighbourhood Support locally, in addition to Community Patrols and weekly crime updates.

## Thank you Foodstuffs

\$20,000 in New World and PAK'nSAVE food vouchers have now been distributed to Kiwis in need across the country by our Neighbourhood Support New Zealand members.



Coordinators from Top of the South Neighbourhood Support with some of the vouchers they received from Foodstuffs



Some of the happy recipients of the vouchers



Rachel Clarke from South Wairarapa Neighbourhood Support passing along food vouchers to Alan Maxwell from Wairarapa Whānau Trust who will distribute them to families in need



# Crime Prevention Through Environmental Design

Research shows that criminal behaviour can be influenced by the design of the physical environment. Crime Prevention through Environmental Design (CPTED) is a crime prevention strategy that uses this knowledge to design, or redesign, maintain and manage the physical environment in such a way that opportunities for criminal activity are reduced and personal safety and perceptions of safety are improved. The four primary principles of CPTED that can be used in your neighbourhood to help prevent and reduce crime are:

## 1. Surveillance

This principle is about maximising the visibility of people and property. It focuses on environmental design that assists natural surveillance by others and eliminates isolated areas. Surveillance increases perceptions of safety and deters crime by increasing the likelihood of the potential offender and potential victim being seen. Good lighting and well placed, maintained vegetation are key to surveillance. For example, windows and doors should be placed in locations that allow intended users to see or be seen while ensuring intruders will be seen as well. Trees and fences should not provide hiding places.

## 2. Access management

This principle refers to methods used to attract people and vehicles to some places and channel them away from other places. Access control utilises doors, shrubs, fences, gates and other physical design elements to discourage access to an area by all but its intended users. It includes putting furniture and equipment away so that it cannot be used to access otherwise inaccessible windows, doors, or openings. An example is installing bollards on the pavement to prevent vehicle ram raids.

## 3. Territorial reinforcement

This principle focuses on making clear boundaries between private and public spaces to clearly establish the legitimacy of users and uses in a given location. It utilises markers such as signs, fences, and landscaping to help foster individual and community ownership and connection with an area by informing people about its ownership and function. This helps increase the perception of risk for potential offenders by making them feel conspicuous and increasing the likelihood that someone will intervene if necessary. Design features should distinguish boundaries without compromising visual surveillance. For example, strangers should not feel comfortable going onto your property or using it as a shortcut. Houses should look occupied and cared for at all times. Arrange to have lawns mowed and your letterbox cleared when you go away. (Visit the Neighbourhood Support page on Vacant Home Tips for more ideas <https://www.neighbourhoodsupport.co.nz/tips-advice>)

## 4. Quality environments

This principle is about maintaining the physical environment so that it is attractive and supports surveillance. It includes the prevention of visual deterioration such as litter and graffiti. If left unchecked this type of deterioration sends out inviting messages to offenders whilst conveying to non-offenders that the area is not safe. It includes avoiding the existence of ambiguous land use such as derelict sections that attract crime, avoiding conflicts between incompatible user groups and activities in a location, and using activities to draw people in to an area in order to make it safer. Good examples are the clusters of inner-city cafés and restaurants that have attracted large numbers of people back into areas of cities at night that were once considered unsafe. Thinking about and applying CPTED principles in your neighbourhood can help to reduce the fear and incidence of crime while improving the quality of life for you and your community.

## Ropes Crossing Neighbourhood Watch

**Community resilience is the capacity of a community to respond positively to a crisis. It is the ability of a community to adapt to pressures and transform itself in a way which makes it more sustainable for the future.**

The Ropes Crossing Neighbourhood Watch group (RCNHW) is an integral part of the local community, engaging actively with its community members to provide them with the resources, education and tools to do just that.

RCNHW was formed back in May 2018 and happened as a result of a local community member having their car stolen. At the time a small number of community members got together and performed a citizen's arrest, they were then able to retrieve the car with the assistance of NSW Police. This sparked an interest for those involved, realising that collectively by helping one another, they could work to prevent crime, keep the community safe and to build awareness. Soon after the incident RCNHW was formed with Mitch Keyes as the President and Mark Pentecost as the Vice President.

RCNHW works closely with the Local Police Area Command Crime Prevention Officer. The senior committee members have meetings with the Crime Prevention Officer at regular intervals to discuss recent crimes in the area, reporting rates and community expectations. When RCNHW was initially formed and had its very first meeting, information from the police was

that Ropes Crossing had a very low crime rate, and there were no major concerns.

As a newly formed Neighbourhood Watch group we knew this was not the case, as we were aware of numerous incidents. When this was brought to the attention of the police, it was discovered that residents were not reporting crime to the police. This became our first and primary objective. To educate the community of the need to report all incidents, including unusual and/or suspicious behaviour.

Since its introduction in May 2018, RCNHW has progressed in leaps and bounds. It has been a busy period getting the program up and running and has been successful because of the many community volunteers who are willing to assist.

### Local Facebook Page

We have created our own local Neighbourhood Watch Facebook page <https://www.facebook.com/RCNHW>.

The aim of our page is to provide Ropes Crossing community members with crime prevention strategies and safety information. Each day we publish 4-5 posts on crime prevention, safety and any incidents occurring in the area. We try to mix up our posts as much as possible to increase

our pages engagement and insight. Currently, we have 2620 likes to our page, we have reached 81,800 people, and have had 37,300 post engagements during our busiest 28-day period.

### Local Retirement Village

In July this year, our local retirement village had several thieves go through and steal numerous garden gnomes and plants overnight. Residents were left devastated, as some of the garden items had sentimental value to them.

In particular, a small lamb ornament that a lady had been gifted from her late husband's sister. We responded immediately to this incident putting a post on our page informing the community and asking if anyone in our area would like to assist in replacing some of these items.

We were overwhelmed with a huge response from several members of the community.

As a result, we were able to purchase brand new items to replace what had been stolen. Including several bags of potting mix, some flowers and a replacement lamb for the lady. Several members of RCNHW attended the retirement village to present these gifts to the staff and residents.





RCNHW members delivering the donations

## Communication and Meetings

We also created a WhatsApp group for RCNHW members to monitor crime, report incidents and assist with patrols. This is where we post information about suspicious behaviour that we do not want the public to know and to monitor who is patrolling.

As part of our program, we also hold a community meeting once a month on a Wednesday night at our local community hub. This is open to all members of the community to attend. The focus of this meeting is to provide information to the community on local crime, educate attendees on crime prevention techniques and have their concerns heard by the Community Liaison Officer.

