



WHITEHORSE
CITY COUNCIL

Draft Community Safety Plan

2027 – 2031



Acknowledgement of Country

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.



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Vision

The City of Whitehorse is a connected community where everyone feels safe at home, in shared spaces and as they move through everyday life.

Purpose

Community safety encompasses the wellbeing and security of all of us: however, Whitehorse City Council understands that not everyone in our community feels safe and healthy in their everyday life.

The draft Whitehorse Community Safety Plan 2027 – 2031 (the draft 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.

We recognise that improving community safety requires addressing the underlying causes of harm, while also improving public places and applying targeted enforcement to reduce risks. Our approach focuses on primary prevention, place-based responses and collaborative partnerships, with a strong emphasis on communication, awareness and education.

By putting the right measures in place, Council, together with our partners and community, can work collaboratively to improve perceptions of safety, reduce risks of harm and support the wellbeing of residents and visitors, leading to a safer, more inclusive and resilient community for everyone.

Our SAFER priorities

The actions outlined in the draft Plan are designed to support the proposed Community Safety strategy in achieving the following outcomes under our SAFER priorities.

PRIORITIES

OUTCOMES

S



Shared spaces

Shared spaces across Whitehorse are safe, respectful and strengthen community connections

A



At home and personal safety

People in Whitehorse feel safer and more secure

F



Future focused partnerships

Our strong, collaborative partnerships support coordinated and proactive community safety responses

E



Everyday movement

Everyone can move safely and easily throughout Whitehorse

R



Resilient communities

People are aware, prepared and empowered to support their own safety and that of others

"The community is nice and I like the diversity of people"

Whitehorse resident



What is a safer community?

We all have the right to feel safe and respected in our homes, workplaces and public spaces. Safe communities are built through sustained, collaborative action across multiple sectors to prevent harm, manage risk and strengthen both actual safety and people's sense of safety.

In Whitehorse, this shared responsibility is reflected in strong partnerships between federal, state and local government, Victoria Police and other government agencies, service providers, businesses, community groups and individuals.

By working together, we can support place-based safety, reduce risks of harm and promote wellbeing, ensuring our shared spaces are welcoming, inclusive and safer for everyone.



What does this mean for local government?

Community safety is everyone's responsibility. While there are some crime prevention and safety aspects that are beyond local government's direct control, as a Council we work with a diverse range of partners across different sectors to address issues that impact our sense of safety. Taking a collaborative approach, together we can:

- develop crime prevention and safety messaging to raise awareness, educate and improve perceptions of safety
- develop crime prevention initiatives aimed at strengthening community connection and wellbeing
- establish and maintain strong prevention partnerships, especially in higher crime areas or hot-spots.
- strengthen partnerships between the justice system (police and legal services) and the community to build trust, particularly for marginalised groups
- create and maintain safe spaces.



Community safety is a shared responsibility



By 'Council's role', we consider how places are designed and maintained, what services and programs operate in Whitehorse, how spaces are activated and how we work with our partners.



VICTORIA POLICE

Primary law enforcement agency for Victoria. It handles emergency responses, crime investigation, traffic law enforcement and public safety initiatives across the state.



Businesses and traders

- Provide essential goods and services
- Support local economy and activity
- Increase street presence and visibility
- Engage with customers and community
- Includes retail precincts, local shops and markets



Community hubs

- Build connection through arts, culture, sport, education and faith
- Support health and wellbeing
- Provide safe, inclusive spaces including community houses, libraries and leisure centres
- Strengthen community connection
- Contribute to community safety



Community

- Being responsible for their property and personal items; for example locking doors and windows
- Engaging in community
- Reporting crime and suspicious behaviour
- Responsible pet ownership
- Responsible driving
- Respect each other



Crime Stoppers Victoria is a not-for-profit organisation operating in partnership with the community, Victoria Police and the media. It provides a safe and secure, non-police channel for the public to share information about crime anonymously, without fear of retaliation.



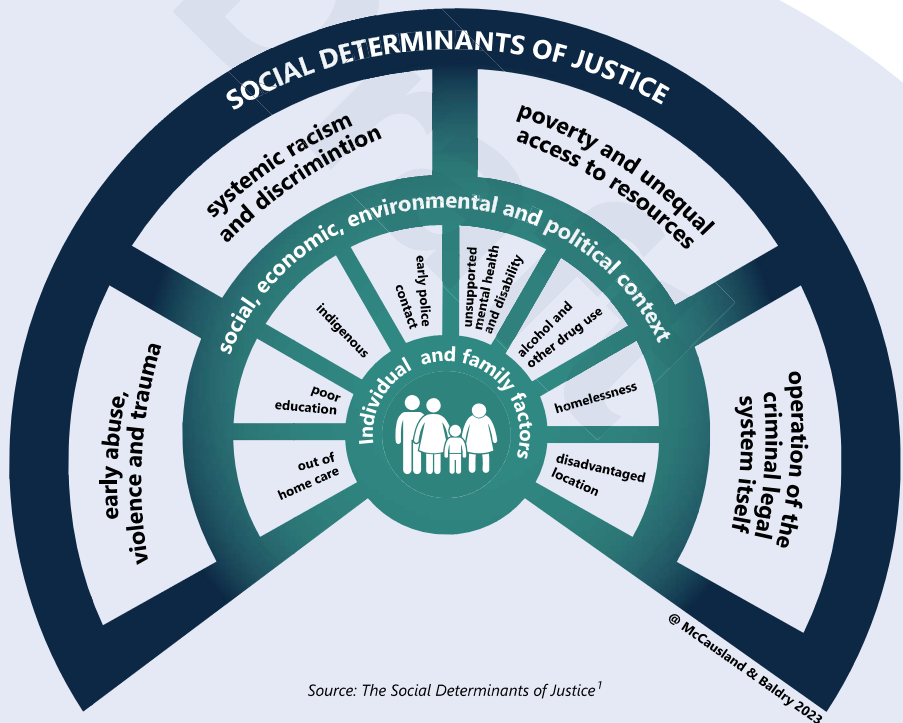
Neighbourhood Watch is a safety program designed to bring together law enforcement, community organisations, businesses and individual residents in an effort to deter and reduce crime in neighbourhoods.



