WHITEHORSE
CITY COUNCIL



Consultation Report

Community Safety Plan

Rounds 1 & 2

Engagement report
Creating a safer Whitehorse

Thank you to everyone who shared their feedback and suggestions for Creating a Safer Whitehorse in Round 1 of engagement in October 2025 and the subsequent Round 2 engagement in July and August 2026.

Throughout this extensive process, we received over 1200 contributions, comprising of 1165 pieces of feedback gathered through face-to-face activities and 179 online and hard-copy surveys.

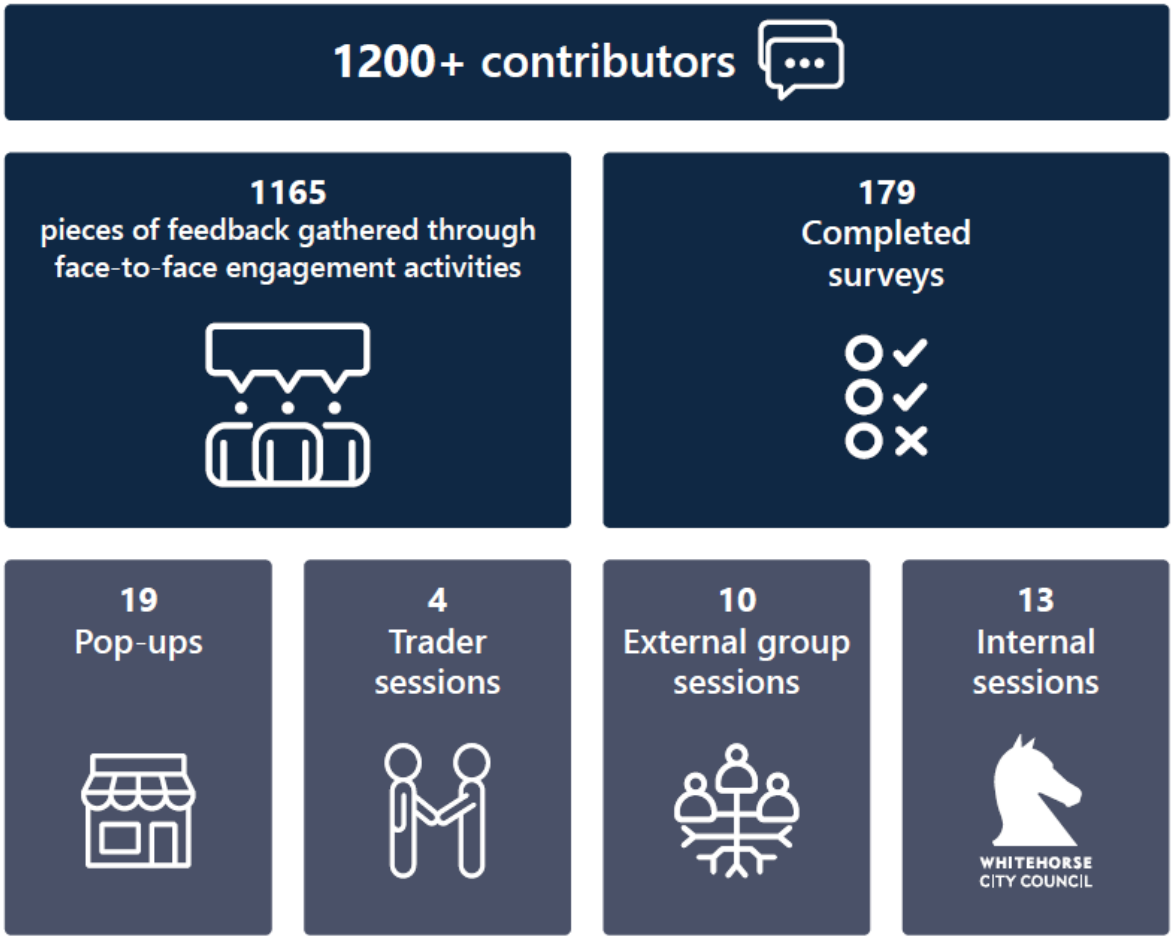
What we learned is that shared spaces are important to the community, regardless of whether people experience them as safe or unsafe. Community members particularly value our parks and reserves, community hubs and retail precincts. They told us that factors such as lighting, using public space, maintenance, accessibility, road safety and the behaviour of others, can all shape how people feel in these spaces.