## Community Volunteer Patrols

Another important aspect of our program is our patrols. We have developed a group of community volunteers willing to go out in their own vehicles and patrol the local area. These patrols can be random proactive approaches to monitoring the area or can be activated as a result of a report that we receive on our page. Our patrols are used to observe and report

and we do not become involved in crime taking place. As part of this process, we encourage our community to firstly notify NSW police and then to secondly inform us. As part of these patrols we have successfully assisted police in a range of scenarios including car break-ins, mail theft, children at risk, victims of domestic violence and more.

## Get Online Week 2019

In 2019 we received funding from Be Connected to deliver a Get Online Week event. The aim of the Be Connected program is to educate older Australians on the benefits of technology and to teach them how to access the internet safely. During the 2019 Get Online Week, RCNHW held an informative presentation at the local retirement village and offered at home visits to sit down with residents and answer any questions they may have had. This was an extremely successful day with the presentation room full of eager residents wanting to learn.

## My Community Project

RCNHW then went on to receive a further \$25,000 Government Grant in December 2019, auspiced by Neighbourhood Watch Australasia, as part of the My Community



Plants donated to the retirement village

Project. The purpose of this grant was for local ideas and initiatives. The RCNHW achievement was thanks to online voting from the public and further demonstrated public support. Part of this funding has gone towards the purchase of safety equipment for our volunteer patrols. This equipment includes two-way radios, high visibility winter jackets, high visibility hats, torches, first aid kits and RCNHW car magnets.

## Crime Trail Day

RCNHW has big aspirations for the future, including a family Crime Trail Day, which is planned for October 2020. The idea of the day is to have a treasure hunt around the local area where families can dress up as their favourite criminal or crime fighting hero. Teams will be given a list of crime related trivia questions, as well as clues to help them find each of our crime stations. At each crime station, there will be a fun activity for groups to have a go at. The aim of the day is to engage with the community, start a conversation about crime and crime prevention and to raise awareness of our group. On the day there will be a family picnic in the park, with assistance from NSW SES, RFS, and the NSW Police.

# Holiday Crime Prevention Tips

## 1 LOCK DOORS & WINDOWS

Be extra cautious about locking doors and windows when you leave your house or apartment, even if it is just for a few minutes. Make sure your garage door is closed completely before you drive off.

## 2 KEEP GIFTS OUT OF SIGHT

Do not display your Christmas gifts near windows so that they are easily visible from outside of the house. Take a walk around outside to see if valuables are visible through windows.

## 3 CHRISTMAS LIGHTS

Switch off Christmas lights and electrical items when going to bed or leaving the house to eliminate the possibility of fires caused by electrical faults.

## 4 REDIRECT MAIL

If you are going on holidays, arrange for your mail to be collected or redirected and newspapers collected or cancelled.

## 5 REPORT SUSPICIOUS ACTIVITY

Report any suspicious activity to the Police. For a burglary in progress call Triple Zero 000. To report a burglary after the event phone 131 444.

## 6 SOCIAL MEDIA

Avoid sharing too much information on social media about your movements or what you got from Santa.

## 7 HIDING SPOTS

Burglars know where to look for the hidden door key near the front entrance. DO NOT hide spare keys under rocks (or in fake rocks), in flowerpots, under door mats, or above door ledges. Instead, consider giving the spare key to a trusted friend or neighbour.

## 8 NO MOBILES WHEN DRIVING

Put mobile phones on 'do not disturb' while driving to eliminate the distraction and large fines.

## 9 CASH VS CREDIT & DEBIT CARDS

Avoid carrying large amounts of cash. Where possible pay for purchases with a credit card or debit card.

## 10 SHOPPING CENTRE CARPARKS

Ensure gifts and valuables are not visible through locked car windows and park in a well-lit area.

## 11 GIFT BOX DISPOSAL

After Christmas Day, do not pile up bulky gift boxes in your recycling bin for a passer-by to see. Burglars appreciate knowing that you have expensive gifts inside for them to steal. Break the boxes down or cut them up to better conceal the items.







**CENTRE  
PAGE  
PULL  
OUT**



**12 PROPERTY SECURITY**  
If you go out for the evening, turn on lights and a television so that the house appears to be occupied.

**13 DRIVE CAREFULLY**  
Drive defensively. Traffic is heavier during the holidays. Drivers may also have indulged in too much holiday spirits.

**14 ANSWERING MACHINES**  
Do not leave descriptive messages on your home answering machine such as: "You have reached the Joneses; we are away for the Holidays." Burglars like to hear that they have plenty of time to break in and completely ransack your home.

**15 BE ALERT**  
The Holiday season is a time when many people will be busy shopping and running errands. Criminals will also be out and about looking for easy targets and to make a big score. Even though you may be rushed and have many things on your mind, stay alert to your surroundings.

**16 HANDBAGS & WALLETS**  
Be extra careful with purses and wallets. Carry a purse under your arm. Keep a wallet in an inside jacket pocket, not a back trouser pocket. Do not leave purses or handbags unattended in a shopping trolley.

**17 SCAMS**  
Be careful of Holiday scams. Scammers try to take advantage of online shoppers to steal their identity with bogus gift offers. Do not give out any personal information such as your credit card details and do not open emails or click links from people you do not know.

**18 SECURE YOUR DEVICES**  
It is always a good idea to make sure your devices are protected against malware and viruses by installing the latest updates and running up-to-date anti-virus software.

**19 PERSONAL SAFETY**  
Always tell your family and friends of your travel plans and provide them with your itinerary so they know where you are and how to contact you in an emergency.

**20 NEIGHBOURHOOD WATCH**  
If you live in a Neighbourhood Watch or Neighbourhood Support NZ area, or are a member of a local group, tell the coordinator that you will be away and for how long.



**NEIGHBOURHOOD  
WATCH  
AUSTRALASIA**



# The New Way to Report Crime

Members of the community can lodge crime reports online, ask for updates and chat with police through the streamlined community portal. The portal accepts suitable incident reports online, including lost property, stealing, intentional damage and graffiti, and now accepts fail to pay reports. Much easier and faster to use, the community portal is a two way communication tool that will grow as future online services are developed.

## What's new

Found on the NSW Police Force website, the portal no longer requires a Service NSW account. It's another step closer to providing a seamless reporting experience for NSW residents as well as interstate and overseas visitors.

## New website

We have rebuilt the portal with a sleeker design and more support information. It is easier on the eye and much simpler to use.

## Hosted by NSW Police Force

No need to use the Service NSW website. Head straight to the NSW Police Force website. Anyone can create and manage online police reports.

## Fail to pay report

We've also added a new report type, so retailers can now report fail to pay offences, including for fuel and taxi fares.

## What's the feedback

- 86% of users were satisfied or extremely satisfied with the overall reporting process
- 91% would re-use it
- 90% are likely to recommend it

People are telling us they like the new look and feel. The menu selection from the home page is more intuitive and easier to understand, which simplifies the triage process. Service stations, taxi operators and other business operators are also starting to use the fail to pay report. We've increased the storage limit, so compressing and zipping files for upload is a thing of the past.



