



**CITY OF
PARRAMATTA**

**CRIME
PREVENTION
PLAN
2019-2023**





Message from the Lord Mayor

Welcome to the Crime Prevention Plan 2019-2023. This Plan outlines the actions City of Parramatta will take to identify and respond to crime over the next five years.

The Plan has been developed following extensive community consultation. We have listened to your concerns and incorporated your suggestions for a safer Parramatta.

Council is committed to taking a leading role in crime prevention. That's because community safety is about more than policing and security – it's about building cohesive, resilient communities where people feel involved and connected.

This Plan sits within our long-term strategic vision for Parramatta. Our aim is for Sydney's central city to be a place where people come together, that offers open, liveable spaces, and that supports people to lead fulfilling and productive lives.

We recognise that crime prevention is complex. Our response to it must be multi-faceted, and we must address the specific needs of different locations and vulnerable populations.

To deliver the community's vision for a safer Parramatta, I look forward to working in genuine partnership with stakeholders including other levels of government, local businesses and industry, educational institutions, community groups, and other service providers as well as local residents.

Councillor Bob Dwyer
Lord Mayor, City of Parramatta

Executive Summary

The Crime Prevention Plan 2019-2023 outlines City of Parramatta's plans for a safer Parramatta. It sets out 67 actions that will reduce crime and antisocial behaviour, improve the look and feel of public spaces in the CBD and neighbourhoods, and generate a sense of community attachment. There are specific actions to address the needs of vulnerable groups such as women, young people, the elderly, people experiencing homelessness and social housing tenants.

Background

Council has a major role to play in crime prevention through designing, building and maintaining public spaces, and regulating the planning and building of private developments.

Council operates within Commonwealth and NSW Government legislative frameworks and is committed to the guiding principles of crime reduction, good practice, working in partnership with other levels of government, redressing social disadvantage, promoting healthy lifestyles and recognising that community members have specific needs.

Crime profile

Crime rates in NSW are at their lowest levels in 40 years. The Parramatta Local Government Area (LGA) is generally a safe place, with most

crimes decreasing or stable over the previous five years. However, Parramatta ranks in the top 20 LGAs in NSW for some crimes including robbery, stealing from people or stores, and fraud.

Plans and strategies in Parramatta that relate to crime

The Community Strategic Plan 2018-2038: *Butbutt Yura Barra Ngurra* is the overarching plan for the City of Parramatta as it develops. The Crime Prevention Plan 2019-2023 sits under the Community Strategic Plan. It is inter-related to the following Council documents and strategies: Community Engagement Strategy, Cultural Plan, Disability Inclusion Plan, Economic Development Plan, Environmental Sustainability Strategy, Reconciliation Action Plan, Socially Sustainable Parramatta Framework, Parramatta Ways Walking Strategy, Public Art Policy, Parramatta City Centre Lanes Policy, Parramatta CBD Small Bars Policy, Work Health Safety Policy, Parramatta Bike Plan, Homelessness Policy and Action Plan 2019-2023, Parramatta Night City Framework and Action Plan and the Street Activity Policy.

Perceptions of crime

While crime rates are low in Parramatta, some people in the

community perceive crime to be a problem or to be increasing. People's gender, age, where they live, and their previous experiences of crime significantly shape their perceptions.

As would be expected, women, older people and those living in low socio-economic areas are the most concerned about crime. In the development of this plan, the community nominated certain areas of the Parramatta LGA that are of most concern.

Community feedback

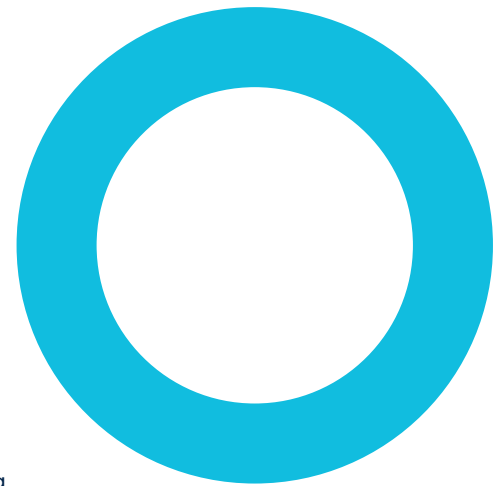
Community consultation on the Draft Crime Prevention Plan 2019-2023 showed most people support Council's proposed actions and agree that Council has an important role to play in reducing crime.

Respondents indicated they would like improved street lighting, safety cameras and CCTV. They called for improved police presence in some areas, and highlighted the particular needs of some vulnerable groups.

Strategies and actions

The Crime Prevention Plan 2019-2023 sets out the final 66 actions that will fulfil Council's objectives in reducing crime.

Recognition of the Darug Peoples



The City of Parramatta respectfully acknowledges the traditional owners and custodians of the land and waters of Parramatta, the Darug Peoples. We recognise that Parramatta has been home to the Darug people for over 60,000 years and they maintain an ongoing connection to Country.

The City of Parramatta recognises the loss and grief by Aboriginal people caused by alienation from traditional lands and their spiritual relationship to that land. We acknowledge and recognise the heritage of the Aboriginal struggle and its achievements and the right of first peoples to live according to their own beliefs, values and

customs. We celebrate Aboriginal people's contribution to strengthening and enriching the heritage of all Australians.

Today we are proud to acknowledge Parramatta as a significant meeting place for Aboriginal and Torres Strait Islander peoples from throughout Australia and the vital role they have played and will continue to play in the ecological, economic, social and cultural of our city.



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Introduction

Reducing and preventing crime and keeping our community safe are key priorities for the City of Parramatta. While crime rates are at historic lows, some crimes are still of concern and the community has told us they expect Council to take a lead role in creating safer environments.

In the first half of 2019, City of Parramatta initiated community consultation to discover how residents across the LGA felt in their neighbourhoods and the CBD. Based on this feedback and existing research on crime, safety and the community, the Draft Crime Prevention Plan 2019-2023 was developed.

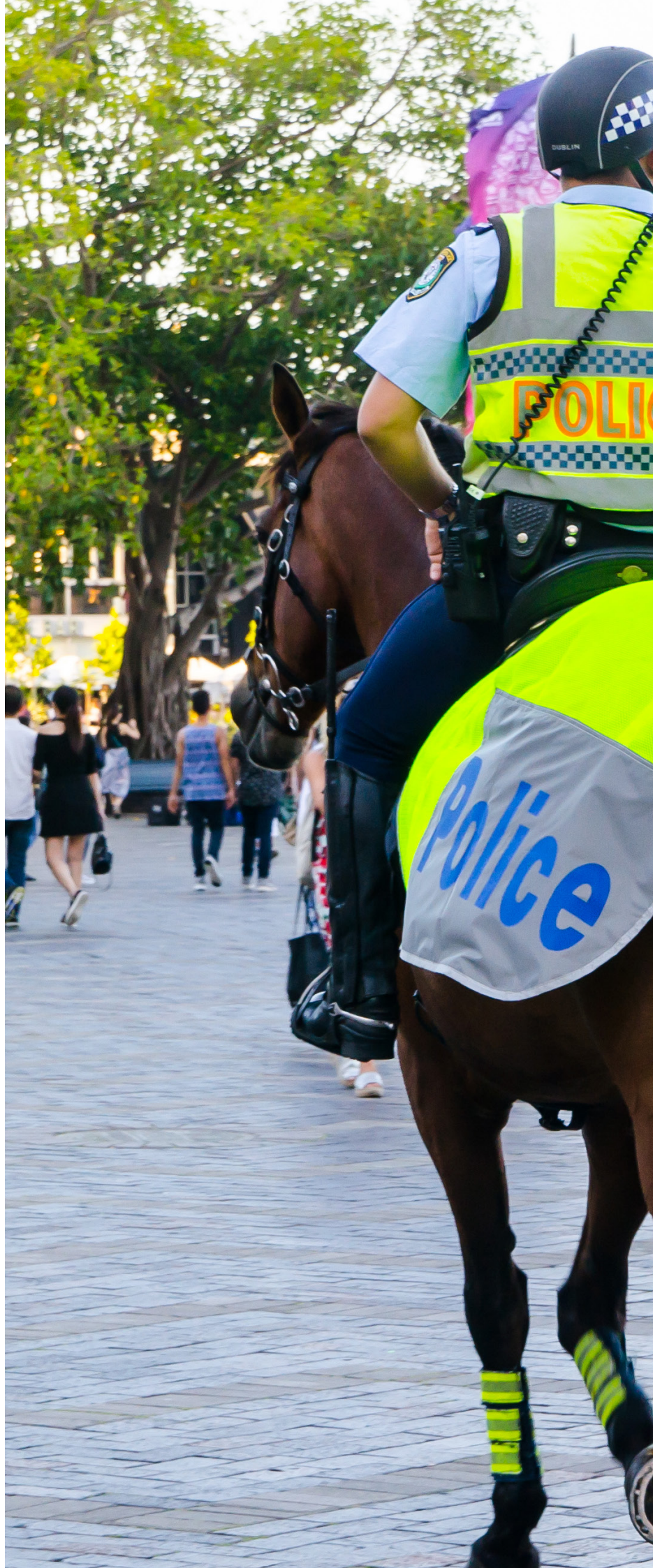
The Draft Plan was released for public consultation in July 2019. Based on the community's feedback, the final Crime Prevention Plan 2019-2023 was released in late 2019 (this Plan).