About the project

The Whitehorse Community Safety Plan 2027 – 2031 (the Plan) focuses on reducing both actual and perceived risks of harm, injury and fear of crime, while outlining Council's commitment to improving safety across the municipality.

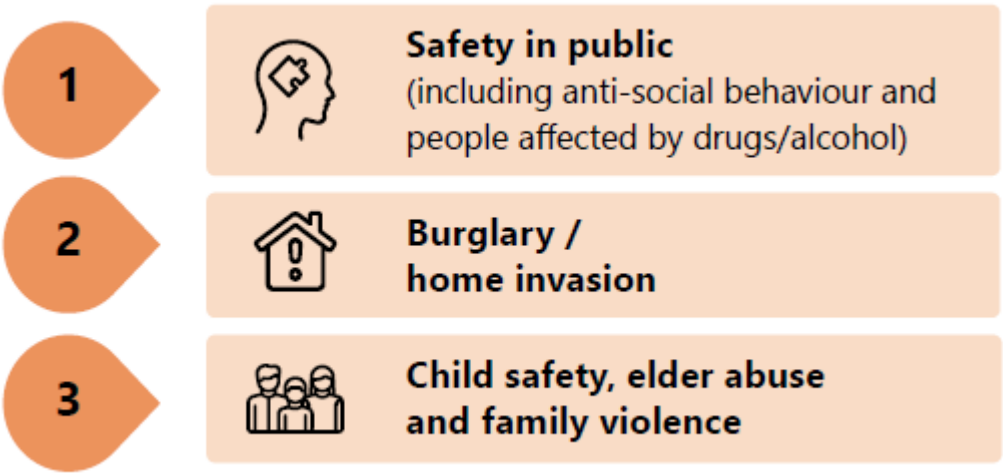
Our approach focuses on primary prevention, place-based responses and collaborative partnerships, with a strong emphasis on communication, awareness and education.

Engagement snapshot



Top 3 crime and safety concerns

Community feedback identified the following top 3 crime and safety concerns:



Interactive map exercise

A sense of safety can be affected by how we perceive and feel about a place, as well as what we witness in that place. Participants identified areas across Whitehorse where they felt safe and/or unsafe. These places related to:

Where people feel safe

- **People love our parks and reserves!**
- **Community hubs** Including community houses, leisure facilities, The Round, libraries, schools and universities
- **Retail precincts** Including close proximity, friendly people

Where people feel unsafe

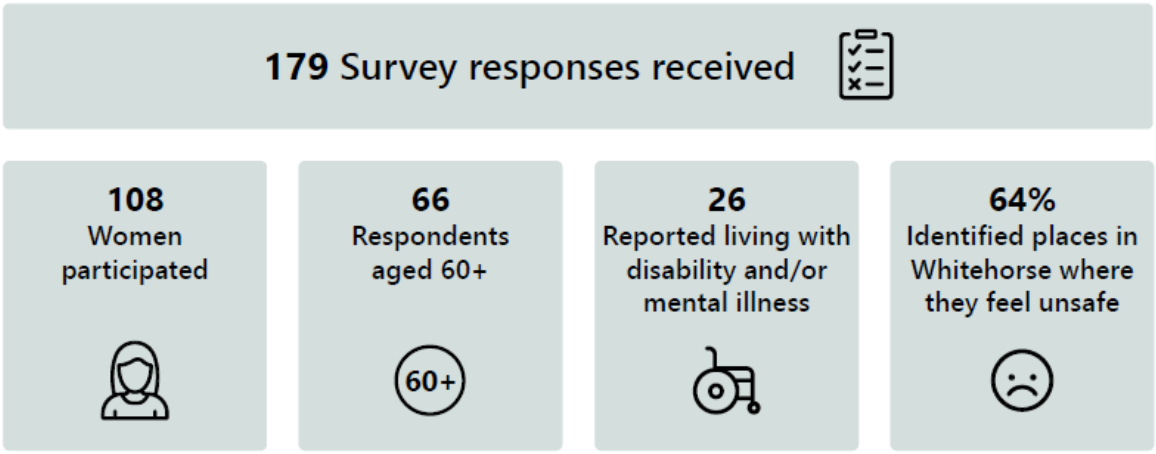
- **Road safety** Including bike tracks, crossings, driving, footpaths and roads
- **Safety in public** Including anti-social behaviour and people affected by drugs/alcohol
- **Retail precincts** Including safety and conditions