NSW Police Force Community Portal

PoliceLink say it has improved their capability, with people shifting from calling 131444 to reporting online, with 70,000 reports lodged through the community portal since 2016. This has helped PoliceLink deal with more 131444 calls as people move away from contacting their local police.

Director of PoliceLink and sponsor of the project, Chris Beatson said the community portal is a more convenient self-serve option for the community that's also far more efficient for police. "Customers are more likely to supply more detail in their reports, and multimedia can be uploaded to reports and then saved in VIEW IMS," he said.

"It also offers easy and effective communication with victims." Chief Information & Technology Officer and Executive Director of DTI, Gordon Dunsford said

the organisation is investing considerable effort to overhaul and upgrade our digital capability. "Providing digital platforms such as this means intelligence is swiftly and seamlessly accepted from the community without the need for police to attend and take notes before making a report," he said.

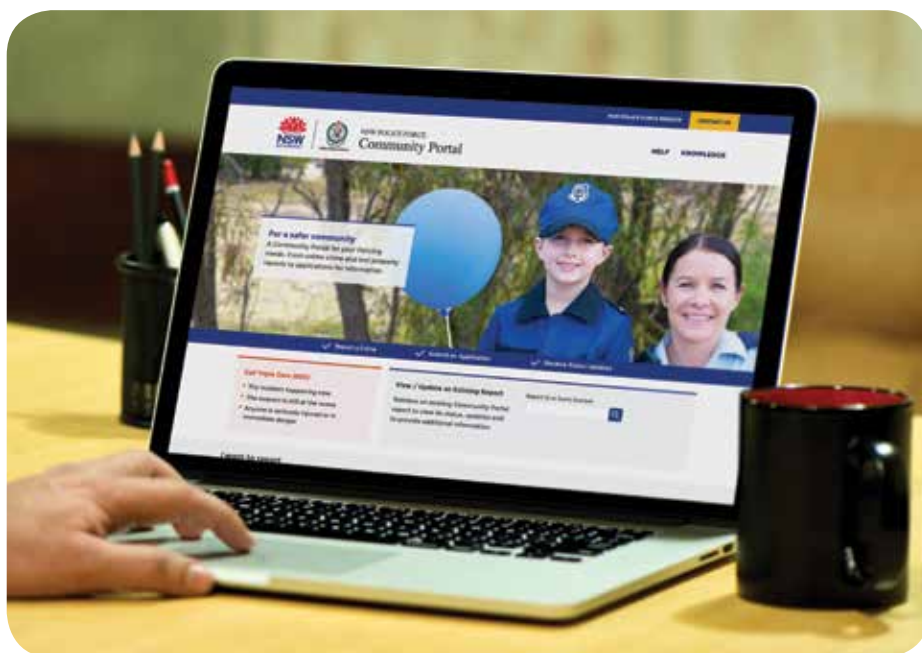
Director of Corporate Services & Business Systems, Gary Betts said this is one of the ways DTI is helping to bring NSW policing into the digital age. "Existing community portal reports can easily be updated with new information and images, which means police are getting the latest information in real time," he said. "In addition, the ability to upload images and videos means police are getting more accurate, richer information than a standard written report."



Mr Betts explained that the messaging tool is built right into the community portal, allowing police to communicate with customers, and automatically records those online conversations through the actions section of the WebCOPS Event. "The community portal also links with email and SMS messaging, making it easier to keep customers up to date."

### What's next

The improved community portal is now live, and DTI will continue to add more suitable crime types and other services. Future releases will include break, enter and steal offences, minor traffic crashes and stolen vehicles or vessels, GIPA (Government Information Portal Access) applications, and property list updates to events.



NSW Portal Home Page

## Crime Prevention – Our First Priority

**Crime Prevention Units (CPUs) are the new focus of all crime reduction and prevention efforts in NSW police area commands and districts.**

Their roles and functions align directly with the Commissioner's Statement of Strategic Intent and ensure CPUs are supporting a prevention-first approach to reduce crime and enhance community safety.

Commander of the Crime Prevention Support Unit, A/Supt Paul Simpkins said CPUs will support a move towards ensuring that prevention is incorporated into the day to day approach to crime.

"When prevention is implemented well, there is less crime, fewer victims and a greater sense of community safety," he said.

"We're aiming to generate community confidence, multi-skill and cross train frontline police, better use our resources and develop partnerships with other agencies to prevent crime and enhance public safety."



Youth Officers in the community

### Why the Changes

Crime Management Units (CMUs) were introduced in 1999 with the Integrated Crime Management Model.

Some inconsistencies have crept into the model over time, impacting on the structure and function of CMUs across the organisation. In turn, this impacted on the consistent delivery of crime prevention across the organisation.

A realignment to ensure a consistent structure has been coupled with some name changes to better reflect the duties of each role within the CPU.

One change is removing the word liaison from police roles, as these officers do far more than liaise. Domestic violence liaison officers (DVLOs) are now called domestic violence officers (DVOs) and youth liaison officers (YLOs) are now called youth officers (YOs).

## Bli Bli Neighbourhood Watch Leadership Handover

On 28 June 2020, local resident Matthew Hooper officially took over the role of Bli Bli Neighbourhood Watch President from Edith Blanck, who has held the position for four years.



Funds from Dogs on Patrol go to PCYC

Matthew Hooper originally volunteered as the organisation's social media coordinator but was soon marked to take on the leadership role.

Despite working full-time, why did Matthew Hooper take on the role?

"When I was in grade three, we had a police officer visit our school to talk about how we could protect ourselves from harm. While I cannot recall the officers face, I remember thinking that this is someone who cares and is a person worthy of respect."

Matthew's parents, who also volunteer for Bli Bli Neighbourhood Watch played a role in his decision.



Matthew Hooper and Edith Blanck at a team BBQ

"Growing up, my parents taught me to respect the authorities and to always obey the law. It was also their previous community work that impressed me. Throughout my life, this has stuck with me."

**But it was ultimately Edith's drive and passion for the safety of her community that convinced Matthew to take on the leadership role.**

"Becoming president of Bli Bli Neighbourhood Watch admittedly will have its challenges and the previous President Edith Blanck, has left an incredible legacy. Despite this, I have a great team

behind me and we are determined to stay true to our mission of keeping our community safe."

What direction is Matthew going to take the organisation?