What are the root causes that lead to crime?

Crime is closely linked to underlying social and economic factors, including poverty, limited access to education and employment, poor mental health and systemic disadvantage, particularly for young people.

The following diagram outlines the social determinants of justice, highlighting 8 factors that can increase an individual's likelihood of imprisonment. While these factors can contribute to risk, they do not determine outcomes. Individuals can still make different choices and anyone can commit crime regardless of circumstance.



The Violence Reduction Unit (VRU) is a Victorian Government initiative to prevent violence before it occurs by addressing its root causes. It works across all levels of government communities and services to deliver early intervention, particularly for young people at risk of offending and to better coordinate crime prevention efforts.

The VRU emphasises that effective community safety depends on achieving a balance between prevention and response. While law enforcement plays a critical role once a crime has occurred, an overreliance on reactive measures risks addressing the symptoms rather than the root causes. Therefore, it is equally as important to address the underlying risk factors in order to support long-term crime prevention.

In addition, the Australian Institute of Criminology's National Crime Prevention Framework² highlights that early intervention and prevention programs have been shown to deliver long-term cost savings, particularly when compared with the high costs of policing, court processes and ongoing involvement with the justice system.

Both the Victorian Crime Prevention Strategy³ and the National Crime Prevention Framework² recognise that successful crime prevention requires a coordinated, evidence-based approach. This includes using local data to inform resource allocation, monitor outcomes and support continuous improvement over time. Both documents are considered best practice approaches and have been used to shape the draft Plan in alignment with the local needs of the Whitehorse community.

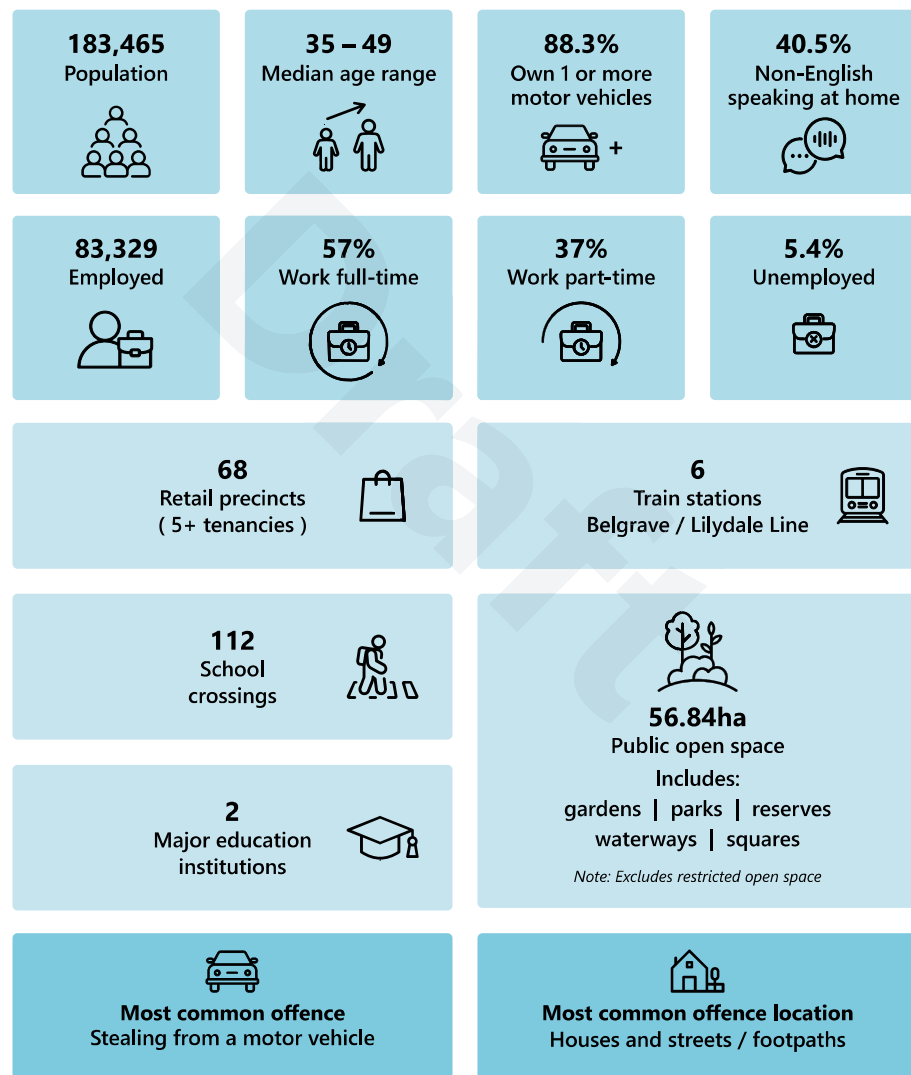
Young people and crime

Although youth crime gets a lot of attention, young people account for a small share of overall crime. The biggest risks come from things like poverty, trauma, or school exclusion and the best prevention comes from support, connection and helping kids feel included in their community.