Feedback from the interactive map exercise were grouped into the following 5 categories:

19%	47%	23%	8%	3%
Crime and anti-social behaviour	**Public place safety and infrastructure**	**Integrated transport**	**Compliance, enforcement and presence**	**Housing and social vulnerability**
• Anti-social behaviour • Assault • Burglary/ home invasion • Car theft • Drugs/ alcohol • Prejudice • Retail theft • Safety in public • Stealing from cars • Youth crime	• Community hubs • Friendly communities • Lighting and CCTV • Parks and reserves • Retail precincts • Safe suburbs • Train/bus/ tram	• Bike paths • E-scooters • Footpaths • Parking • Road safety • School crossings	• Animal management • Cleansing/ graffiti • Police/PSOs/ security presence • Vacant or isolated premises	• Mental health • Planning, such as high density and high-rises • Rough sleeping/ squatting

Community safety survey

The combined online surveys received 179 responses. Feedback was received from people aged 12 years and over, representing a broad range of ages and lived experiences including women, people living with disability and/or mental illness and people from non-English speaking backgrounds. In the Community Safety survey, almost two-thirds of respondents indicated there were places in Whitehorse where they feel unsafe.



Promotion of engagement

- Promoted on social media and printed and online newsletters.
- Distributed 500 postcards translated in English and Simplified Chinese, throughout local community facilities, libraries and shops.
- Hosted 19 pop-ups, 4 trader sessions, 10 external workshops and 13 internal workshops, engaging with over 1,200 respondents.
- Collaborated with Victoria Police, key retail precincts and other partners to display posters in English and Simplified Chinese throughout Whitehorse.

Your feedback – Round 1



We asked

To better understand how people experience safety across Whitehorse, we asked the community to:

- Show us on an interactive map where they feel safe and unsafe.
- Identify their top 3 safety concerns.
- Tell us what would help them feel safer.

Here's what you told us:

Whether locations were identified as safe or unsafe, nearly half of the feedback from the interactive map related to public places and infrastructure including retail precincts, train stations, parks, sports clubs and community hubs. With 64% of survey respondents indicating there were places across Whitehorse where people felt unsafe. This highlights the importance of shared spaces to the community, regardless of whether they are experienced as safe or unsafe.

A further 23% of feedback from the Round 1 engagement focused on traffic and transport. Together, this shows that perceptions of safety are shaped by everyday conditions such as lighting, maintenance and how welcoming spaces feel. All of which Council can directly influence through the design, maintenance and activation of local places.

Our SAFER Priorities

The feedback from the combined engagement highlighted key concerns and opportunities across Whitehorse including:

- Road safety and movement through activity areas
- Anti-social behaviour and perceptions of safety in public places
- The importance of well designed, visible, and activated public spaces
- Burglary/home invasion, family violence, elder abuse and child safety

These themes have directly informed the development of the 5 SAFER priorities. The actions outlined in the Plan are designed to support the proposed community safety strategy in achieving the following outcomes under our SAFER priorities.



Community engagement – Round 1

Below is a summary of the feedback received during the initial round of community engagement which occurred during Crime Prevention month in October 2025. Please note this features similar comments received, however, does not include every comment.