**"It is hoped that through Neighbourhood Watch we can form stronger ties with the police and the community, develop new crime prevention initiatives, generate discussion around crime related issues and educate people on how to better protect themselves. Crime prevention is not the sole responsibility of the police, it requires all in the community to work together."**



# Ascot/Hendra NHW Fun 500 Card Club

The Neighbourhood Watch (NHW) Ascot/Hendra 30 group started hosting a weekly 'Fun 500 Card Club' every Thursday for the 'over 50's' at Hamilton Town Hall, which commenced on the 30 July 2020. This was the brainchild of Kathryn Bourke, Area Coordinator for the NHW Ascot/Hendra 30 group, who is a keen 500 player and wanted to host something different to promote NHW in the community.

The card games tick many boxes including:

- Social event for over 50's with a fun atmosphere
- Promotion of NHW safety tips weekly
- Wheelchair access and inclusion
- 2 hours of cards – great brain exercise
- Supports a local café – buying morning tea

**The inaugural game was a huge success and we had 24 players including a beginner's table and were very pleased to welcome Sergeant Jodie Murray, District Crime Prevention Coordinator (DCPC) to game one.** Since then, we continue to have between 24 and 28 players each week including men and women. We have 38 players registered, some attend weekly, fortnightly or fill-in. The player lists are administered by the Area Coordinator and with the assistance of the Ascot/Hendra 30 committee Krista Pappas, Treasurer and Fran Sheahan, Secretary, it is run very smoothly each week. All tplayers assist with the table and chair set up, cleaning, kitchen set up and the NHW 'Fun 500 Card club' is developing friendships and NHW safety awareness.

We strictly adhere to all COVID-19 requirements and have a Covid Safe plan in place. We play on rectangle



500 game in progress



Some of the card club attendees

tables, which gives us more social distance (as opposed to bridge card tables), we have Fonzie Abbott hand sanitizer on each table, wipes for chair and table use before and after each game, and people can wear masks if they wish. We charge \$10 per person to cover a morning tea of sandwiches and cakes and incidental costs. Police will join us occasionally for a cuppa and this is a great way of promoting NHW in the community.

## Digital Mentors

Kathryn Bourke and Krista Pappas attended the Neighbourhood Watch Australasia Digital Mentor training earlier this year and will start a mentoring table in October at Hamilton Hall on the same day as our card game.

As of 1 October, we will host our 10th game and we are very pleased with the support and success so far.

# Svensson Heights Launch New Neighbourhood Watch Group

Yesterday marked a special day for the residents of Svensson Heights in Bundaberg, with the launch of their new Neighbourhood Watch (NHW) Group.



Vince Habermann, Constable Hayden Drinnen and Pastor Kelvin Rowland

NHW Bundaberg 27 (Svensson Heights) will start as an online group, with Pastor Kelvin Rowland from Bundaberg Church of Nazarene in Steffensen Street as the Area Coordinator, Vince Habermann Social Media Editor and Constable Hayden Drinnen their NHW Liaison Officer.

Once COVID-19 restrictions begin to ease, the group will work towards holding a meeting for the purpose of recruiting additional volunteers and to communicate directly with local residents.

Vince Habermann said being online will make it easy for people to be part of the NHW group.

"Being an online group, there are no regular meetings so the time

commitment for members is less and it will be easier for Svensson Heights residents to be involved."

There will be letterbox drops made to all residents in the area, letting them know about the group and how they can be involved.

Wendy Byrne, Chairman of Bundaberg and District NHW, said it was pleasing to see the rejuvenation of an area that has not had an active NHW group for many years.

"I hope that the Svensson Heights community get behind Kelvin and Vince and support their online Facebook page, as it is a perfect way to communicate information quickly and effectively to both

local and the broader community. On behalf of the Bundaberg and District NHW, I would like to wish Kelvin and Vince every success and I look forward to working with them for our community".

If you are a resident of Svensson Heights and are interested in joining the group, you can visit the NHW Queensland website to see what is involved at <https://svenssonheights.nhwq.org/>

To follow what is happening in Svensson Heights and what the group is getting involved in, like their Facebook page at <https://www.facebook.com/Svensson-Heights-Neighbourhood-Watch-104122761327419>





Sergeant Nigel Dalton, helpers and students

Inset: Area coordinator Gerri Kissner leading the session

# Mackay Neighbourhood Watch “Gets Connected”

Learning how to access the internet, spot a scam, stay safe online, set up your device and much more, were all in the Be Connected Digital Mentor lesson led by NHW coordinator Gerri Kissner. If you are wanting to improve your digital skills, Gerri is running drop-in sessions in Mackay on a regular basis.

During August, a group met outdoors at the Beachfront Café in Bucasia, with laptops and smart devices at hand with a cup of coffee nearby. The topics which were covered included setting up an email account, making strong passwords by using a passphrase and then leading onto more challenging areas.

Gerri, who has recently attained her black belt in Karate (the second oldest women in the world to achieve this level) kept control of the sometimes unruly students! There were also three assisting teachers on hand to help with one on one support.

The local Channel 7 news crew were interested in the story and interviewed some of the students.

Sgt Nigel Dalton was there on the day to deal with any legal issues, assist with eating cakes and drinking coffee!

Today's seniors grew up in the analogue world but many are now retiring into a digital world. With so much information only available online these days, having a helping hand to guide them is very important.

If you'd like to find out more information, please contact Gerri on: [admin@nhwa.com.au](mailto:admin@nhwa.com.au)

# Neighbourhood Watch Avenell Heights Celebrates 30 Years of Service

Members of Bundaberg Neighbourhood Watch (NHW) recently gathered to celebrate the organisation's 30 years of service to the region.



Two of NHW Avenell Heights longest serving members Glynn Bryen, 94, and Dan Moynihan, 90, get ready to cut the cake for the 30th anniversary



Bundaberg NHW Avenell Heights area coordinator Mary Waugh with Seymour the new mascot

According to Area Coordinator Mary Waugh, there have been many changes since the community-run organisation began three decades ago.

"It started out because the neighbourhood wanted to introduce a community policing initiative," she said.

"We had to canvas our designated area, which at the time stretched from Barolin Street, Sims Road, Harvey Street and McCarthy Street, to see if we could garner support."

"The residents were well behind the initiative and positive about it, so Bundaberg NHW officially began operating in March 1990."

Mary said the organisation had spent the past 30 years keeping residents updated on crime, lighting, security measures and more in the area.

She said in the last few years they had extended the boundary out even further to include Chancellor Drive, St Mary's Catholic School and Thabeban State School.

"Our group meets once a month with a Police Liaison Officer to discuss what has been happening in the neighbourhood," Mary said.

"We have a newsletter drop every month to keep the community up to date, which covers everything from scams to security to all sorts of crime to look out for and more."

Having been a police officer for 38 years in Bundaberg prior to joining the NHW, Mary said she had seen many changes in policing and crime over time.

"Computers were only just being introduced when I first started," she said.

"The only equipment we carried with us were a baton and our handcuffs.

"Then along came phones and laptops and more and more technology."