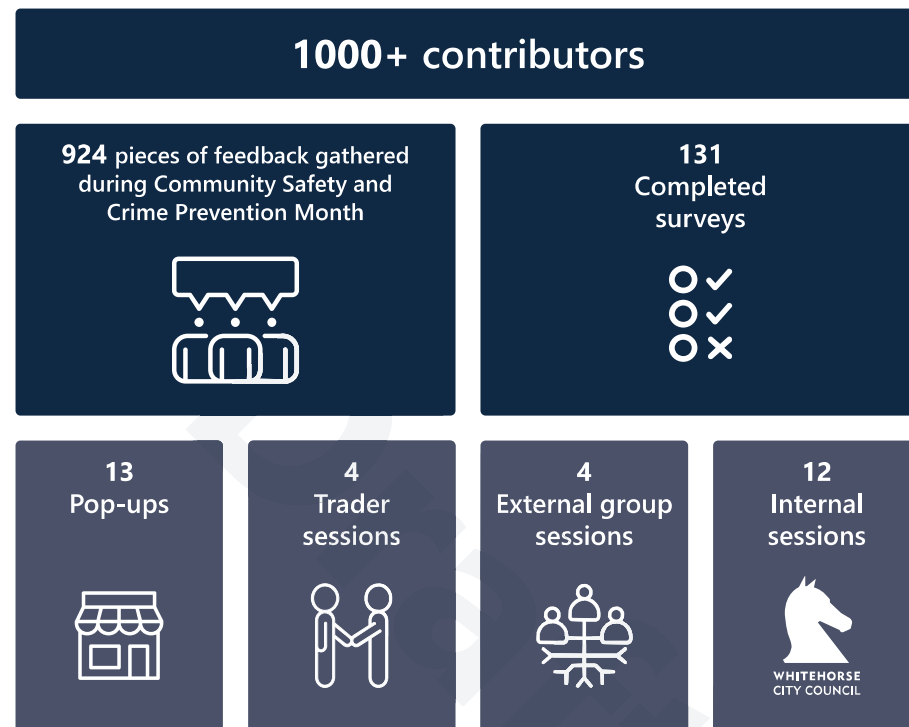
Source: Young People and Crime, Neighbourhood Watch Victoria⁴

Whitehorse demographics

Whitehorse experienced an 8.3% increase in the number of criminal incidents in 2025, compared with the previous year. The following snapshot outlines key demographic features of Whitehorse, providing context on the people, communities and characteristics that influence our local needs, connections and experiences.



Community safety engagement



What are we doing now?

Council offers a range of programs and initiatives to improve community safety, including some delivered through existing strategies, plans and policies. The following are examples that align with the draft Plan.



CCTV trailers



Coffee with a Cop



Pups in the park



Twilight markets to reinvigorate public realms



Community Corrections program – graffiti and waste removal



Connect with confidence public transport program



Whitehorse Local Safety and Community Safety Committees



Youth Connexions outreach



Elder safety and fraud prevention education



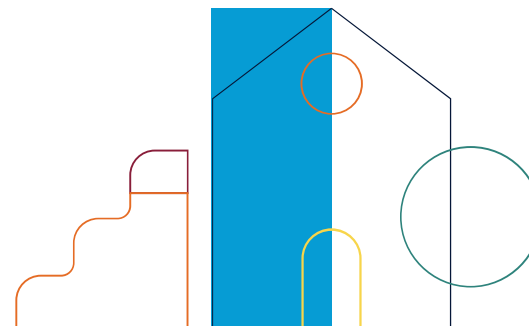
Not so fast driver safety program



Alignment with Council strategies, plans and policies

Whitehorse 2040 Community Vision (Community Vision 2040 Whitehorse City Council)		
- Whitehorse is a resilient community where everyone belongs - We are active citizens who value our natural environment, history and diversity - We embrace sustainability and innovation - We are dynamic. We learn, grow and thrive		
Integrated Council Plan 2025 – 2029		
1.4 A community where people feel safe	2.1 Safe and accessible public spaces	3.1 A thriving economy
What we will focus on		
1.4.1 Partner with local agencies to improve perceptions of safety	2.1.1 Plan for and provide safe and easy to access public spaces through better design	3.1.2 Enable and support the creation of clean, safe and welcoming places to shop, access services, do business, exchange and visit and promote the benefits of shopping and supporting local
Supporting strategies		
Affordable Housing Policy	CCTV in Public Places Policy	Child Safety and Wellbeing Policy
Child Safe Standards Action Plan 2022 – 2025	Community Local Law 2024	CPTED Policy
Domestic Animal Management Plan	Disability Action Plan (under development)	Floodlighting Policy Outdoor Sports and Recreation
Gender Equality Action Plan 2022 – 2026	Graffiti Management Policy 2025	Integrated Transport Strategy (under development)
Investment and Economic Development Strategy 2024 – 2028	Municipal Early Years Plan	Municipal Emergency Management Plan

Supporting strategies continued		
Municipal Youth Plan	Open Space Strategy including Use of Access Over Council Parks and Sportsfields Policy	Placemaking Framework 2026 – 2028
Reconciliation Action Plan	Whitehorse Manningham Libraries – Library Plan 2025 – 2029	Your Property and the Local Law
Youth Supply and Demand Report – June 2025		
External		
Australian Institute of Criminology's National Crime Prevention Framework	Australian Safe Communities Foundation	Community Safety Perception 2025 – Neighbourhood Watch Victoria
Crime Statistics Agency Victoria – latest crime data	Engage Victoria – Annual Victoria Police Community Sentiment Survey 2025	Eastern Regional Group Safer Communities Framework
Eyewatch Whitehorse	MAV Summary of the local government guide to preventing family violence and all forms of violence against women	National Crime Prevention Framework
Victorian Crime Prevention Strategy	Violence Reduction Unit (framework/principles)	Women's Health East Creating Safe and Inclusive Public Spaces for Women report (2021)



SAFER priority actions

Priority Area 1: Shared spaces

Outcome: Shared spaces across Whitehorse are safe, respectful and strengthen community connections

1.1 Focus area: Alcohol and other drugs (AOD) safety Action: Deliver and share information on AOD support services, including where to get help and how to respond to AOD-related behaviour, across public spaces, Council channels and with key partners.		
Outcome indicator	Outcome measure	Responsibility
Increased awareness of support options and appropriate responses to AOD-related behaviour.	AOD support information delivered across Council communications, public spaces and partner networks.	Whitehorse City Council
1.2 Focus area: CCTV Action: Deploy mobile CCTV trailers to priority hot-spot locations identified in partnership with Victoria Police.		
Outcome indicator	Outcome measure	Responsibility
Reduction in reported anti-social behaviour and criminal incidents in locations monitored by mobile CCTV.	Quarterly reports produced to monitor the reported anti-social behaviour and criminal incidents in CCTV locations before and after deployment.	- Whitehorse City Council - Victoria Police
1.3 Focus area: Dog safety and compliance Action: Deliver free and ongoing dog ownership education sessions through seminars, webinars and park-based pop-up events, featuring Council officers, animal behaviourists and qualified trainers, to provide targeted advice on responsible pet ownership and compliance with off lead requirements.		
Outcome indicator	Outcome measure	Responsibility
Improved responsible dog ownership and increased compliance with off-lead area guidelines, contributing to fewer dog-related incidents in public spaces.	Trends in dog-related complaints, compliance with off-lead area requirements and participation in education activities across different delivery formats.	Whitehorse City Council