The Plan offers 67 actions, combining new and existing initiatives to prevent crime and improve safety in Parramatta.

The Plan guides Council's response and use of resources associated with crime prevention. It will enable Council to anticipate and respond to emerging issues that may influence crime in Parramatta.

It should be noted that the causes of crime are complex and many are beyond the direct control of Council, particularly in areas such as policing, criminal justice, health and mental health issues, schools, public transport and housing. The Plan is directed towards forming partnerships and advocating for services to address these issues.

To ensure the Plan is meeting its key objectives, Council will report regularly and review outcomes and actions in preparation for the next Crime Prevention Plan in 2023.





Part One - Background

Planning and Statutory Context

1.1. The Commonwealth Government Community Safety and Crime Prevention

The main Commonwealth agency for crime prevention at the national level is the Commonwealth Government's Attorney General's Office, whose primary purpose is to achieve a just and secure society through the maintenance and improvement of Australia's law, justice, security and integrity frameworks as follows:

Legal - The provision of legal services and promotion of whole-of-government approaches to managing significant legal issues which protect the rule of law and ensuring outcomes are achieved while minimising legal risk.

Justice - providing legislation, policy and programs to meet changes in social norms and community expectations including supporting and protecting people experiencing violence in the family, reinforcing marriage equality and improving how and when people engage with the justice system.

Security - work closely with partners, locally and internationally, to keep people safe by providing the legislation so that intelligence and law enforcement agencies have the powers they need to be in the best position to manage emerging issues.

Integrity - oversight and accountability of Australia's public institutions and promotion of trust in government decision-making. A particular focus for the department is ensuring that Australia's security is safeguarded while respecting rights and liberties including providing advice to government on key integrity frameworks and promoting administrative decision-making approaches across the Australian Government.¹

1.2. New South Wales Government and Crime Prevention

Under Safer Communities in the NSW Government Premier's Priorities, two key issues are listed which relate to crime and safety:

Reducing violent crime - ensuring that all New South Wales (NSW) Local Government Areas (LGAs) have stable or falling reported violent crime rates by 2019, with work focusing on reducing violent crime rates across the whole of NSW and;

Reducing adult re-offending - Re-offending rates in NSW are high, with the majority of prisoners in the state having offended before. The NSW Government claims that a small group of persistent offenders is responsible for the majority of crime. The Government is working to reduce

re-offending and improve community safety and confidence in the justice system by aiming to reduce adult re-offending by 5%.²

1.3. Legislative Framework – NSW and Local Government

Under the *Local Government Act* (1993), local Councils are responsible for managing public land. This means in effect that Councils have a responsibility for maintaining a sense of safety and security in relation to the users of public land. The *Local Government Act* gives Councils the power to issue and enforce orders that aim to prevent activities that place members of the public at risk.

In accordance with the *Children (Protection and Parental Responsibility) Act 1997*, the NSW Department of Justice supports local councils as lead agencies for identifying and implementing local crime prevention strategies in NSW. The recommended methodology forms the five key parts of this plan.

In addition under the *Environmental Planning and Assessment Act (1979)* the assessment of development proposals requires Councils, as the consent authority, to consider and assess whether an application addresses community safety and crime prevention matters.



1.4. Role of Local Government in Community Safety and Crime Prevention

Council has a major role to play in designing, building and maintaining public spaces, and regulating the planning and building of private developments. Council's existing strategies to develop safe and inclusive places include land use planning to develop integrated, well connected and accessible neighbourhoods, and working with private and public partners to enable socially sustainable urban renewal. Council's development control plans and local environment plan set out detailed provisions for minimising the opportunity for undesirable or criminal behaviour. Council is active in designing, building, maintaining and activating major public spaces such as Centenary Square and Parramatta Square in the Parramatta CBD, as well as local streets and laneways and implementing a placemaking approach to local neighbourhoods and areas of urban renewal. These approaches are known as situational crime prevention approaches which like other primary crime prevention measures tends to focus on reducing crime opportunities.

Local government is also a key player in social or community-based crime prevention which focuses more on the characteristics of criminals or

potential criminals. Councils are responsible for a range of initiatives related to social crime prevention including providing community and social services, planning and programs to many sections of the community including children, young people, older people and people with disabilities and developing policies that affect local businesses with a range of partners all of which contribute to creating healthy, liveable, sustainable and safe cities.

1.5. Guiding Principles

The City of Parramatta is committed to a community safety and crime prevention approach that:

- Delivers a measurable reduction in crime
- Delivers social justice and access and equity to all groups in the community
- Delivers good practice evidence-based and socially and economically sustainable solutions that provide the greatest benefit to all members of the community
- Works in partnership and in meaningful consultation with other levels of Government, Non-Government and community organisations, businesses and residents
- Includes an active advocacy role that promotes comprehensive and coordinated public policy responses to crime

- Redresses social, economic and cultural disadvantage
- Promotes healthy lifestyles and well-being including a commitment to harm minimisation
- Recognises that crime prevention is complex and requires multi-faceted approaches which address the specific needs of specific locations and vulnerable populations
- Respects the right of all community members to use public spaces without fear or intimidation.



1.6. Parramatta Local Government Area Demographics and Key Characteristics



Our City in Numbers



OUR PEOPLE

<h3>Population</h3>	<ul style="list-style-type: none"> • 235,000 in 2016 (2,800 people per km²) • 390,000 forecast for 2036 (4,650 people per km²) • Median age = 34 years (NSW = 38 years) • 9 in 10 residents are proud to be part of the Parramatta area.
<h3>Dwellings</h3>	<ul style="list-style-type: none"> • 85,600 dwellings in 2016 • 157,000 dwellings forecast for 2036 • 55% of residents live in medium or high density dwellings.
<h3>Diversity</h3>	<ul style="list-style-type: none"> • 50% of residents were born overseas • 52% speak a language other than English at home <ul style="list-style-type: none"> • 11% Mandarin • 7% Cantonese • 5% Korean • 0.7% of residents identify as Aboriginal or Torres Strait Islander.
<h3>Education & employment</h3>	<ul style="list-style-type: none"> • 37% of residents hold a bachelor's degree or higher • 93% employment rate • 27% of residents also work within the LGA • Median household income = \$1755 per week (NSW = \$1481) in 2016.
<h3>Vulnerable communities</h3>	<ul style="list-style-type: none"> • 19% of households are 'low income', earning less than \$750 per week • 13% of households are in housing stress • 4% of people require assistance with daily living activities • 10% of residents do not speak English well or at all.



OUR PLACE

Location	<ul style="list-style-type: none"> The City of Parramatta covers 84 km² at the centre of metropolitan Sydney, 24km west of Sydney CBD
Connection	<ul style="list-style-type: none"> Home to the Darug peoples for more than 60,000 years Australia's oldest inland European settlement
Heritage	<ul style="list-style-type: none"> Parramatta Park is a World Heritage Listed site More than 750 significant archaeological sites More than 50 State significant heritage sites
Environment	<ul style="list-style-type: none"> 65 km of natural waterways 859 ha of parks, reserves and sportsgrounds 461 ha of bushland 33% tree canopy cover 600 unique species of flora and 230 unique species of fauna
Climate	<ul style="list-style-type: none"> More than 16 days per year over 35°C
Economy	<ul style="list-style-type: none"> 2.3 million people live within a 45-minute commute to the Parramatta CBD Gross Regional Product = \$25 billion in 2016 186,000 people work in the City of Parramatta 11,500 jobs created in the last 5 years (to June 2017) More than 23,000 businesses call Parramatta home Zero vacancy rate in Parramatta's A-grade premium commercial office buildings

Source: City of Parramatta Community Strategic Plan 2018-2038

Part Two - Crime Profile

Parramatta Local Government Area

Crime rates across New South Wales for many offences have fallen to their lowest levels in 40 years. Rates of robbery are back to where they were in the 1970s and the rates of home burglary and motor vehicle theft are the lowest they've been since records began in the early 1970s. Robbery, break and enter, car theft, stealing and fraud have all recorded significant falls. Other crimes such as murder, domestic violence related assault and sexual assault remained stable.

The Parramatta LGA, like all Council areas, experiences some level of criminal activity but like the rest of Sydney is generally a safe place. Although there have been increases in certain types of crime, these increases are attributable to a range of interwoven factors not just some vague idea that "things are getting worse" or that people are becoming "more dangerous."