**Mary said the introduction of technology to policing had been beneficial over the years, not just for crime statistics but also to help with community engagement and responsiveness.**

"With modern technology you can get information out there a lot faster and you can source information more quickly" she said.

"It has also done wonders for community policing; I think it has brought the public closer in working with the police."

"Organisations like Crime Stoppers and the Neighbourhood Watch have been instrumental in this as well."



*"With modern technology you can get information out there a lot faster and you can source information more quickly."*

Mary said the Bundaberg NHW 30th Anniversary celebration was a time to look back on the success of the organisation and to congratulate some of its earliest members.

"Some of our initial members who have been with us for the full 30 years are now well into their 90s and still an active part of the group," Mary said.

"Their passion is truly fantastic to see."



**Bundaberg NHW long serving members (front) Russell Scarborough, Bundaberg 7 Neighbourhood Watch Avenell Heights area coordinator Mary Waughand Garth Stubbins, (back) John Glover, Glynn Bryen, Dan Moynihan and Zone coordinator David Dempster**

## Hello Riverview

In July the Riverview Neighbourhood Watch Committee launched the "Hello Riverview" initiative. During the COVID-19 "lockdown" the committee were trying to identify ways that they could continue to reduce crime in their community whilst still staying connected with the community members. With the Secretary having worked in customer service and knowing that the idea of acknowledging a customer is the greatest theft reduction method available, the same can work if applied to a suburb.

By saying hello to those we see in our streets we can note their presence and familiarise ourselves with our neighbours at the same time. If we know who lives in our street we will notice when someone who doesn't belong is in the area.

Watch, Listen, Connect and Belong are the words used by



**Duchense and Jocelyne**

the Neighbourhood Watch Group as part of the Hello Riverview Initiative.

When the group was unable to get together for a sausage sizzle and cuppa with a cop, they decided to

send out a card with a couple of tea bags to encourage community and neighbour connectedness and remind the community to engage, watch, listen, connect and maintain a sense of belonging.



Pam Lobwein, Pam Medcraft, Jessie Byrne, Sergeant Nadine Webster and Mrs Elaine Schoettler

# Queensland Seniors Week

This year, Queensland Seniors Week celebrated its 60th birthday and ran from August 15 to August 23.

COTA Queensland initiated the first Queensland Seniors Week in 1960, which was then called Old People's Week (wow, hasn't that changed).

Seniors Week provides an opportunity to promote positive community attitudes towards older people and ageing (remember, we are all going to do that).

It also helps build and maintain strong communities by connecting people of all ages and backgrounds – normally this would be done at community events.

It is very important to Ipswich Police to give our seniors and vulnerable community members something to celebrate, especially during this period where they might be feeling isolated.

The Ipswich District Crime Prevention Unit, in partnership with Able Australia and the nine Ipswich District Neighbourhood Watch Committee's, prepared care bags with community support service information for our seniors.



Charmaine Knox – Care Package Recipient

The care packages contained information on West Moreton Senior Services, crime prevention, personal safety, Neighbourhood Watch, fun activities and books.



Roy Hayward – Care Package Recipient

Able Australia and NHW members will be checking in on our senior community members to ensure they are doing well, while delivering the care packages.



# Virtual Coffee Catch Up Stay Sane at Home



Virtual coffee catch up for Mother's Day

We were all going through some unprecedented times where social distancing and self-motivation were highly required to overcome this pandemic. While the physical meeting of people was not recommended, the alternative was to communicate via email, Facebook and to use online conferencing applications like Zoom, to hold regular online meetings to keep everyone in our community up-to-date on the handling of COVID-19.

I then thought about starting a COVID-19 project and put together a one-page website highlighting stay-at-home tips and tricks.

I then talked to our Area Coordinator and our neighbours to launch this project via the Neighbourhood Watch 4 group.

I teamed up with my neighbours, family and friends to share stories on things they were doing from home to look after their mental health.

I put up a series of Facebook events and Zoom sessions, and more than

50 people got connected. We shared our experiences and we were all motivating each other by sharing our stories and tips.

We distributed more than 50 flyers to local neighbours and started adding topics for the next session based on the feedback we were receiving.

To make our sessions more interactive, we started inviting skilled people to take meditation sessions for adults and kids. We even celebrated virtual Mother's Day in style where all ladies were dressed up in pink and we had two competitions and prizes too. Mum's shared their quotes that I've put together and shared on Facebook & LinkedIn for some positive vibes. It was a great experience for all of us, as we were all able to do a virtual home party and get connected with not only our neighbours but also with our friends who were far away. Sergeant Jodie Murray supported this event by her presence and her inspiring story.

Since restrictions have eased, I'm still holding these sessions via



Monika Kulshrestha hosting the virtual coffee catch up

Facebook live and now sharing tips and tricks to convert home time into an opportunity. I think now it's important to think about the economy, as we need to create jobs and business opportunities that will help the community and boost the economy. With my live videos, a lot of people are getting inspired and ready to launch their Covid hobby into a business idea. I'm super excited about this and have received more than 60 responses in just a few weeks. This is creating opportunities and assisting people to make some extra income.

**I could not have done this without NHW, our neighbours, local businesses, volunteers, and our local police.**

Check out the blog post written by Monika Kulshrestha, on how to keep sane and maintain a sustainable livelihood:

**<https://www.dealscolony.com.au/post/covid-19-how-to-keep-up-with-your-sanity-sustainable-livelihood>**



NHWQ stall at the Woree Markets

## The Woree NHW Markets are back in Business

The Woree Neighbourhood Watch (NHW) markets are back in full swing, and they couldn't have picked a better time of year to return! The cool Cairns winter saw the crowds return to the markets, the atmosphere slightly different though with market goers observing current COVID-19 restrictions.



Hand sanitiser stations upon entry into the markets

Between 8am and 1pm, many locals wandered around the markets sampling, purchasing and viewing what the 69 stall-holders had to offer.

NHW Area Coordinator and market coordinator Alwin Koo said it was great to see the markets up and running again.

"It was fantastic to see all of our stall holders back. It's hard to pick a favourite but I'm always excited to

see what new items our bric-a-brac stalls have on offer," said Alwin.

"It was great to see Division 3 Councillor Cathy Zeiger back at the markets; she always makes herself available to chat to our residents."

One of our new stall-holders this year is the Cairns Disaster Coordination Centre; they have been coming along and providing our local community with information on how to be prepared.



Local market goers took to Facebook to comment on how great the markets were.

"Thanks Alwin, it was an awesome day and I felt very welcomed."  
Corina – stallholder.

"The best run market I've seen in a while." Liz.

"Was one of the best markets to date, lots of great bargains!" Lexy.

The Woree NHW stand at the markets always has plenty of helpful information and give-aways; bicycle identification cards, anti-theft number plate screws and drive safe information are always in high demand.