Priority Area 1: Shared spaces

1.4 Focus area: Dumped rubbish Action: Deploy mobile litter cameras at identified illegal dumping hot-spots.		
Outcome indicator	Outcome measure	Responsibility
Reduction in illegal dumping at identified hot-spots.	Comparison of illegal dumping incidents at identified hot-spot locations before and after deployment of mobile litter cameras.	Whitehorse City Council
1.5 Focus area: Graffiti in public spaces Action: Remove graffiti from reported priority locations on Council-owned public assets and support community-led removal through provision of graffiti kits and paint vouchers.		
Outcome indicator	Outcome measure	Responsibility
Cleaner, safer and well maintained public spaces through timely removal of graffiti.	Graffiti removed from identified priority locations and graffiti removal kits and paint vouchers made available to residents and traders.	Whitehorse City Council
1.6 Focus area: Lighting Action: Upgrade public lighting in key Council priority streets, parks and public spaces to support safe night-time use.		
Outcome indicator	Outcome measure	Responsibility
Improved safety and amenity in priority public spaces during night-time hours.	Completion of lighting upgrades in Council's identified priority locations.	Whitehorse City Council

Priority Area 1: Shared spaces

1.7 Focus area: Outdoor exercise Action: Support safe, informal after-dark outdoor exercise by activating selected parks and public spaces, including the provision of on-demand lighting.		
Outcome indicator	Outcome measure	Responsibility
Increased use of public spaces for outdoor exercise after dark and improved perceptions of safety.	On-demand lighting activated at identified sites and availability of lighting to support evening use.	Whitehorse City Council
1.8 Focus area: Police presence Action: Advocate to Victoria Police and State Government for increased visible police presence in identified priority locations and times.		
Outcome indicator	Outcome measure	Responsibility
Increased focus on visible policing in priority areas and hot-spots.	Advocacy positions communicated to Victoria Police and State Government.	Whitehorse City Council
1.9 Focus area: Retail precinct and transport hub safety Action: Work with key stakeholders to improve safety in retail precincts and transport hubs through coordinated, place-based responses.		
Outcome indicator	Outcome measure	Responsibility
Improved coordination of safety responses and visible safety measures in high-traffic locations.	Participation in forums and networks to deliver agreed place-based actions with retail precincts and Metro Trains.	Whitehorse City Council
1.10 Focus area: Rough sleeping support Action: Provide clear information on local services and supports for people experiencing rough sleeping and encourage the community to notify Council to enable appropriate outreach.		
Outcome indicator	Outcome measure	Responsibility
Improved awareness among community members, businesses and staff of how to respond appropriately to rough sleeping situations.	Reports to Council that may result in referral to outreach.	Whitehorse City Council

Priority Area 1: Shared spaces

1.11 Focus area: Signage Actions: Provide safety signage at key retail precincts and transport hubs reminding visitors to lock-up.		
Outcome indicator	Outcome measure	Responsibility
Increased safety and preventive behaviours in retail precincts and transport hubs.	Signage installed in priority locations and maintained in good condition.	Local Safety Committee
1.12 Focus area: Youth outreach Action: Deliver weekly outreach sessions in public spaces such as libraries, schools and train stations to engage young people and provide service navigation and mental health information.		
Outcome indicator	Outcome measure	Responsibility
Increased engagement with young people and awareness of available support services.	Delivery of outreach sessions and provision of information and referrals through outreach activities.	Whitehorse City Council



Priority Area 2:
At home and personal safety

Outcome: People in Whitehorse
feel safer and more secure

2.1 Focus area: Ageism and elder abuse Action: Deliver a range of educational and awareness raising initiatives including World Elder Abuse Awareness Day and Ageism Awareness Day.		
Outcome indicator	Outcome measure	Responsibility
Increased awareness of ageism and elder abuse, including how to recognise and respond.	Delivery of awareness initiatives and distribution of information.	Whitehorse City Council
2.2 Focus area: Burglary prevention Action: Promote home safety and burglary prevention through education, neighbourhood connection and reporting.		
Outcome indicator	Outcome measure	Responsibility
Increased community awareness of burglary prevention measures and confidence to take preventive action.	Delivery of education initiatives and provision of prevention information.	Whitehorse City Council
2.3 Focus area: Child safety Action: Implement and maintain child safety and wellbeing standards across Council activities, facilities and partnerships, including staff training, safe practice requirements and inclusive engagement with children and families.		
Outcome indicator	Outcome measure	Responsibility
Strong and consistent child-safe practices across Council activities, with children and families feeling safer, included and supported.	Implementation of child safety standards across Council operations and ongoing staff awareness training and partner engagement.	Whitehorse City Council

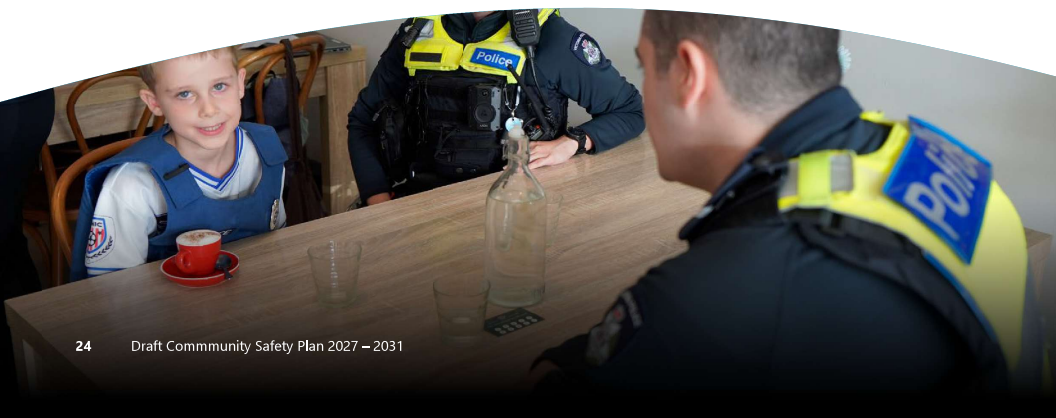
Priority Area 2: At home and personal safety