To make us feel safer, we would like:

Round 1	
What would make you feel safer?	**Our proposed response**
Access to communication, information and resources available in accessible formats and plain English and in key community languages	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority area 5:** Resilient communities **Outcome:** People are aware, prepared and empowered to support their own safety and that of others.
Improved home security and safety	**Priority 2:** At home and personal safety **Outcome:** People in Whitehorse feel safer and more secure. **Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.

Round 1	
What would make you feel safer?	**Our proposed response**
Increased police presence, including PSOs and security patrols.	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.
Knowing who to call for help and report a crime and/or suspicious activity.	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority area 5:** Resilient communities. **Outcome:** People are aware, prepared and empowered to support their own safety and that of others.
More community programs to help people build a sense of belonging and connection.	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority area 5:** Resilient communities **Outcome:** People are aware, prepared and empowered to support their own safety and that of others.

Round 1	
What would make you feel safer?	**Our proposed response**
Increasing public lighting and CCTV coverage in key streets, parks and retail precincts, including upgrades and repairs	**Priority area 1:** Shared spaces **Outcome** Shared spaces across Whitehorse are safe, respectful and strengthen community connections. **Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.
Outdoor spaces to exercise at night that are well-lit and attended.	**Priority area 1:** Shared spaces **Outcome** Shared spaces across Whitehorse are safe, respectful and strengthen community connections. **Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.
Organising community safety events where residents can meet local police and discuss preventative measures	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority area 5:** Resilient communities **Outcome:** People are aware, prepared and empowered to support their own safety and that of others.

Round 1	
What would make you feel safer?	**Our proposed response**
Supporting programs that bring diverse communities together to build understanding and respect	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority area 5:** Resilient communities **Outcome:** People are aware, prepared and empowered to support their own safety and that of others.
Stronger neighbourhood connections	**Priority 2:** At home and personal safety **Outcome:** People in Whitehorse feel safer and more secure. **Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.
To feel safer on our roads	**Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses. **Priority 4:** Everyday movement **Outcome:** Everyone can move safely and easily throughout Whitehorse.

Round 1	
What would make you feel safer?	**Our proposed response**
We are concerned about child safety, elder abuse and family violence	**Priority 2:** At home and personal safety **Outcome:** People in Whitehorse feel safer and more secure. **Priority area 3:** Future focused partnerships **Outcome:** Our strong, collaborative partnerships support coordinated and proactive community safety responses.

Your feedback – Round 2



We asked

A second round of engagement was undertaken in July and August 2026, seeking feedback on the Draft Community Safety Plan 2027-2031 (the draft Plan). Community members were asked to:

- Review the 5 SAFER priorities and identify which priority was most important to them.
- Review the draft Plan and provide feedback on each of the 35 proposed actions.
- Share any additional comments on the draft Plan.

Here's what you told us:

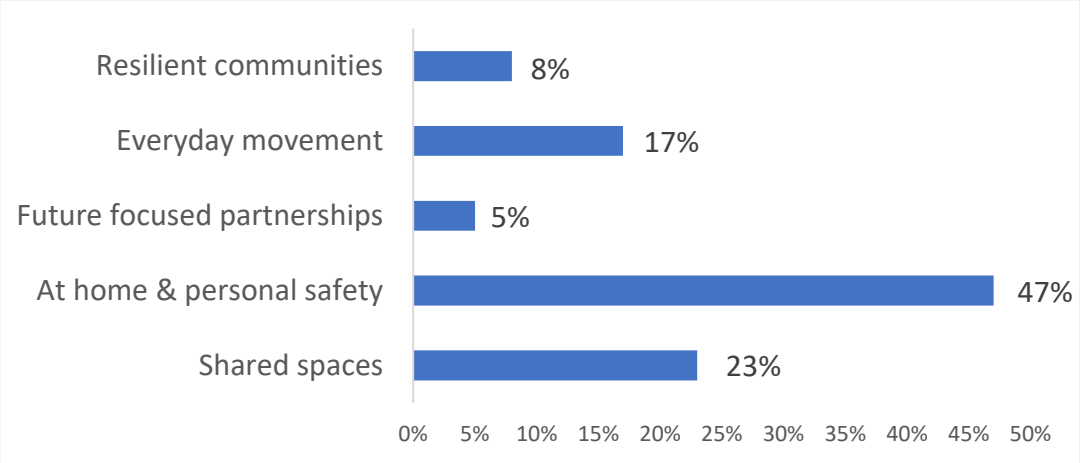
Feedback on the draft Plan indicated broad support for the proposed actions, with most respondents supporting or strongly supporting the measures outlined. Feedback commonly identified the Plan's focus on safety and wellbeing across Whitehorse, highlighting the range of proposed actions and initiatives.