Area Coordinator Alwin Koo contacted Queensland Health prior to recommencing the markets, to ensure that current COVID-19 restrictions were being complied with. A hand sanitiser station, designated entry point, capped number of attendees and reminder signs were put in place to welcome the community back into their COVID safe markets.



Local stall holders



Supporting small Australian businesses

## Brinsmead NHW Have 'Bin' Busy

Using her morning walks as an opportunity to multi-task, Brinsmead Neighbourhood Watch (NHW) Area Coordinator Marie has done the rounds delivering NHW wheelie bin stickers, along with a letter welcoming residents to join the Brinsmead NHW Facebook page or emailing list.

Over the past few months, Marie has enjoyed seeing old bin stickers replaced, along with many new ones popping up around the neighbourhood. Residents on busier roads were offered stickers first, to ensure that they were front and centre in the main thoroughfares on bin night.

A number of residents have now signed up to receive email updates and have joined the Brinsmead NHW Facebook page, as a result of Marie's morning exercise routine. Brinsmead bin night is now all about NHW.



Local Brinsmead residents showcasing the NHW bin stickers

## Focus on Bush Watch in Tasmania

### An Introduction to Bush Watch

Neighbourhood Watch is reputed to be the largest community-led crime prevention movement in the world. The Neighbourhood Watch brand is recognised and trusted, so much so that the Watch concept has been embraced by a number of other community self-help arrangements, such as School Watch, Business Watch, Marine Watch, Farm Watch etc. As such, Neighbourhood Watch can be described as a broad church because it can accommodate many other community movements, keen to do their bit to help the police protect their community interests and their neighbours.

In Tasmania, Bush Watch is another one of those variations that subscribes to the Neighbourhood Watch principles but with a focus in our regional and country areas and a specific interest in looking after our bush. Bush Watch is a crime prevention initiative that encourages users of the bush and recreational areas to report unusual, suspicious or criminal activity or vandalism to the police. Members of Bush Watch have a unique appreciation that the bush and forests are for everyone's use, and that damage or improper use of the facilities can directly affect those who live, work and relax in the bush. It's about keeping the bush safe for everyone to use.

More than half of the Tasmanian land mass is forested and over 40 percent of the state is comprised of national parks and reserves. Add this to our

diverse farming activities, our bush is home to not only our unique fauna and flora, it accommodates significant industry like timber and mining; utilities such as hydro-electric dams and associated infrastructure; and of course tourism, particularly in the form of camping, bushwalking and mountain bike riding – just to name a few.

The image of the bush is often romantic and not one we immediately associate with crime and offences. However, the list below is but a small sample of the offending that Bush Watch exists to combat:

- Theft of firewood and timber
- Trapping and shooting of wildlife and illegal fishing
- Cultivating illegal drug crops
- Damage to farming areas, fences, machinery and equipment
- Theft of stock and poppy crops
- Removal of soil and damage to riverbanks
- Theft from and damage to Aboriginal sacred and historic sites
- Illegal dumping of garden refuse, weeds, industrial waste and car bodies

### Westerway Bush Watch

South-east Australia is one of the most bush-fire prone areas in the world and you can't get much more south-east of Australia than Tasmania! The dumping of combustible materials in the Tasmanian bush is not just lamentable – it's dangerous.

COVID-19 has significantly impacted on the activities of Neighbourhood Watch Tasmania in 2020 and it would be easy to hibernate and do nothing. However, in Tasmania we have declared 2020 our **DOT** year where we have implored our members to at least **Do One Thing (DOT)** for Neighbourhood Watch! What has this got to do with Bush Watch? Stefan Frazik, a 30-year local Fire Brigade veteran, is the Coordinator of Bush Watch at Westerway, in the upper reaches of the Derwent Valley local government area which straddles the Tyena River to about the Municipality of Central Highlands.

This area has a lot of bush and about 10 years ago the Westerway Bush Watch members participated in the Australia Day – Clean Up Australia campaign. This exercise unfortunately confirmed that their bush is a favoured dumping ground for old vehicle tyres. You don't have to be a Fire Brigade veteran to know what happens when a bushfire finds old tyres in its path. What did they do? They did something!

In 2019 this group collected 232 tyres out of their bush, which they transported to the National Parks transfer station for correct disposal. This year, they have collected 62 tyres so far and the list continues to grow. Stefan is the chief scout who locates the tyres and if he can't collect them himself in his ute, he draws on the assistance of other members with their utes and trailers to remove the offending articles. As Stefan says, "In a bushfire prone





Senior Constable Peter Gibson, Colin Cunningham and Stefan Frazik

area like where we live the tyres are easily combustible, they are hard to extinguish when alight and the smoke they emit is a highly toxic pollutant."

No one could doubt that this activity of finding the tyres in the bush and removing them is a simple and practical activity to protect the environment and the people who neighbour the bush locations where they are dumped. A simple but commendable example of how Bush Watch members contribute to the security and safety of their neighbourhood.

### War Memorial Site Discovered

It could be mused that it is only when we start looking that we actually see. People join Neighbourhood Watch invariably because they perceive an issue in their area and they want to make a difference. Although this article will not appear in the journal until the November edition, it is being written on 15 August 20 when Australia is remembering and celebrating the 75th anniversary of the end of World War II. For Tasmanians it is perhaps an even more poignant time because

it was also the week that WWII hero Teddy Sheean was posthumously awarded the Victoria Cross.

Sheean was an 18-year-old sailor on board the HMAS Armidale in the Arafura Sea in 1942 when the ship was attacked by Japanese war planes. Sheean refused to leave his post and continued to fire his anti-aircraft gun at the enemy at the cost of his own life but saving 49 members of his crew.

Many Australians have lost their lives in armed conflicts and to recognise their ultimate sacrifice our communities erect memorials as a lasting homage to those that did not return home. Such a memorial was erected after The Great War in the settlement of Fentonbury which is within the ambit of the Westerway Bush Watch purview. Unfortunately, the memorial has stood alone and unkept for many unknown years, fenced off from public access and only to be visited by the sheep, cattle and other wildlife that might venture by.

It is perhaps because the Bush Watch members do look around their region to see how they can

make a difference that they saw this memorial and its sad state of disrepair that they decided to do something about it. Research identified that the memorial was actually placed in the grounds of the Fentonbury State School. However, that school closed in 1937 and when the building was removed some years later, the memorial was left as the only reminder of a bygone era.

Enquiries with the Central Highlands Council resulted in a lands title search that revealed the memorial was situated on a triangular parcel of land with its own Crown Land Title. The good news is that grants are available to restore war memorials and as a result of raising this issue work will commence this financial year to return the memorial to its rightful condition, which will also facilitate easy public access to this historical site. Neighbourhood Watch is very much about looking after the living but our good fortune is rooted in the sacrifice of those who went before us. Thus, we can take pride in preserving their legacy and the memorials that stand as a constant reminder of how lucky we truly are. Well done Westerway Bush Watch.