Police report that different crimes occur across the whole LGA emphasising the often random nature and unpredictability of criminal activity. All five Police Area Commands consulted for this crime profile reported that they were generally very satisfied with current low levels of crime in the LGA and broader region and stated that the area was generally very safe although there is always the need to remain vigilant.

2.1. Crime Statistics Parramatta Local Government Area 2013-2018

The NSW Bureau of Crime Statistics and Research (BOCSAR) is a statistical and research agency within the NSW Department of Justice which amongst other functions develops and maintains statistical databases on crime and criminal justice in NSW. The data comes from the Computerised Operational Policing System (COPS), an operational database used by NSW Police to record information relevant to all victims, offenders and incidents that require police action.

It should be noted that the COPS system only records reported crime or crimes detected by the police and that some crimes are by their nature more commonly reported than others. For example, according to the National Crime Victimization Survey 2017-2018 conducted by the Australian Bureau of Statistics, more than half the victims of robbery and physical assault reported the crime. Rates of reporting by people threatened by assault were also under-reported.³

Public willingness to report crime however is just one extraneous factor which can affect trends in recorded crime. For this reason, crime statistics are difficult to interpret as they measure a range of shifting factors

including public willingness to report crime. For example, assaults, sexual assaults and robbery have low reporting rates. Shifts in policing policy also impact on recorded crime, as an example police regularly target drug and drink driving offences. Recorded crime can also be higher in areas with large numbers of visitor populations, compared to residential populations - like the City of Sydney LGA.³

The following tables are taken from the BOCSAR website which details key crimes taking place per Local Government Area including ranking against other LGAs across NSW.³

Table One demonstrates the total number of incidents for the 16 major crimes occurring in the Parramatta LGA between January 2013 and December 2017.



Figure One - Parramatta LGA Crime Rates for the 16 most common Crimes 2013-2017

Offence	Total No. of Incidents Jan 2013 – Dec 2017	2 year trend	5 year trend	2017 LGA Ranking (of 120)
Murder	6	No change	No change	No change
DV Assault	3,385	Stable	Stable	81
Non DV Assault	4,117	Stable	-3.4%	71
Sexual Assault	544	Stable	+12.3%	86
Robbery no weapon	450	Stable	-17.5%	14
Robbery firearm	60	No change	No change	No change
Robbery other weapon	199	Stable	-21.2%	NC
Break and enter dwelling	5,463	Stable	-8.4%	48
Break and enter non-dwelling	1,452	Stable	-9.3%	88
Motor Vehicle theft	1,672	Stable	-3.7%	73
Steal from motor vehicle	6,288	+22.9%	Stable	32
Steal from retail store	3,818	+26.2%	Stable	20
Steal dwelling	3,000	Stable	Stable	69
Steal from person	1,316	Stable	-9.9%	5
Fraud	10,440	Stable	Stable	6
Malicious damage	7,621	Stable	-5.5	84

Figure One above indicates that:

- most crimes in the Parramatta LGA are decreasing or stable over the previous five years
- Parramatta ranks in the top 20 local government areas in NSW for the crimes of robbery, steal from retail store, steal from person and fraud.

Figure Two - Parramatta NSW Local Government Area Crime rankings for the 13 most common crimes 2013 -2017 (n=120) (Parramatta LGA formed May 2016)

Offence	2013	2014	2015	2016	2017	5 year trend
Non-DV Assault	66	70	63	74	71	Stable
Assault – DV	78	79	84	84	81	Stable
Sexual offences	98	84	89	91	86	Stable
Robbery	6	4	12	17	14	Down 13.5%
Break and enter (dwelling)	36	35	46	57	48	Down 7.8%
Break and enter (non-dwelling)	86	89	81	93	88	Down 7.6%
Motor vehicle theft	61	58	76	78	73	Down 2.9%
Steal from motor vehicle	57	50	39	57	32	Stable
Steal from retail store	14	22	36	37	20	Up 4.9%
Steal from dwelling	87	64	77	73	69	Down 4.6%
Steal from person	4	6	7	8	5	Down 6.8%
Fraud	6	5	5	5	6	Down 4.5%
Malicious damage	85	83	79	90	84	Down 4.1%

Figure Two above indicates that over the previous five years the Parramatta LGA has ranked in the top 10 or 20 LGAs in NSW for the offences of:

- Steal from person
- Steal from retail store and
- Fraud
- Robbery

Figure Three - recorded incidents of robbery and population in the Parramatta LGA.

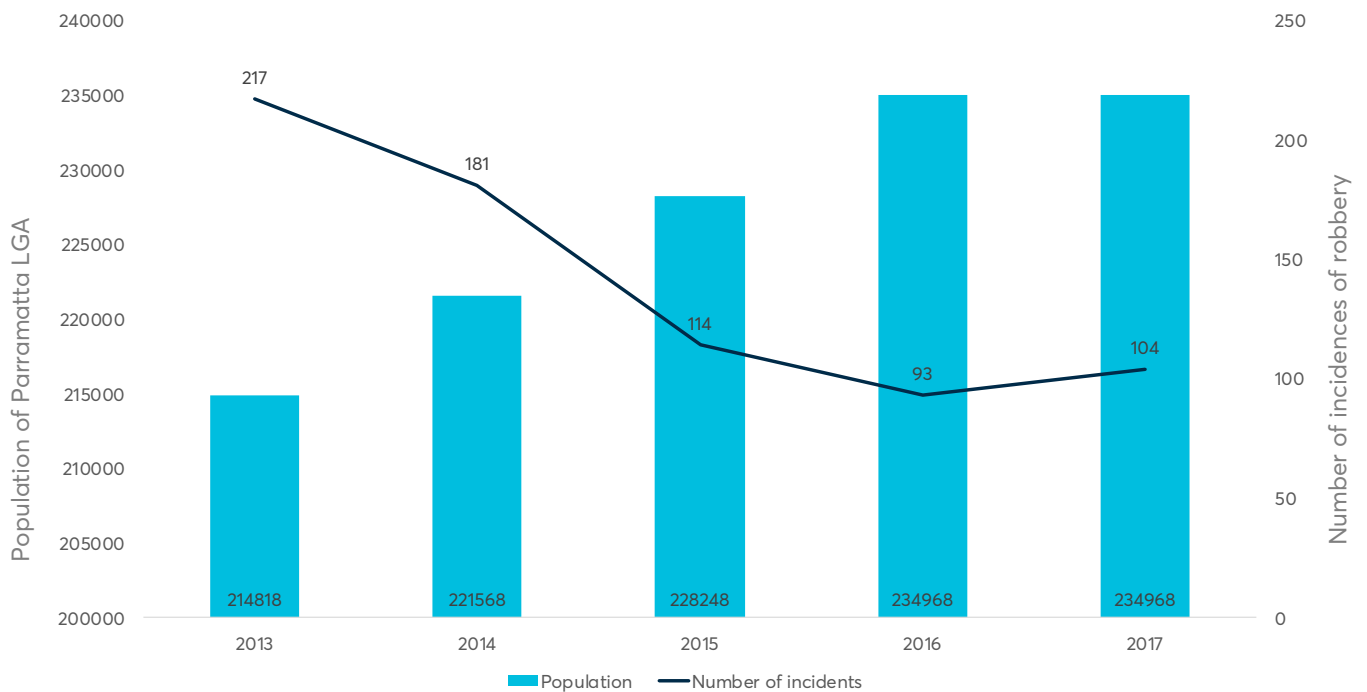


Figure Three above indicates that:

- despite the population increases in the LGA the number of robbery offences has been trending down by over 50% since 2013.
- Police report that robbery offences occur randomly in different areas of the LGA and usually once an offender is apprehended the number of offences drops away.



Figure Four - recorded incidents of steal from retail store and population in the Parramatta LGA.