2.4 Focus area: Family violence Action: Deliver education, communications and safety initiatives to raise awareness of family violence and support pathways.		
Outcome indicator	Outcome measure	Responsibility
Increased awareness of family violence and knowledge of available support pathways.	Delivery of awareness initiatives and promotion of support information.	Whitehorse City Council
2.5 Focus area: High-rise safety Action: Advocate to the State Government and relevant bodies for improved security standards in high-rise residential buildings, include secure storage cage requirements.		
Outcome indicator	Outcome measure	Responsibility
Increased consideration of security standards for high-rise living environments.	Advocacy positions communicated to State Government and participation in relevant forums or consultations.	Whitehorse City Council
2.6 Focus area: Home-based care Action: Partner with local foster care agencies to promote fostering and provide information on how to become an accredited foster carer.		
Outcome indicator	Outcome measure	Responsibility
Increased community awareness of foster care opportunities and how to get involved.	Foster care promotion delivered in partnership with key agencies and promotion of information.	Whitehorse City Council
2.7 Focus area: Neighbourhood connections Action: Deliver awareness initiatives that promote respectful relationships and positive neighbour interactions.		
Outcome indicator	Outcome measure	Responsibility
Increased awareness of respectful behaviours and positive neighbour interactions.	Delivery of awareness initiatives promoting respectful relationships across the community.	Whitehorse City Council

Priority Area 3:
Future focused partnerships

Outcome: Our strong, collaborative partnerships support coordinated and proactive community safety responses

3.1 Focus area: Community Safety Advisory Committee Action: Establish and facilitate a community safety advisory committee to bring together industry partners and community representatives to inform and guide local safety initiatives.		
Outcome indicator	Outcome measure	Responsibility
Strengthened collaboration and shared input into community safety planning and responses.	Conduct 4 meetings per year to inform local safety initiatives and priorities.	Whitehorse City Council
3.2 Focus area: Local Safety Committee Action: Support the Local Safety Committee, chaired by Victoria Police, to address key operational matters including identified hot-spot locations across Whitehorse.		
Outcome indicator	Outcome measure	Responsibility
Strengthened collaboration and shared input into community safety planning and responses.	Participation in the Local Safety Committee and contribution to discussions, with advice informing local safety priorities and initiatives.	- Whitehorse City Council - Victoria Police
3.3 Focus area: Neighbourhood Watch Whitehorse Action: Support the promotion of Neighbourhood Watch Whitehorse (NHW) activities.		
Outcome indicator	Outcome measure	Responsibility
Increased participation of community members in NHW activities.	Strengthened community participation and local crime prevention activities.	- Whitehorse City Council - Neighbourhood Watch Whitehorse



Priority Area 4:
Everyday movement

Outcome: Everyone can move safely and easily throughout Whitehorse

4.1 Focus area: School travel Action: Provide school crossing services and deliver complementary initiatives to support safe travel to and from school.		
Outcome indicator	Outcome measure	Responsibility
Improved safety and confidence for children travelling to and from school.	School crossing services maintained and delivery of school travel safety initiatives across priority locations.	Whitehorse City Council
4.2 Focus area: Integrated transport planning Action: Develop and implement an Integrated Transport Plan Strategy (ITS) to provide safe, accessible and convenient transport in Whitehorse, including reviewing speed limits and implementing traffic safety measures.		
Outcome indicator	Outcome measure	Responsibility
Improved consideration of safety in transport planning and decision making across the municipality.	Progression of the ITS including completion of key actions.	Whitehorse City Council
4.3 Focus area: Learner drivers Action: Support the 'L2P' learner driver mentor program, which assists disadvantaged young people in gaining supervised driving experience and building safe driving skills.		
Outcome indicator	Outcome measure	Responsibility
Increased access to supervised driving opportunities for young people facing barriers.	Support the L2P program and ongoing participation of mentors and learners.	Whitehorse City Council

Priority Area 4: Everyday movement

4.4 Focus area: Public transport confidence Action: Support delivery of the Connect with Confidence program to assist older adults, carers and people with disability to use public transport safely and independently.		
Outcome indicator	Outcome measure	Responsibility
Increased confidence of older adults, carers and people with disability to access and use public transport.	Delivery of the Connect with Confidence program in partnership with relevant stakeholders.	Whitehorse City Council
4.5 Focus area: Speed management Action: Deliver the 'Not So Fast' driver safety program and rotate the speed observation trailers (SOTs) throughout the municipality to educate motorists to slow down in local streets.		
Outcome indicator	Outcome measure	Responsibility
Increased driver awareness of local speed limits and safer driving behaviour.	Delivery of driver safety programs and deployment of SOTs in targeted locations.	Whitehorse City Council



Priority Area 5: Resilient communities

Outcome: People are aware, prepared and empowered to support their own safety and that of others

5.1 Focus area: Community safety activities and events Action: Partner with key services to deliver ongoing awareness activities including Community Safety Month and Coffee with a Cop to raise awareness of community safety issues.		
Outcome indicator	Outcome measure	Responsibility
Increased community awareness of priority safety issues and available supports.	Delivery of awareness initiatives throughout the year in partnership with key agencies.	Whitehorse City Council
5.2 Focus area: Community safety messaging Action: Promote and share positive community safety messages that highlight practical actions and shared responsibility.		
Outcome indicator	Outcome measure	Responsibility
Increased awareness of proactive and preventive safety behaviours.	Community safety messaging delivered across Council communications and community engagement activities.	Whitehorse City Council
5.3 Focus area: Community safety resources Actions: Work with key partners to develop and share a community safety resource toolkit for residents.		
Outcome indicator	Outcome measure	Responsibility
Improved access to consistent and relevant safety information for the community.	Safety resources developed and shared with partners and residents through agreed channels.	Whitehorse City Council
5.4 Focus area: Inclusive communication Action: Deliver accessible community safety communications through a range of channels including community radio, events and activities.		
Outcome indicator	Outcome measure	Responsibility
Increased reach and engagement of culturally and linguistically diverse communities in safety initiatives.	Community safety information delivered through multiple accessible communication channels.	Whitehorse City Council

Priority Area 5: Resilient communities

5.5 Focus area: Reporting

Action: Promote and support accessible pathways for reporting crime and suspicious behaviour through Victoria Police, Crime Stoppers and other support services.