Acting Inspector Ben Duffy at the Southern Beaches Neighbourhood Watch Cuppa with a Cop event

# Welcome Southern Beaches Neighbourhood Watch

Neighbourhood Watch Tasmania is pleased to welcome its latest group that has recently been established in the south east corner of the state. Southern Beaches encompasses, as the name implies, some of the most beautiful coastal area in the state on the shores of Frederick Henry Bay. Southern Beaches includes the townships and settlements of Lewisham, Dodges Ferry, Carlton, Primrose Sands, Carlton River, Forcett and Connelys Marsh.

The formation of Southern Beaches Neighbourhood Watch (SBNHW) is indicative of how most Neighbourhood Watch (NHW) groups start. Crime, anti-social or safety issues

in the area reach a threshold to cause concerned community members to search for a way to make a difference. There is a recognition that the issues are not only a police problem and so there needs to be some community coordination to do something. It only requires one person to take the lead and pretty soon after you will have a small team prepared to coordinate activities to grow community support. NHW is the tried and true vehicle to help communities help themselves.

SBNHW was well underway immediately before the COVID-19 restrictions were implemented in March of this year. There was a hiatus for some months but the group is now

up and running and in August hosted a modified Cuppa with a Cop at Okines Community House with Acting Inspector Ben Duffey as their guest speaker. Ben stressed the importance and desire of the police, "...to work together with the community to address problems, dispel myths and break down barriers."

On R U OK Day (10 September 2020), SBNHW met with a number of other community leaders and partner organisations, which will no doubt be the springboard for initiatives to make their neighbourhoods safer places. Welcome to the Neighbourhood Watch Tasmania family.



## NHW Chinese Group



Superintendent Domenic Wood, Vince Hughes Crime Stoppers WA, Bernie Durkin WA Police and Lisa Li from the Chinese NHW Group

The Neighbourhood Watch Chinese Group in WA are far from a traditional NHW group. Even though they embrace the tried and trusted philosophies of NHW, the demographic that they work with have different requirements.

Nearly all of the groups membership base are Chinese born, with English as their second language. What they also have in common is that they have decided to make Australia and more specifically Perth, their home.

WA Police Community Engagement Division Superintendent Domenic Wood and Executive Manager Bernie Durkin along with the Crime Stoppers WA Chief Executive Officer Vince Hughes, recently visited the Chinese NHW Group.

To comply with social distancing requirements, a meeting was held in the storage area of their premises and it was at this meeting that a very powerful discussion took place.

A volunteer was present who shared her long-term domestic violence



Superintendent Domenic Wood, Bernie Durkin WA Police, Lisa Li Chinese NHW Group President, Vince Hughes Crime Stoppers WA, plus other NHW members

story and how she was referred to the Chinese NHW Group for support. This was an extremely powerful and thought-provoking experience for all present and also extremely brave on the young lady's behalf.

This young lady detailed her situation and how she became

trapped in her violent and controlling relationship but thankfully was able to escape.

What was particularly pleasing was the way that she articulated the support that the Chinese NHW Group were able to provide to her and continue to provide.

# Bikelinc



Senior Constable Neale Horsley with a Bikelinc banner

Over 9,000 bikes have been reported stolen in Western Australia each year for the past five years, with a 64% increase in stolen bikes over the past 10 years. While police officers are extremely successful in recovering and retrieving bikes, they have difficulty in returning them to their owners. This difficulty is mainly due to owners not having enough information to supply to police when they report a bike stolen.

Bikelinc was therefore developed as a platform to connect people and their bikes to police and their local community.

After receiving funding from the WA State Government, P&N Bank and Commonwealth Government, Crime Stoppers WA partnered with the Western Australian Police Force to build and implement Bikelinc, which launched on 11 October 2019.

Using the secure Crime Stoppers WA network, people create a free Bikelinc profile, add their bikes into a virtual bike rack and include as many photos as they like. Bikelinc requires users to input their bike's unique serial number, meaning members of the

community and/or police officers can search a serial number should a bike come into their possession. Pre-purchase checks on serial numbers can also be made if buying a second-hand bike, giving you peace of mind before handing over your money.

Bikelinc's search functionality allows police officers to immediately confirm the ownership of bikes on the system. It also allows them to check the bona fides of people claiming to own bikes then take appropriate action.





Yagan Square Screen Bikelinc ad



Oxford Street Leederville sign



Bikelinc banner

Whilst community members can also search on Bikelinc, they will not see an owner's details should a bike they come across be listed as lost or stolen. However, they are able to anonymously message the rightful owner through the system to make arrangements to return the bike.

The response to Bikelinc has been phenomenal with support and advocacy coming from the WA Police Force, the wider cycling community, bike retailers, cycling peak bodies and local Councils. On average, there are 40 bikes per

day being uploaded with 14,000 bikes on the system. The total value of bikes listed as 'safe' is over \$21M.

Police have been able to return over 25 bikes thanks to Bikelinc and some of the vital cogs in the Bikelinc chain - the Police Auxiliary Officers (PAOs) in Property Management at police stations. While the PAOs deal with many and varied items including drugs, weapons, clothing, cash, mobile phones and evidence, stolen bikes are plentiful and clog up property rooms before going to auction or disposal.

"Thankfully we can now use Bikelinc to find the rightful owners of bicycles using the frame serial number search. We also encourage all owners to upload photos of themselves with their bike, which makes proof of ownership so much easier," Perth Station PAO, Sam Carragher said, "We've had a number of successful returns lately thanks to Bikelinc."

There have also been numerous instances where bikes have been returned by community intervention without the need for police assistance.

Some of the success stories can be found on the Bikelinc website <https://bikelinc.com.au/>

In July Bikelinc launched a Facebook page and has a growing legion of followers <https://www.facebook.com/BikelincAustralia>

Much interest has been shown from other Crime Stoppers jurisdictions and following discussions between Crime Stoppers, the WA Police Force and ACT Police it is expected that Bikelinc will launch in the ACT in September.

## Keeping Children Safe Online During COVID-19

Children and young people are expected to spend more time online during COVID-19, including staying connected to family and friends, playing games or for online learning.

Now more than ever, it is important parents and carers remain aware of potential challenges and equip themselves with the tools needed to protect their children from online child sexual exploitation.

Children and young people may experience challenges online including inappropriate contact, online grooming, personal image sharing or self-generated content and image-based abuse (sexual extortion).

Education is the most powerful tool to help young people understand the benefits and challenges of technology. Self-protection and empowerment is the key to protecting children against threatening or harmful situations online.