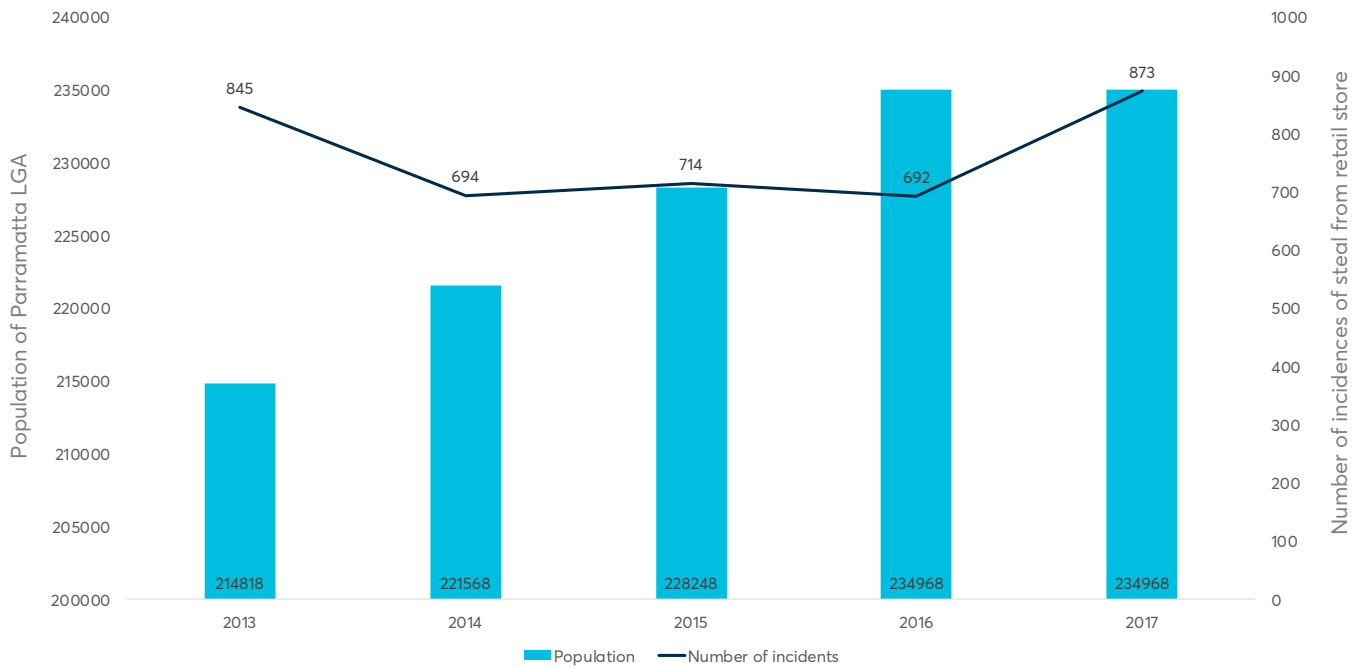


Figure Four indicates that:

- Steal from retail store rates have fluctuated over the five years with the most recent year of 2017 showing an increase.
- Police report that as Sydney's second CBD Parramatta has a high number of retail stores including the Westfield Shopping Centre which places the area at greater risk for this type of offence.
- While crime rates have been falling in general, shoplifting offences were up more than 6% in 2015-2016.
- Supermarket theft comprised nearly 60% of these offences
- 24% of items were stolen from department stores with alcohol, clothing and cosmetics being the most commonly taken items.
- Since these items are classed as high end products rather than everyday purchases such as groceries, it is unlikely that the rise in shoplifting relates to affordability or cost of living pressures.³
- Research reveals that most retail theft reduction and prevention strategies are implemented by retail management.
- However, local government can provide information to retailers about effective crime prevention and encourage retail operators to implement strategies that are supported by evidence.
- Similarly, both local government and central agencies can develop resources such as security audit tools and signage and can support training for retail store staff as part of an awareness campaign, help to inform access control measures and build capacity to prevent shoplifting and other offences in retail stores.⁵

Figure Five - recorded incidents of steal from person and population in the Parramatta LGA.

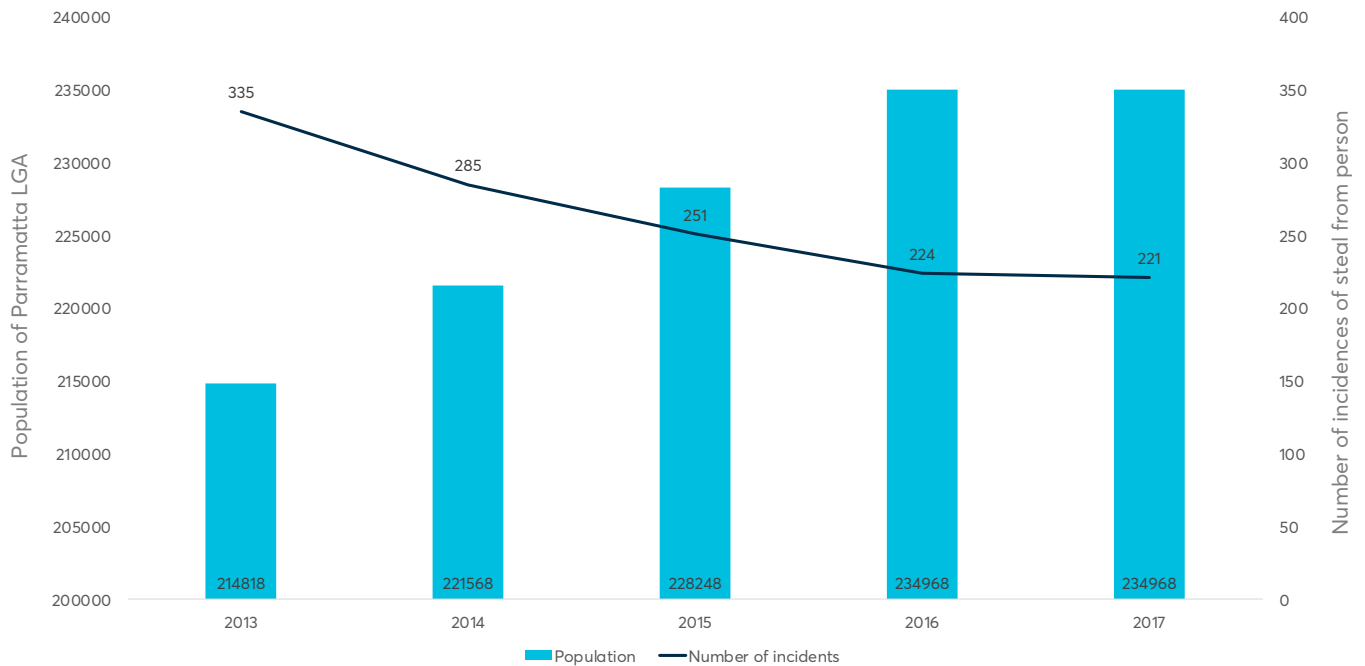


Figure Five indicates that:

- In 2017 Parramatta was ranked 5th in NSW for the offence of steal from person although there is a decreasing trend for number of offences.
- Police report that this offence usually relates to people leaving valuable items unattended such as laptops and phones in public places such as train stations, libraries and food halls.
- The ABS (2011: 55) define stealing from person as: *the taking of money, personal goods or personal information from the immediate possession or control of a person without the use of force, threat of force or violence or putting the victim in fear.*⁴
- Stealing from person encompasses a range of activities, such as bag snatching and pickpocketing, and may be perpetrated using different techniques.
 - Busy locations in general appear to attract higher rates of theft from person offences. This has been attributed to the ability of offenders to 'blend' into the crowd', and reduced surveillance opportunities.
- Strategies for reducing and preventing steal from person offences include public awareness campaigns and involve project staff working with retail store management to identify risk factors for bag theft such as security audits and providing potential victims with information about how they could avoid theft.
- Designing areas to reduce risks of personal theft through design include improving sightlines, encouraging pedestrian movement and activity in underused space along with educating the public about how to better protect their belongings.⁵

Figure Six - recorded incidents of fraud and population in the Parramatta LGA.

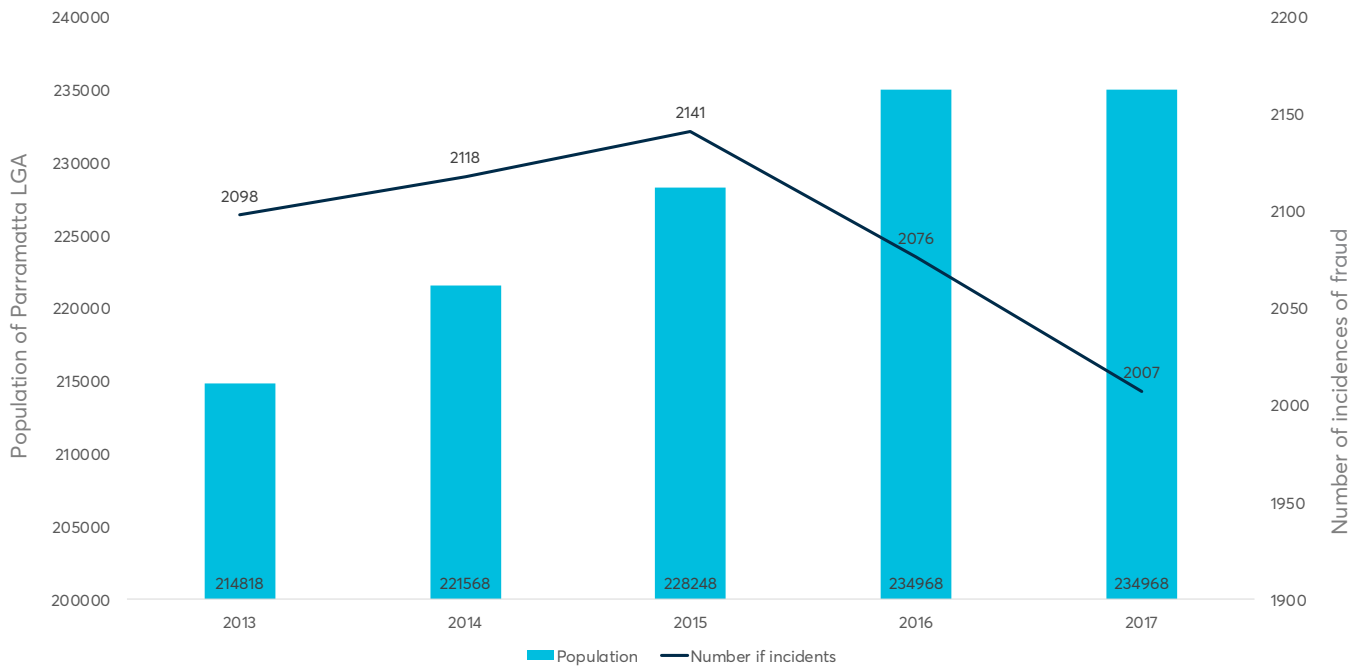


Figure Six indicates that:

- Parramatta has ranked in the top six Councils across NSW for fraud offences over the previous five years.
- Police report that these offences occur on-line through cybercrime and the theft of mail to commit credit card fraud or to assume another person’s identity.
- Fraud offences including cybercrime are increasing as banking transactions increasingly take place on-line.
- The stealing of credit cards and “tap and go” technology has made it relatively easy for offenders to make multiple transactions of smaller amounts at retail outlets, supermarkets and bottle shops often before the card owner is aware the card is missing.
- The cards are cancelled once the victim informs the bank, but the offence is rarely reported to NSW Police, suggesting the crime figures listed may be conservative.
- Credit cards, drivers licences and other mail which detail personal information is increasingly being stolen to support offenders commit identity fraud.

Figure Seven - recorded criminal incidents (taken from Bureau of Crime Statistics and Research) of non-domestic related assault, July 2017 to June 2019, in Parramatta CBD 2150 and selected areas

	To June 2019	Year to June 2018		Year to June 2019	
Postcode	2 year trend	Count	Rate	Count	Rate
NSW	Stable	32171	409.2	31614	402.1
2150 Parramatta	Stable	308	888.7	325	937.7
2000 Sydney	Stable	1421	4610.9	1364	4426.0
2750 Penrith	Stable	309	674.6	391	853.6
2170 Liverpool	Stable	501	449.3	540	484.3
2042 Newtown	Down	247	1174.2	198	941.2
2095 Manly	Stable	182	1056.7	172	998.7

Figure Seven above compares the Parramatta CBD (and Harris Park) areas with the state and five other Councils for incidents of non-domestic violence related assault.

Figure Eight - recorded criminal incidents (BOCSAR) of non-domestic alcohol related assault, July 2017 to June 2019, in Parramatta CBD 2150 and selected areas

	To June 2019	Year to June 2018		Year to June 2019	
Postcode	2 year trend	Count	Rate	Count	Rate
NSW	Stable	9916	126.1	9364	119.1
2150 Parramatta	Stable	73	210.6	74	213.5
2000 Sydney	Stable	718	2329.8	664	2154.6
2750 Penrith	Up	99	216.1	129	281.6
2170 Liverpool	Stable	74	66.4	75	67.3
2042 Newtown	Down	135	641.8	97	461.1
2095 Manly	Stable	121	702.5	120	696.7

Figure Eight above compares the Parramatta CBD (and Harris Park) areas with the state and five other Councils for incidents of non-domestic violence alcohol related assault.

Figure Nine - recorded criminal incidents (BOCSAR) of malicious damage, July 2017 to June 2019, in Parramatta CBD 2150 and selected areas

	To June 2019	Year to June 2018		Year to June 2019	
Postcode	2 year trend	Count	Rate	Count	Rate
NSW	Stable	59627	758.5	57564	732.2
2150 Parramatta	Down	451	1301.3	397	1145.5
2000 Sydney	Stable	602	1953.4	618	2005.3
2750 Penrith	Up	542	1183.2	621	1355.7
2170 Liverpool	Stable	781	700.4	877	786.5
2042 Newtown	Stable	243	1155.2	227	1079.1
2095 Manly	Stable	169	981.2	158	917.4

Figure Nine above compares the Parramatta CBD (and Harris Park) areas with the state and five other Councils for incidents of malicious damage.



2.2. Crime trends in NSW

BOCSAR statistics show that crime rates in NSW, as in Australia as a whole, are at historic lows.

In NSW, property crimes such robbery, break and enter and motor vehicle theft are at their lowest level in over 30 years. Homicide rates have halved in the last 20 years.

The fall in crime in NSW has been attributed to:

- The availability of cheap home security systems with closed circuit television that can be streamed to a mobile
- Declining demand for second-hand goods
- Online protections and the use of credit cards that make it riskier to sell stolen goods
- A change in demographics, with the cohort the most likely to commit violent crimes, young men aged 14 to 25, now more likely to stay home and drink less.

Rates of crimes such as domestic violence, drug use, sexual assault and child sexual assault have remained stable or increased slightly. For example, reported incidences of sexual assault increased 59.7% between 2000 and 2017. This is because victims are more likely to come forward and police are responding more proactively than in the past.

Mail theft leading to identity fraud is increasing. The theft of items such as driver's licences and utility bills is more common in areas with dense concentrations of medium-high density apartments, where mailboxes are easily accessible.

BOCSAR emphasises that, while crime is generally down, it is concentrated in some communities and therefore crime prevention efforts should be concentrated in those areas.

2.3. NSW Police and Parramatta Council

The Parramatta LGA sits predominantly within two Police Area Commands, Parramatta and Cumberland. Some parts of the LGA are covered by Hills, Ryde and Auburn Commands. All Commands were consulted for the purposes of this crime profile. All reported that crime levels for the most common crimes are largely at their lowest level ever and that the area as a whole is tracking well.

Commands reported that most crime in the Parramatta LGA relates to theft or property-related crime, including offences like steal from motor vehicle, steal from retail store, break and enter and steal from person.

Parramatta Police Area Command

Parramatta Police reported the key crimes in the Command related to mailbox theft for the purposes of identity fraud. Steal from motor vehicle was also a common offence across the patrol area. Stealing from individuals was most common in the CBD area around Westfield and the train station. The most commonly stolen items were mobile phones, handbags and wallets. Stealing from retail stores was common in bottle shops and supermarkets, often by professional shoplifters. This may be due to store design and was often unreported by retailers. Robbery offences tended to occur sporadically, most commonly in the afternoons in and around the train station and bus terminal. Domestic violence continued to be an ongoing issue for the Command.

Cumberland Police Area Command

Cumberland Police also reported higher rates of credit card and identity fraud relating to stealing from mailboxes in apartment dwellings. Stealing from retail stores occurred more commonly in bottle shops. Other theft included tools from tradespeople's utilities. Cumberland Police reported break and enter offences occurring more commonly in apartment basement car parks, where offenders steal from multiple motor vehicle offences at the one address and / or steal bicycles and tools from poorly secured storage cages.

Auburn / Ryde / Hills Police Area Command

Auburn Police and Ryde Police reported that incidents of mailbox theft and identity fraud were common in areas of with medium-high density apartments. Theft from cars and poorly secured storage cages in basement car parks were also key issues in these environments. Domestic violence was another crime commonly addressed by the Auburn Command. In Ryde, police reported that most offences related to property theft and damage committed by offenders travelling into the area. Domestic violence also commonly took place across the Command. Hills Police reported that the most common offences related to property theft including break and enter and stealing from motor vehicles.



Part Three - Plans and strategies in Parramatta that relate to crime

3.1. Community Strategic Plan 2018-2038: *Butbutt Yura Barra Ngurra*

City of Parramatta has already prepared and started delivering several significant plans and strategies to guide the City's growth and change.

The Community Strategic Plan 2018-2038 is the overarching plan for the City of Parramatta, which links to the long-term future of Sydney. The purpose of the plan is to outline the community's shared vision and aspirations for the future. More than 9,000 people had their say on their vision and priorities for the City.

The Community Strategic Plan sets out strategies to achieve this vision, based on the four key areas of sustainability, liveability, productivity and leadership. Achieving the vision is based around six long-term community goals namely: Fair, Accessible, Green, Welcoming, Thriving and Innovative.

This Crime Prevention Plan 2019-2023 is one of several plans and strategies that sits under the overarching Community Strategic Plan. It should be interpreted and understood as being inter-related to the following Council documents and strategies in terms of policy context:

Community Engagement Strategy, Cultural Plan, Disability Inclusion Plan, Economic Development Plan,

Environmental Sustainability Strategy, Reconciliation Action Plan, Socially Sustainable Parramatta Framework, Parramatta Ways Walking Strategy, Public Art Policy, Parramatta City Centre Lanes Policy, Parramatta CBD Small Bars Policy, Work Health Safety Policy, Parramatta Bike Plan, Homelessness Policy and Action Plan 2019-2023, Parramatta Night City Framework and Action Plan and the Street Activity Policy.