Outcome indicator	Outcome measure	Responsibility
Increased visibility and understanding of how to report crime and safety concerns.	Reporting pathways promoted across Council communications and partner networks.	Whitehorse City Council

5.6 Focus area: Respectful relationships

Action: Deliver initiatives that bring people together to build understanding, connection and promote respectful interactions across the community.

Outcome indicator	Outcome measure	Responsibility
Increased empathy and respectful interactions between community members from diverse backgrounds.	Delivery of initiatives that promote positive interactions, understanding and respect across the community.	Whitehorse City Council

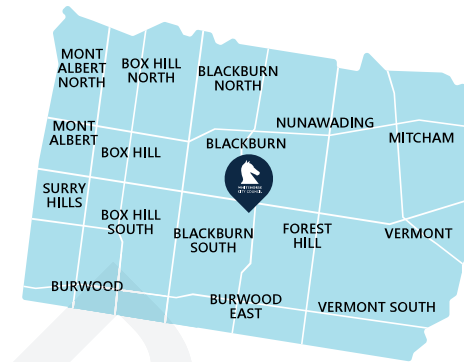
5.7 Focus area: Social connection

Action: Deliver and support programs and initiatives that strengthen community connection and participation.

Outcome indicator	Outcome measure	Responsibility
Increased opportunities for community members to connect and participate.	Delivery of programs and initiatives that support community connection across the municipality.	Whitehorse City Council

Appendix 1: Crime data

There are 16 suburbs within Whitehorse:



Households

65,115
total households in Whitehorse



2.53
average people per dwelling



Total low income households



17%

Lone person



24%

Group household

5%



One-parent families



10%

Couples without children



24%

Couples with children



33%

Other

4%

(Not classified)

0 5% 10% 15% 20% 25% 30% 35%

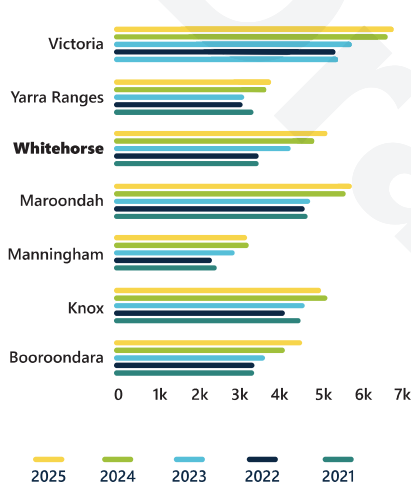
Source: Idcommunity demographic resources⁵

Crime trends in Whitehorse reported by the Crime Statistics Agency Victoria

The Crime Statistics Agency (CSA) Victoria is independent of Victoria Police and is responsible for processing, analysing and publishing Victorian crime statistics. The following data provides a factual overview of crime trends in Whitehorse, based on offences reported to police for year ending December 2025.

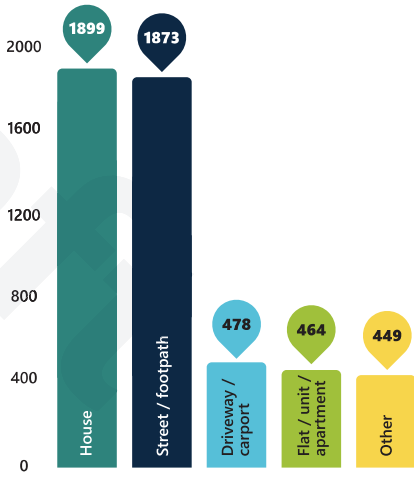
Criminal incident rate per 100,000 population for year ending December 2025

Whitehorse experienced an **8.3% increase** in the number of criminal incidents compared with the previous year.



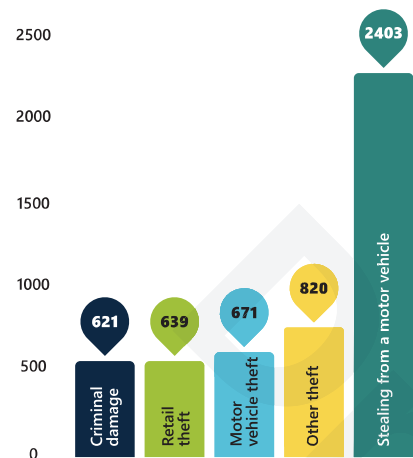
Source: Crime Statistics Agency⁶

The 5 most common location types for criminal incidents in Whitehorse for the year ending December 2025



Source: Crime Statistics Agency⁶

The 5 most common offences in Whitehorse for the year ending December 2025



Source: Crime Statistics Agency⁶

What does ‘safety in neighbours’ mean?

It's a play on ‘safety in numbers’ - but focused on community.
 When we all lock up, thieves leave It's about neighbours looking out for each other by taking small, practical actions together.
 By locking up, you're locking in safety for your whole street.

Source: Neighbourhood Watch Victoria⁷

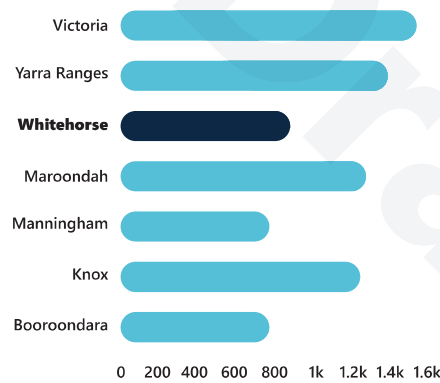


Whitehorse City Council
says no to violence

Whitehorse City Council says no to violence. Council is committed to working together with the community to model and promote equal and respectful relationships. We want a community where everyone is valued and safe⁸.