A small number of respondents felt that some actions would benefit from clearer language and more practical examples of implementation, including information about any potential rate impacts. As a strategic plan, the document establishes priorities and direction for the next five years, with sufficient flexibility to respond to emerging issues, changing community needs and future opportunities.

The majority of actions will be delivered through existing operational budgets. While infrastructure improvements including mobile CCTV trailers, litter cameras and lighting improvements in streets and parks will be funded through grant funding.

Which community safety priority is most important to you?

Respondents were asked to review the 5 SAFER priorities and nominate the priority they considered most important. A total of 241 responses were received and the results are outlined below:



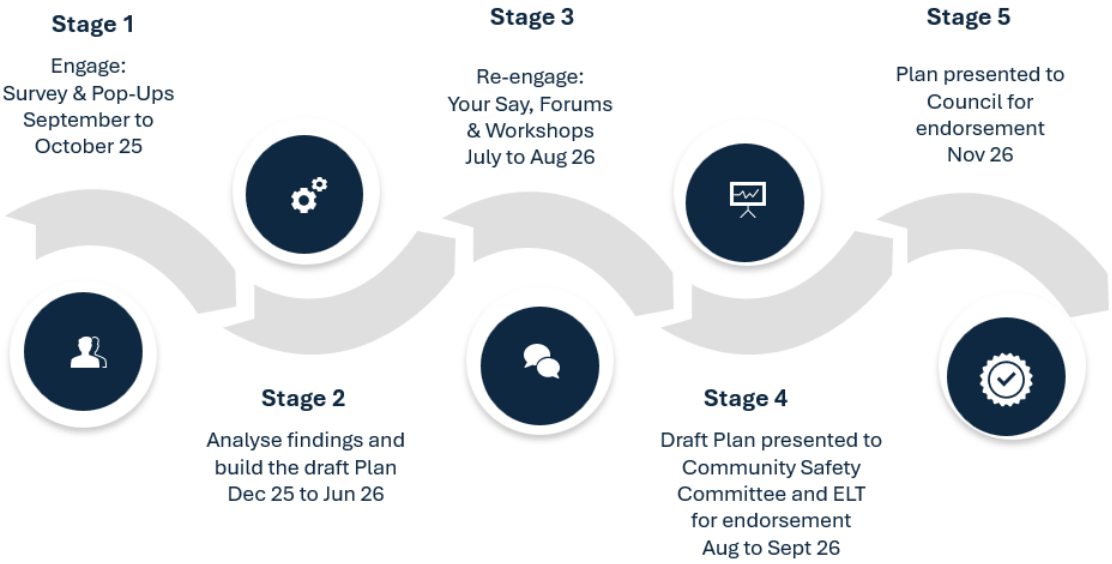
How we are responding:

Round 2 Feedback	How we are responding
Road safety was the most common topic raised. Key themes included speed management, particularly around schools, traffic calming, speed enforcement, police presence and congestion. Views on reducing speed limits were mixed.	Feedback has been shared with Council's Transport Engineering team and is being considered through the development of the revised Integrated Transport Strategy. Place-based concerns were also shared with the Department of Transport and Planning and Victoria Police where appropriate.
Community strengthening was identified as important to community safety. Respondents highlighted opportunities for neighbours to connect, stronger local networks and community-led activities. Some noted that community safety extends beyond crime prevention.	The Plan recognises strong community connections as a key protective factor. Actions within Priority Area 5: Resilient Communities support community safety activities, respectful relationships and opportunities for community participation. Council will continue to support social connections through community development programs and grants.