Many of these strategies and plans include issues which both directly and indirectly relate to actual and perceived safety and which are currently underway or ongoing. Where possible, some specific strategies from these documents have been acknowledged in this plan.

3.2. Socially Sustainable Parramatta Framework (2017) – Sharing the opportunities of growth for all

The Socially Sustainable Parramatta Framework is City of Parramatta's Framework for advancing social sustainability in the LGA. It sets out a way of putting social sustainability at the heart of the City in order to build stronger, more resilient, productive and liveable places. The Framework identifies some specific ways that the opportunities of growth can be shared equitably for all people.

A Social Wellbeing Survey conducted with more than 1,300 residents to inform development of the Framework (2017) found that many people believe diversity is Parramatta's greatest strength and that the wisdom and experiences of many cultures comes together in the city. Some respondents said they felt unsafe in the CBD, particularly at night around antisocial behaviour.

The Framework highlighted that new development is making some young people feel excluded from public spaces in the CBD and some have been moved on from public spaces. Young people also want more public spaces to congregate with friends.

Additional Social Wellbeing research was conducted in 2019, consisting of 505 telephone interviews. Some key findings were that people were likely to feel welcome in the city but still did not necessarily feel part of the community. This suggested that community connectedness is more than just feeling welcome.

3.3. Draft Parramatta Night City Framework 2020-2024

In developing the Draft Parramatta Night City Framework, input and feedback were collected from 1,300 members of the community and consultation was undertaken with Parramatta Police, local Liquor Accords, at the annual Youth Forum

and information gleaned from Parramatta CBD Small Bar Policy submissions.

Key findings are centred around three key pillars:

1. Create the right conditions to enable the CBD to become a true 24-hour centre
2. Promote and enable our local centres as vibrant night time destinations that meet the needs of local communities
3. Provide the necessary support to enable the diversification and later trade of businesses in our City .

The Framework includes six focus areas in relation to planning and regulation, marketing and promotion, infrastructure, business and cultural development, community safety and engagement and research and advocacy. Six strategic goals underpin the Framework accompanied by more than 70 actions, all of which relate either directly or indirectly to crime prevention in aiming for a night city that is:

- A night city that is safe, well-designed and accessible
- A thriving night city of diverse businesses and offerings
- A night city that celebrates our unique identity and diverse community
- A night city that fosters creativity, live music and events
- A night city that responds proactively to challenges and change
- Parramatta – a leading night city.



Part Four - Community perceptions of crime

The Crime Prevention Plan 2019-2023 was informed by several surveys that asked the community how safe they feel in Parramatta.

Council conducted two rounds of community consultation during the development of the Plan:

1. An online survey, face-to-face interviews and focus groups with residents across the LGA to ask how safe they feel in their neighbourhoods and in the CBD. This work informed the development of a Draft Crime Prevention Plan 2019-2023.
2. Feedback from the community on the Draft Crime Prevention Plan 2019-2023. The Plan was on public exhibition for six weeks from July to September 2019. An extensive community engagement program including a range of communications activities was initiated across the LGA to invite community feedback on the Draft. The community engagement program reached more than 726,400 people and attracted 113 formal submissions.

In addition, previous research informed the development of the Crime Prevention Plan:

- Micromex Benchmarking Sentiment Research (2016)
- Benchmark Sentiment Report, Focus Groups Report (2016)

- Needs of Young People in the Parramatta CBD (2016)
- Community Safety Summary Report (2017)
- Eat Street Survey of Customers and Business Owners (2018).

Based on this research, it is possible to draw the following picture of community perceptions of crime in Parramatta.

4.1. Trends in the level of crime

Just under half the number of respondents (46.5%) surveyed during the community consultation were concerned about the current level of crime within their area, while just under a third (29.4%) said they were not concerned.⁶

This is consistent with earlier research, which found 44% believed rates of crime in Parramatta CBD are average and 21% believe they are low or falling. These respondents were more likely to be male, have been born overseas and arrived in the area recently. By contrast, 35% believed crime was high or very high. This group were more likely to be female, English speaking and to have lived in the area for over 20 years.²

About 7% of people living in Parramatta said they had been a victim of crime in previous 12 months – with more than half not reporting the

matter to police because it was not considered important or nothing was stolen.⁷

4.2. Who is concerned about crime?

People's experiences of crime shaped their perspectives significantly. Those living in higher socioeconomic areas and who have not experienced crime personally are more likely to feel crime levels are falling. Those from lower socioeconomic areas tend to be more worried about crime.⁶

Women are more likely to state they feel unsafe in Parramatta when walking alone or walking home at night, and are more likely to have experienced, or have friends who experienced, crimes such as assault and theft from person. Men are more likely to state they felt safe at night and that they perceive the area to be safe.⁶

Those aged 30-59 are more likely to be concerned with the current level of crime in their area, less likely to be satisfied with the responses of police and Council towards crime, and less likely to give the priority areas a higher rating.⁶

Previous research has shown that males, people born overseas and those who have recently moved to Parramatta are more likely to think crime is falling.² Women, people over 50, those who live alone and those

who have lived in Parramatta for over 20 years are more likely to think crime levels are increasing.⁷

4.3. Which crimes are of concern?

'Break and enter' is the crime nominated by most people as their main concern, followed by vandalism, robbery, assault and theft. Motor vehicle theft is of the least concern.⁶

Type of crime	Count*
Break and enter	74
Malicious damage (vandalism)	72
Robbery or steal from person	71
Assault, including domestic violence	68
Theft	64
Sexual offences	57
Fraud	48
Motor vehicle theft	47

*Count refers to the number of respondents out of 112 that selected the type of crime. Respondents were able to select as many as they wished.

4.4. Where is crime of concern?

The community identified certain areas as being of particular concern. These include:

- Transport interchanges such as Parramatta Interchange
- Church Street, Parramatta
- Westmead Hospital: identified by one respondent as an area where illegal parking was prevalent, with mounting aggression from drivers due to lack of street parking
- Railway underbridge at Station Street East
- Harris Park skate park
- Bus shelters in Northmead and Constitution Hill.

Previous community consultation showed one in 20 people feel unsafe in the CBD during the day but overall more people feel unsafe than safe in the CBD after dark. Residents in younger age groups generally feel safer in the CBD than older age groups. However, they take measures to ensure their safety such as travelling in groups, driving cars and avoiding public transport and staying in busier locations such as Church Street.⁸

Previously, people have nominated the transport interchange area in Parramatta and various car parks as unsafe locations.⁸

People who spent more time in Parramatta in the evening generally feel safer. There have been some concerns about safety related to groups of intimidating men and quiet streets that are not well lit with few people around. Encountering people who are homeless or loitering in the area has also been raised as a concern.⁸

Research in 2018 into attitudes and perceptions of customers and business owners around Eat Street found more than half the sample and almost all business owners felt that the area could be improved by combating alcohol-related crime and anti-social behaviour, with females twice as likely as males to report this issue as a concern.⁹

4.5. Are police doing enough about crime?

In the community consultation, 30.4% of people agreed police were doing enough about crime, while 18.8% disagreed. The remainder were neutral.⁶

Community members felt a greater police presence was important and

necessary, but some expressed dissatisfaction with the current level of police visibility or resourcing. There were requests for increased policing in local streets and suburban areas, Church Street, Parramatta Station and Harris Park.⁶

Earlier research found 91% of people believe police presence is effective in keeping crime levels down.² Young people in particular have told Council they feel safer when police are around the train station area, Church Street and the broader CBD.⁸

4.6. Is Council doing enough about crime?

Most people in the community consultation were neutral on whether Council is doing enough about crime. Just over a third of people thought Council could do more.⁶

Previous research showed 83% of people believe Council is at least somewhat effective in creating safer environments. They said Council could address crime through maintenance and cleaning parks and public spaces to a high standard, improving street lighting, ensuring footpaths are even, and lobbying for and supporting an increased police presence.⁷

"The council is trying to improve the situation and it is good they are receptive, [listening] to what the people who live here have to say."⁶

4.7. Sense of community in Parramatta

There is a strong relationship between how safe people feel in their local area and their level of community attachment. State of repair of their local area, satisfaction with their level of involvement in the community and having a sense of attachment to other

people in the area have been found to be the best indicators of feeling safe.⁸

Research has shown a large majority of residents and businesses agree that Parramatta has a strong sense of community and that the face of Parramatta is changing for the better.¹⁰

People in focus groups have responded positively when asked to describe the Parramatta area, which they said has easy access other parts of Sydney, good facilities, a multicultural population, varying degrees of density, opportunities and areas of interest.¹¹

4.8. How do young people feel?

A 2016 research study into the needs young people aged 12 to 24 in the Parramatta CBD consulted more than 200 young people. It found 92% felt safe in the Parramatta CBD, due to the presence of security, police and friendly people.¹²

The major concern young people had about safety in the CBD was the presence of “unpredictable people”.