Total family incident rate in Whitehorse
per 100,000 population in 2025

In 2025, there was a **-3.6% reduction** in family incidents across Whitehorse compared with 2024. But we believe these reported numbers are still too high.



Source: Crime Statistics Agency⁶

Impact of family violence
on the community

“Family and gender-based violence causes significant economic and social costs to the community.

“According to a report from KPMG, the cost of family violence in Victoria was estimated to be \$5.3 billion in 2015-16.

“Without appropriate action, this cost puts pressure on state and federal budgets in terms of health, criminal justice interventions and loss of productivity.”

Source: Safe + Equal⁹

These can be signs of unhealthy
or abusive behaviour:

- Am I afraid to disagree with my partner?
- Does my partner’s temper scare me?
- Does my partner cut me off from my friends and family?
- Is my partner very jealous?

Support is available. **Reach out for help.**

Source: Crime Stoppers¹⁰

“I am a domestic violence survivor. The violence inflicted on me was rated by specialists in family violence as the worst they have ever seen in more than 20 years (apart from women who did not survive).”

Whitehorse resident

Appendix 2: Community engagement

What does community safety look like in Whitehorse?

Throughout October 2025, extensive community engagement was conducted across Whitehorse to understand the lived experiences of our residents, traders and visitors and to determine how safe people feel, what is working well and where improvements can be made.

The face-to-face engagement enabled Council to hear directly from a diverse cross-section of the community, reflecting a wide range of ages, genders, cultural backgrounds, abilities and lived experiences.

1000+ contributors

924 pieces of feedback gathered during Community Safety and Crime Prevention Month



131 Completed surveys



13
Pop-ups

- Aqualink Nunawading
- Blackburn Market
- Box Hill Central
- Box Hill Gardens
- Britannia Mall
- Brentford Square
- Burwood One
- Deakin University
- Mont Albert Village
- Spring Fest
- U3A Nunawading
- Vermont South Library
- Whitehorse Farmer's Market

4
Trader sessions

- Britannia Mall
- Mega Mile precinct
- Vermont East Shopping Centre
- Vermont Village

4
External group sessions

- Burwood Neighbourhood House – Mandarin Focus Group
- Elgar Contact Group
- Neighbourhood Watch Whitehorse
- Whitehorse Disability Advisory Committee

12
Internal sessions

- All staff QandA with Victoria Police
- City Development
- Cleansing
- Community Strengthening
- Engineering
- Investment and Economic Development
- Leisure and Recreation
- Maternal Child Health
- Parks and Natural Environment
- Positive Ageing
- Transformation
- Youth Services



Top 3 crime and safety concerns

Respondents identified the following **top 3** crime or safety concerns:

- 1  **Safety in public**
(including anti-social behaviour and people affected by drugs/alcohol)
- 2  **Burglary / home invasion**
- 3  **Child safety, elder abuse and family violence**

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. Respondents 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

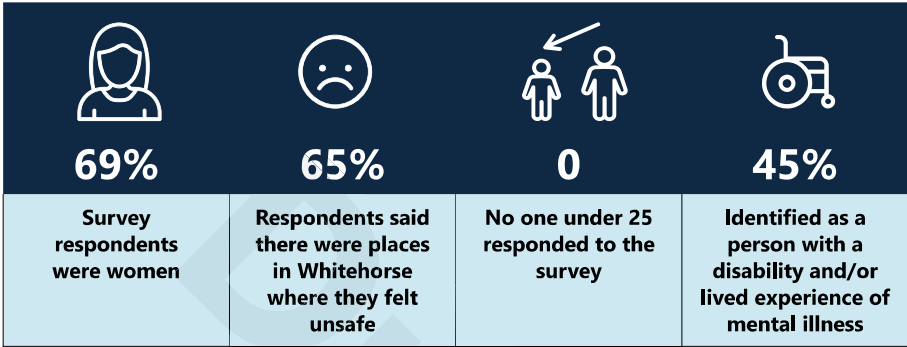
Interactive map exercise (continued)

Feedback from the interactive map exercise was grouped into the 5 categories shown in the table below. Nearly half of the feedback related to public places and infrastructure including retail precincts, train stations, parks, sports clubs and community hubs. This highlights how important shared spaces are to the community, regardless of whether people experience them as safe or unsafe. A further 23% of feedback 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. Council can directly influence each of these through design, maintenance and activation of local places.

				
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

Unlike the face-to-face engagement, which received feedback from 924 respondents, the online survey received 131 responses. The survey reflected a less diverse cohort than the in-person engagement, with a higher level of women (69%) and no respondents aged under 25. In addition, 45% of contributors to the survey identified as a person with a disability and/or lived experience of mental illness.



The survey findings complemented the place-based mapping by providing broader context on how safety is experienced and understood across the community. The survey responses reflected mixed perceptions of safety, with fewer than half of respondents feeling safe and a substantial proportion reporting neutral or unsafe experiences.

Notably, 65% of survey respondents indicated there were places across Whitehorse where they felt unsafe. The survey also identified broader concerns relating to burglary, anti-social behaviour and issues affecting children, older people and families, which are not always linked to specific locations. Where places were identified as unsafe, transport and retail precincts were most commonly highlighted.

Council already has a strong and ongoing commitment to addressing gendered experiences of safety through its Gender Equality Action Plan 2022–2026, mandated under the Gender Equality Act 2020. In response to the survey findings, particularly the high proportion of women reporting feeling unsafe, alongside the significant number of respondents identifying as having a disability or lived experience of mental illness, the draft Plan adopts an intersectional approach. This recognises that perceptions and experiences of safety are not shaped by gender alone, but can be compounded by factors such as age, ability, culture and other lived experiences.