Round 2	
Feedback	**How we are responding**
Parking concerns focused on school precincts, illegal parking, unregistered vehicles and caravans in residential streets, as well as vehicles blocking driveways.	Focus Area 4.6 Parking Management, has been added to the Plan as a new action, to improve access to parking and safer movement in areas of high demand.
Police Presence was frequently raised, particularly in relation to road safety, visibility and responding to community concerns.	This is addressed through Focus Area: 3.4 Community Safety Partnerships, which includes advocacy to government and key stakeholders for initiatives, services and resources that address community safety and crime prevention priorities.
Communication, education and activities were identified as important, particularly raising awareness of Council services, available supports and ways residents can contribute to improving community safety.	Addressed through Priority Area 5: Resilient Communities which supports informed, prepared and connected communities.
Partnerships were strongly supported, with respondents recognising the importance of collaboration between Council, government agencies and community organisations.	Addressed through Priority Area 3: Future Focused Partnerships supporting coordinated responses to community safety issues.
CCTV was generally supported, particularly for its role in deterring crime and improving perceptions of safety. Some respondents supported expanded CCTV coverage, while others raised privacy concerns and were hesitant about increased reliance on CCTV.	Council recognises the differing views expressed on CCTV, including support for increased coverage and concerns about privacy. Council has purchased two mobile CCTV trailers through grant funding. The mobile trailers will provide a visible deterrent to crime and anti-social behaviour, while protecting Council assets and infrastructure and improving perceptions of safety. All Council operated CCTV systems are managed in accordance with privacy requirements and relevant legislation.
Safe travel to school feedback included school crossings, parking, traffic management and vehicle speeds around schools.	Addressed through Priority Area 4: Everyday Movement. In addition, a Let's Talk Road Safety session led by Victoria Police in partnership with Council, has been organised in October 2026 and will be attended by school representatives from across Whitehorse.
Pedestrian and bike paths feedback focused on wider paths, better connectivity and maintenance.	Feedback is being considered through the revised Integrated Transport Strategy currently under development.

Round 2	
Feedback	**How we are responding**
Lighting feedback included requests for increased street lighting and easier ways to report locations requiring lighting upgrades**.**	Lighting was one of the strongest themes identified in the Round 1 consultation. In response, Council increased investment in lighting improvements through the 2026/27 Budget and successfully secured additional grant funding to deliver further lighting upgrades. Council will also continue to promote reporting tools such as Snap Send Solve to make it easier for residents to report lighting concerns.
Animal Management feedback included requests for greater enforcement, fenced dog parks and education regarding responsible pet ownership and reporting.	Addressed through the implementation of the Whitehorse Domestic Animal Management Plan 2026 - 2029.
Older adult supports focused on concerns around isolation and access to support services.	Council's Positive Ageing Connect and Support Service assists older adults to access services, social connections, information and support.
Rough sleeping supports highlighted the importance of assisting people experiencing homelessness**.**	Council will continue working with local services to support people experiencing rough sleeping. Noting Police cannot assist with this as it is not an offence to be homeless.
Smoking in public places was raised, with requests for stronger action.	Council administers and enforces smoking restrictions under the *Tobacco Act 1987* and *Tobacco Amendment Act 2016*. This includes restrictions covering tobacco retailers, public spaces such as playgrounds, sporting and recreation areas, public transport platforms, and outdoor dining areas.
Climate adaption was raised by a small number of respondents, who highlighted the impacts of extreme weather, flooding and heatwaves on community safety.	Climate adaptation is addressed through Council's Municipal Emergency Management planning and broader climate resilience initiatives.

Timeline and next steps



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