The Australian Federal Police ThinkUKnow program recommends five top tips for parents and carers to keep their children safe online.

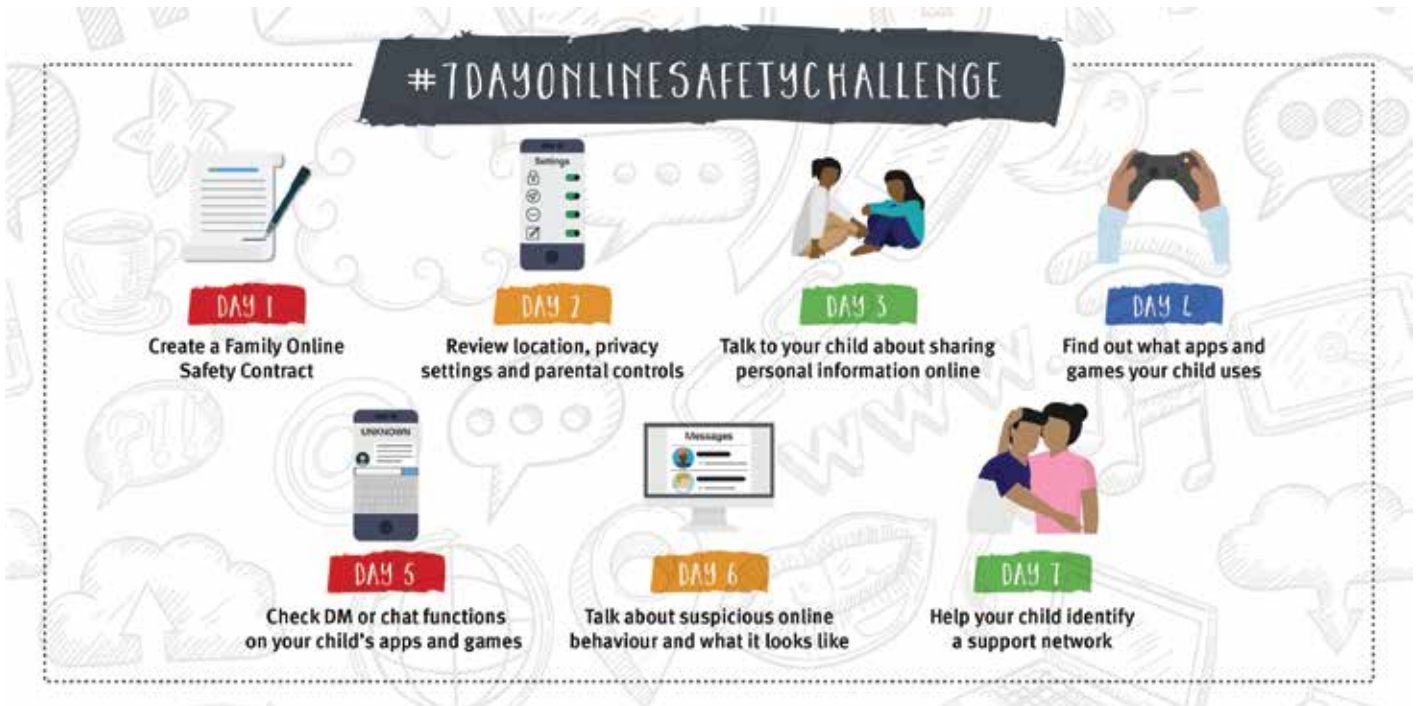
### Top tips

- **Have open conversations, often.** The most important tip for parents and carers is to start talking to your child about their online activities.
- **Supervision is essential.** Know what your children are doing online, who they are interacting with and what platforms, apps or games they are using.
- **Be approachable if your child needs help.** Coming forward isn't always easy and children may be reluctant to tell parents or carers about online issues if they believe they will be punished, have their devices taken away or confiscated.
- **Check privacy settings.** Research and understand app settings, including privacy settings. This could include turning off location settings, setting social media profiles to private, or turning off chat functions.
- **Know how to report.** Parents and carers need to know how to take action if their child needs help.

You can report child online sexual exploitation via the **Report Abuse Button** on the **ACCCE AFP** or **ThinkUKnow** websites. All reports are assessed by the Australian Centre to Counter Child Exploitation Child Protection Triage Unit.

If you believe a child is in immediate danger, contact Triple Zero (000). For non-emergency situations that still require a timely response, contact your local police station or call PoliceLink 131 444.





## The Seven Day Family Online Safety Challenge

The Seven Day Family Online Safety Challenge has been created for busy parents and carers to help protect the children in their care. The challenge involves completing a simple task every day for seven days, which can be interchanged to best suit your family. The tasks include reviewing privacy settings, researching the apps and games their children use and creating an online family safety contract. A downloadable copy is available at <https://www.thinkuknow.org.au/for-parents-and-carers>

## About ThinkUKnow Australia

ThinkUKnow Australia is an education program led by the Australian Federal Police (AFP), delivered nationally in partnership with law enforcement and industry to prevent online child sexual exploitation.

The program incorporates real case studies and examples of reports to the AFP-led Australian Centre to Counter Child Exploitation.

The Australian Federal Police has developed a number of resources including family at home learning activities and fact sheets during COVID-19 to help keep children safe online. For more information visit: [www.thinkuknow.org.au/for-parents-and-carers](http://www.thinkuknow.org.au/for-parents-and-carers)

## Top tips for parents and carers



- Have open conversations, often
- Supervision is essential
- Check privacy settings
- Be approachable if your child needs help
- Know how to report



**You can find out more about online safety by following ThinkUKnow and the Australian Centre to Counter Child Exploitation on social media.**

**Facebook:** @ThinkUKnowAustralia

**Twitter:** @ThinkUKnow\_Aus

**Facebook:** ACCCEaus

**Twitter:** ACCCE\_AUS

**For further information, or to download the resources, visit [thinkuknow.org.au/for-parents-and-carers](http://thinkuknow.org.au/for-parents-and-carers) and [accce.gov.au/covid19](http://accce.gov.au/covid19)**



Australian Government

OFFICIAL MEDICAL ADVICE

# Coronavirus:

# Thanks to you, we are saving lives and stopping the spread.

## But it's important we continue to keep all Australians safe.

**Stay at home unless necessary and avoid non-essential travel.**

Banks, supermarkets, petrol stations, medical services and suppliers remain open.



**If you can, you should work from home.**

Use phones for meetings, stop handshaking, tap to pay where possible instead of using cash.



**Maintain physical distancing and hygiene practices.**

Keep 1.5 metres of physical distance, exercise away from others, and wash your hands regularly for 20 seconds.



**Visit [australia.gov.au](https://australia.gov.au) to find restrictions specific to your State or Territory.**