What would make you feel safer?

- Access to communication, information and resources available in accessible formats and plain English and in key community languages.
- Improved home security and safety.
- Increased police presence, including PSOs and security patrols.
- Knowing who to call for help and report a crime and/or suspicious activity.
- More community programs to help people build a sense of belonging and connection.
- Increasing public lighting and CCTV coverage in key streets, parks and retail precincts, including upgrades and repairs.
- Outdoor spaces to exercise at night that are well-lit and attended.
- Organising community safety events where residents can meet local police and discuss preventive measures.
- Supporting programs that bring diverse communities together to build understanding and respect.
- Stronger neighbourhood connections.

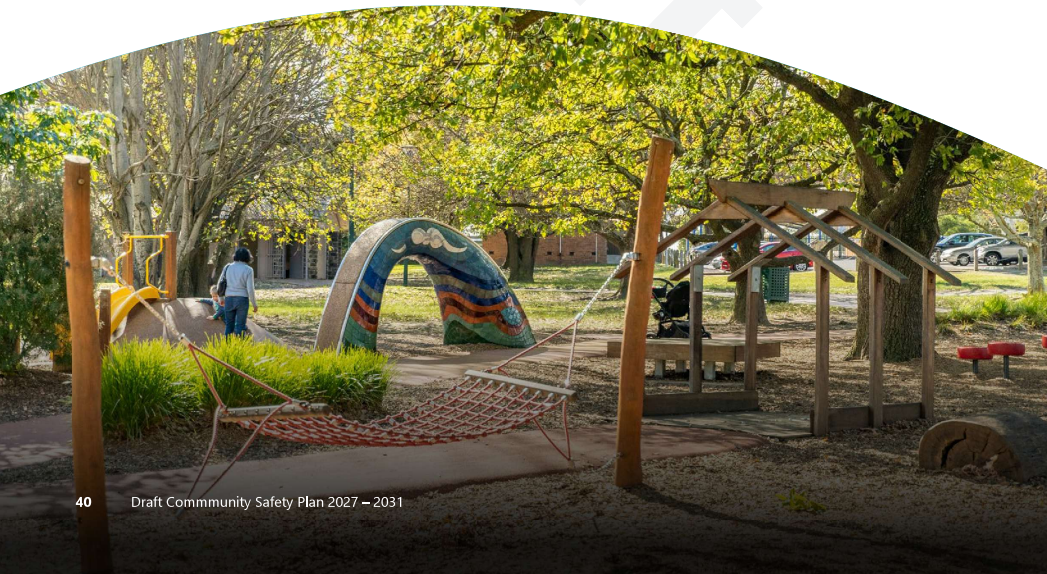
Perceptions of safety – why do we care?

Responses showed that perceptions of safety are shaped through media, visible police presence and confidence in reporting, reinforcing the importance of communication, prevention and partnerships, as well as place-based improvements.

Council recognises that concern about crime can negatively affect quality of life, even when it does not reflect actual risk or personal experience. In contrast, a strong sense of community and having a sense of belonging can significantly reduce people's concern about crime.

References

1. The Social Determinants of Justice. McCausland and Baldry 2023. [Social Determinants of Justice - UNSW Sydney](#)
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3. Victorian Crime Prevention Strategy, [DJCS_Crime-Prevention-Strategy_A4_2022_update_V7.pdf](#)
4. Young People and Crime Neighbourhood Watch Victoria, [Young People and Crime - Neighbourhood Watch Victoria](#)
5. Idcommunity demographic resources, <https://profile.id.com.au/whitehorse>
6. Crime Statistics Agency Victoria, [Latest crime data by area | Crime Statistics Agency Victoria](#)
7. What does 'safety in neighbours' mean? [Safety in Neighbours - Neighbourhood Watch Victoria](#)
8. Whitehorse City Council Values Statement on Prevention of Family Violence and Violence against Women and Children, 2019 <https://www.whitehorse.vic.gov.au/family-violence>
9. Safe + Equal, [Impacts of family violence | Safe and Equal](#)
10. Crime Stoppers, [Home | Crime Stoppers Victoria](#)



Reporting

If you see something,
say something



**Report an incident,
crime or suspicious
behaviour**

Phone:

In an emergency,
call Triple Zero (000)
and ask for Police

Non-urgent crimes
can be reported to the
Police Assistance Line
on **131 444**

Online:

Police Assistance Line
and Online Reporting
[Submit an online report](#)



Phone:

You can share your crime
information anonymously
with Crime Stoppers on:
1800 333 000

Online:

[Crime Stoppers Victoria -
Report Crime Information](#)



**Your feedback could be the
missing piece of the puzzle
that solves a crime**

Key outcomes for 2024-25



137,706
Contacts



997
Arrests



4005
Charges laid



\$26,797,475
Value of illegal
drugs seized



\$4,308,354
In cash and
property confiscated



**Snap
Send
Solve**

Whitehorse City Council was ranked No. 1 in Victoria for Top Solvers Award in 2025

By combining thousands of resident surveys
with real-time data on resolution speed
and quality, 'solvers' across Australia set the
benchmark for excellence in local service and
community trust.

This award celebrates the Top Solvers in Victoria
who achieved the highest rankings in the Snap
Send Solve Community Satisfaction Index.



We received 27,515 reports in 2025

This included:

3498
Dumped rubbish

2243
Parking enforcement

1579
Graffiti and vandalism



Top Solvers Award

- | | |
|------------|-------------------------|
| 1st | Whitehorse City Council |
| 2nd | Manningham Council |
| 3rd | City of Melbourne |
| 4th | Wyndham City Council |
| 5th | Latrobe City Council |



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TIS

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Language support

P 131 450

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to Whitehorse City Council

SERVICE CENTRES

Whitehorse Civic Centre
379-397 Whitehorse Road, Nunawading 3131

Box Hill Town Hall Service Centre
Box Hill Town Hall
1022 Whitehorse Road, Box Hill 3128

Forest Hill Service Centre
Shop 275, Forest Hill Chase Shopping Centre
Canterbury Road, Forest Hill 3131