Young people feel most fearful around Parramatta Station, the bus interchange and the area under the bridge near the station. Some young women felt unsafe using buses at night, having experienced harassment, and always aim to sit near the driver.⁸

“Parramatta has really cleaned up a lot in the last decade. Much safer and cleaner than it used to be, graffiti is removed quickly, police are always around to help and deter any questionable behaviour.”⁶







Part Five - Crime Prevention Plan 2019-2023

The Crime Prevention Plan 2019-2023 provides a framework to direct the work of Council and its partners to improve people's sense of security in the area and also invest in broader social initiatives designed to contribute to the community's overall development.

The Plan recognises that a number of diverse causes or factors have been identified as underlying criminal behaviour and anti-social behaviour involving a range of immediate and longer-term social factors. It also recognises that Council cannot address many of these factors alone. Working with other stakeholders including government agencies, local business and the community is integral to the success of the Plan.

5.1. Aim

To improve actual and perceived public safety for all members of the Parramatta community.

5.2. Objectives

The process of defining the problem, that is through the development of the Crime Profile, a review of existing research and an extensive community consultation process has revealed that the Community Safety Plan will meet this aim through four strategic objectives:

1. **Reducing crime and anti-social behaviour** – including working with the police and other stakeholders in addressing fraud, domestic violence, steal from retail and steal from person offence.
2. **Addressing the needs of identified vulnerable groups such as women, young people, the elderly, people experiencing homelessness and social housing tenants** – including projects, programs, activities and advocacy which empower and support services, community groups and residents.
3. **Improving the look and the feel of public spaces in the CBD and Neighbourhoods** – including community safety audits, improving street lighting, the provision of closed circuit television, public art projects, community events, planning controls which address Crime Prevention Through Environmental Design (CPTED), activation of laneways and the night time city, working with key stakeholders on coordinated responses to identified hot spot areas and providing high quality maintenance services in the neighbourhoods.
4. **Increasing sense of attachment and community involvement in our neighbourhoods** – including education and awareness campaigns aimed at increasing reporting of crime, improving safety and small community events in local parks aimed at informing people about what Council is doing and encouraging community involvement and social interaction.



5.3. Strategies and Actions

Objective One – reducing crime and anti-social behaviour

Rationale: The Crime Profile indicates that there are some specific crimes where Council can take a lead role, namely reducing mail theft and fraud offences and reducing theft from basement car park in apartments. Council has a particular part to play in the latter offence as there are few planning controls or existing Australian Standards to address the emerging issue.

There are also opportunities for Council to either develop or support education and awareness campaigns aimed at reducing steal from retail store offences and steal from person offences. Police reports of ongoing domestic violence across the entire LGA also point to the need to continue to work with service providers and the general community on this important issue.

Action	Responsibility	Timeframe	External Partners
1.1 Update Council's Development Control Plan to ensure that mailboxes are located inside secure entries and are fitted with individualised non-master key locks in medium-high density apartment settings	City Strategy , Development and Traffic Services	2019	NSW Police
1.2. Update conditions of consent requiring applicants to locate mailboxes inside secure entries fitted with individualised non-master key locks in medium-high density apartment settings.	City Strategy, Development and Traffic Services	2019	NSW Police
1.3. Educate and inform Council development assessment planners and NSW Police Crime Prevention Officers to ensure that mailboxes are clearly visible on ground floor lobby plans as being located inside secure entries.	Crime Prevention Development and Traffic Services	2019 and ongoing	NSW Police
1.4. Promote resources to the community relating to protecting against credit card and identity theft.	Crime Prevention City Identity	2019	NSW Police
1.5. Assist Westfield centre management and security, individual retailers and NSW Police on promoting ways to reduce and prevent stealing.	Crime Prevention	2019 and ongoing	NSW Police Westfield Centre Management Small business
1.6. Assist Westfield centre management and security, NSW Police and retailers on campaigns which raise awareness about the risks of leaving valuables unattended.	Crime Prevention	2019 and ongoing	NSW Police Westfield Centre Management
1.7. Work with NSW Police Crime Prevention Officers on educating residents about keeping secure in their homes.	City Strategy	2019 and ongoing	NSW Police

1.8. Educate and inform Council Development Assessment Planners and NSW Police Crime Prevention Officers on safety and security measures relating to basement car parks.	City Strategy Development Assessment Planning, Development and Traffic Services	2019 and ongoing	NSW Police
1.9. Develop draft specifications on secure storage cages in partnership with NSW Police and industry providers and update Council planning controls accordingly.	City Strategy	2020-2021	NSW Police Storage cage industry providers
1.10. Domestic Violence Continue Council's commitment to gender equity by continuing to trial the domestic and family violence toolkit, resourcing the local prevention committee, and providing community grants to programs.	City Strategy	2020-2021	NSW Police Domestic violence / Community service providers
1.11. Continue to develop and support gender inclusion policies internally including promoting programs aimed at reducing violence against women.	Community Capacity Building / Corporate Services	Ongoing	NSW Police White Ribbon
1.12. Attend Police Community Safety Precinct Committee Meetings in each PAC in order to stay up to date with local crime and safety information and as a means of information exchange.	Crime Prevention	Ongoing	NSW Police
1.13. Attend Liquor Accord meetings and work with members to keep informed about alcohol-related crime and safety and as a means of information exchange.	Crime Prevention, City Economy Place Services	Ongoing	Licensed venues, NSW Police
1.14. Continue to collaborate with external partners in delivering community safety education initiatives.	Crime Prevention	Ongoing	NSW Police
1.15. Conduct training for library staff on dealing with aggressive behaviour and child protection awareness.	City Libraries	Ongoing	Relevant external training provide
1.16. Conduct specialist CPTED training for specific settings for Council planners and other relevant staff.	Crime Prevention	Ongoing	
1.17. Continue to conduct training in Dealing With Difficult Customers and Conflict Resolution for new and existing staff.	Regulatory Services	Ongoing	
1.18. Continue to report crime and assess risk through the Safehold System.	Corporate Services	Ongoing	

Objective Two - addressing the needs of identified vulnerable groups such as women, young people, the elderly, people experiencing homelessness and social housing tenants.

Rationale: The extensive community consultation process and the key issues identified in existing research make clear that in terms of perceptions of crime and safety, four key sections of the community are identified: people experiencing homelessness, women, young people, and social housing tenants.

Generally, many people felt compassion toward people who are experiencing homelessness, but some were concerned about being approached for money, particularly after dark. Others reported feeling unsafe due to unpredictable behaviour displayed by some people in and around the transport interchange.

The community consultation revealed that women generally feel more unsafe than men, particularly in public places, emphasising the need for gender specific responses to some of the issues raised. Focus groups with young people revealed concerns about access to public spaces including spaces to hang out, some concerns about the way Police interact with them and a feeling that there are few recreational options for live music, dancing and other offerings.

Social housing tenants revealed higher perceptions of fear in terms of the appearance of their community and neighbourhood interaction both in the CBD and their own communities and were particularly concerned about the appearance of their communities.

Action	Responsibility	Timeframe	External Partners
2.1. Lobby and advocate to the NSW Government for an Assertive Outreach Service in Parramatta to support vulnerable people in the public domain.	City Capacity Building	2020	NSW Department of Communities and Justice
2.2. Meet with relevant stakeholders to discuss issues relating to safety in and around the transport interchange including issues relating to young people, service provision and public space.	Crime Prevention, City Economy Place Services	2020	NSW Police Transport for NSW Westfield management
2.3. Engage youth worker/s to provide assertive outreach and support to young people in the CBD, including referrals of people of all ages as necessary.	City Community Capacity Building, City Economy	2020	Parramatta Mission
2.4. Consult with and consider the needs of young people before installing signage which may restrict their mobility needs such as skateboarding or roller blading.	City Assets and Operations	2020 and ongoing	
2.5. Provide additional facilities for and in consultation with older adolescent young people in parks and reserves.	City Parks and Reserves	2020 and ongoing	
2.6. Continue to conduct the annual Youth Forum to ensure the needs of young people are identified and where possible met.	CCB	Annual	
2.7. Investigate options for a youth facility in the CBD in infrastructure planning.	City Strategy and Development	2020	
2.8. Continue to provide funding for the Street Gym at Sturt Park to support young people and their families in Telopea.	CCB	2020 and ongoing	YMCA NSW Police Hume Housing

2.9. Explore the use of public art which empowers women and improves perceptions of safety in the public domain.	City Animation	2020 and ongoing	Arts NSW
2.10. Advocate to the NSW Government for increased availability of community-based mental health services in Parramatta.	Social Outcomes CCB	2019 and ongoing	NSW Health Primary Health Regional Partnership
2.11. Develop a business case for establishing a Public Space Liaison Officer position on a trial basis to engage with people who are homeless and to work with Council and the homelessness sector.	CCB Regulatory Services	2020	Homelessness Reference Group
2.12. Utilise the framework provided by the CoP Community Infrastructure Strategy to address the need for a community centre/hub type space within the CBD area.	Social Outcomes	2020 and ongoing	
2.13. Update Council protocols and deliver training to support consistency of response across Council on identifying homelessness, dealing with people experiencing mental health issues or drug-affected individuals.	CCB	2019 and ongoing	Homelessness Reference Group
2.14. Allocate funds for urgent cleansing needs within Council facilities or Council owned / managed land when Cleansing team does not have capacity to assist.	City Assets and Environment	2019 and ongoing as required	
2.15. Develop a strategy for managing homeless people when the safety of people who are homeless, safety of the general public and/or Council staff is threatened.	CCB Crime Prevention	2019 and ongoing	NSW Police, Homelessness Reference Group
2.16. Continue to work with and resource a range of agencies in supporting after-school programs where needed.	CCB	2020 and ongoing	NSW Department of Education Local community organisations
2.17. Advocate to the NSW Government for more early intervention services which target vulnerable families in the Parramatta LGA.	CCB Crime Prevention	2020 and ongoing	NSW Department of Communities and Justice
2.18. Conduct Community Safety Audits of the Constitution Hill and Telopea Social Housing Areas and advocate to the Department of Communities and Justice for environmental improvements.	City Strategy Crime Prevention	2020-202	Department of Communities and Justice NSW Police Karabi Community and Development Services Dundas Neighbourhood Centre
2.19. Support community programs and youth outreach services to meet housing, employment and training needs in Telopea.	CCB	Ongoing	White Lion

Objective Three - improving the look and feel of public spaces in the CBD and neighbourhoods.

Rationale: The community consultation revealed that many people are concerned about feeling safe in the CBD, particularly after dark. Many positive comments were made about the value of events such as Laneways in activating spaces which are otherwise regarded as underutilised and contribute to feelings of being unsafe such as car parks, the transport interchange, the riverfront and streets and lanes off Church Street. These comments build on those gathered from the Parramatta Night City Framework document where many people called for a livelier more vibrant CBD at night.

There are also a number of key public domain projects currently underway in the Parramatta CBD which support Crime Prevention Through Environmental Design (CPTED) principles aimed at increasing the level of observation or surveillance that people have of one another when moving about, creating vitality and increasing activity which are

likely to contribute to enhanced safety and security in the CBD including Parramatta Square, Parramatta Stadium, the Civic Link Project and the Parramatta Light Rail.

The focus groups that discussed feelings of attachment showed a clear correlation between the appearance of the neighbourhood and feeling safe so continuing to provide a high level of public domain services both in the CBD and local suburbs is critical to a safe and secure community. Ensuring that Council staff including planners, urban designers and landscape architects continue to be trained in CPTED so that development applications, street and park upgrades and new facilities consider crime risk in the planning and design process is also key to safe and lively public areas.

Action	Responsibility	Timeframe	External Partners
3.1. Continue to ensure that CPTED is considered in the planning and design of all medium to large new and existing development applications and city projects.	City Strategy and Development Place Services	Ongoing	
3.2. Ensure that staff continue to undertake training in Safer By Design to understand and apply CPTED in a range of settings including medium to high density apartments and parks.	City Strategy and Development	Ongoing	
3.3. Provide and maintain a high-quality CCTV network in key locations across the City and upgrade accordingly in response to crime trends.	City Strategy Crime Prevention	Ongoing	NSW Police
3.4. Continue to remove graffiti as quickly as possible including anything offensive within 24 hours with a focus on hot spot areas such as CBD car parks.	City Cleansing	Ongoing	
3.5. Review Council's Public Toilet and Amenities strategy and construct new public toilets to address the shortage of facilities in the LGA.	Place Services	2020-2023	
3.6. Facilitate High Visibility Police patrols for the CBD and known hot spots.	City Strategy, Crime Prevention	Ongoing	NSW Police
3.7. Continue to upgrade Council street lighting at key locations in line with Council Public Domain Guidelines to improve perceptions of safety and promote interesting streetscapes and public spaces.	Urban Design, Capital Assets, Civil Infrastructure	Ongoing	

3.8. Investigate creative lighting opportunities and installations in dark spots and inactive spaces.	City Animation	Ongoing	
3.9. Continue to install and maintain safe needle disposal bins in public toilets in key locations across the LGA.	City Cleansing	Ongoing	
3.10. Encourage later trading retail and non-alcohol based uses to activate the public domain at night.	City Economy	Ongoing	
3.11. Improve legibility and way finding within the CBD particularly around the transport interchange, toilets and library.	Cultural Heritage and Tourism, City Assets and Environment	2019 and ongoing	Transport for NSW
3.12. Conduct community safety audits of the CBD at night to identify the specific needs of user groups including women, young people, people with disabilities, people who are homeless, older people and local businesses.	Crime Prevention Place Services City Engagement	2021	Chamber of Commerce, Community organisations
3.13. Ensure that lighting, safety and pedestrian movement audits, sustainability assessments and place priorities are used to prioritise budgeting for works programs which develop safer places.	Crime Prevention Place Services	Ongoing	
3.14. Engage with emergency management to ensure public health / crime prevention is integrated into planning for disaster recovery.	Crime Prevention	Ongoing	NSW Emergency Services
3.15. Continue to deliver the Retail Frontage improvement program to improve aesthetic appeal of the City and perceptions of safety.	Place Services	Ongoing	Chambers of Commerce Local businesses
3.16. Consider activation measures for the public transport interchange at night to increase safety and improve the waiting experience.	Crime Prevention Transport Planning Traffic and Transport	2020 and ongoing	Transport for NSW
3.17. Coordinate a busking music program as a welcoming strategy which aims to improve the atmosphere under the railway bridge at the entrance to Church Street Mall.	City Engagement and Experience	2019 and ongoing	Transport for NSW
3.18. Co-locate night-time events and activities with existing transport nodes.	Events	2020 and ongoing	Transport for NSW
3.19. Investigate planning control changes to general provisions of the Parramatta Development Control Plan to support the growth and management of the night-time economy of the Parramatta CBD and local centres.	City Assets and Operations Urban Design	Ongoing	
3.20. Review alcohol-free zones throughout the CBD and evaluate their effectiveness.	Crime Prevention	Ongoing to 2023.	NSW Police

Objective Four - increasing sense of attachment, community involvement and Council presence in our neighbourhoods.

Rationale: The community consultation revealed that there are strong links between people’s level of attachment to their neighbours and involvement in the local community and people’s sense of safety and security. Previous research has also revealed that people want more information about what Council is doing and want to see a greater Council

presence in the neighbourhoods including small events which bring families together to socialise.

The Crime Prevention Plan offers considerable scope to assist in empowering communities, building networks and social capital and celebrating diverse cultural groups coming together in neighbourhoods through events, community development initiatives, inter-agencies, partnerships and programs with a focus on children, young people, families, older people and residents of social housing.

Action	Responsibility	Timeframe	External Partners
4.1. Ensure that mechanisms are in place to enable local residents and businesses to provide input into the masterplan and subsequent applications for the Telopea urban renewal proposal.	CCB Crime Prevention	2020 and ongoing	UrbanGrowth NSW
4.2. Investigate the need for a youth facility for young adolescents in Telopea as part of the urban renewal proposal.	CCB	2020-2023	UrbanGrowth NSW Department of Communities and Justice
4.3. Investigate reporting of crime apps available elsewhere with a view to introducing and promoting across the LGA.	Crime Prevention	2022-2023	NSW Police
4.4. Conduct night-time community safety audits of neighbourhood shopping areas in Dundas, Epping and other areas.	Crime Prevention City Assets and Environment	2021-2022	NSW Police Local businesses and residents.
4.5. Investigate the extension of lighting in key parks and sportsgrounds to improve night time usage where appropriate.	City Assets and Environment	2020-2023	
4.6. Support the Environmental Protection Authority (EPA) on campaigns such as Love Where You Live to reduce illegal dumping.	Regulatory Services	Ongoing	NSW EPA
4.7. Conduct an audit of Alcohol Prohibited Area signage in parks and reserves to produce a consistent approach to alcohol management in these settings.	Crime Prevention City Assets and Operations	2019-2020 and Ongoing	
4.8. Investigate developing a ‘useful numbers’ fridge magnet providing information on where to report crime, inoperative street lighting, and key Council contacts for graffiti removal and rubbish dumping reporting.	Crime Prevention	2021-2023	
4.9. Develop a communication plan which aims to identify and release regular good news stories from the neighbourhoods.	City Engagement and Experience	2019 and ongoing	Local media outlets

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**CITY OF
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