Community Safety
The City coordinates and supports a range of community safety programs in all 22 local suburbs. These programs aim to deter crime, manage graffiti, plan for emergencies and support child safety education.

Joondalup 2022 Strategic Community Plan outlines initiatives linking community safety to community wellbeing, with the aim that residents feel safe and confident in travelling and socialising within the community. Thus, the following strategic initiatives have been developed:

- Embed safety principles into asset management and design
- Build a community that works in partnership with government and non-government organisations to achieve real and long-lasting improvements in safety and wellbeing
- Build a healthy community that is aware of and responsive to current public health risks.

Community Safety is involved in Crime Prevention Through Environmental Design (CPTED) principles, relating to public space and City infrastructure. Community Safety also contributes to planning for emergencies that can impact local areas and leading community recovery efforts.
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Rangers</td>
<td>1300 655 860</td>
</tr>
<tr>
<td>Community Safety – CCTV</td>
<td>9400 4444</td>
</tr>
<tr>
<td>Graffiti reports</td>
<td>9400 4528</td>
</tr>
<tr>
<td>City of Joondalup</td>
<td>9400 4000</td>
</tr>
<tr>
<td>WA Police (crime and suspicious activities)</td>
<td>131 444</td>
</tr>
<tr>
<td>WA Police (life threatening emergencies)</td>
<td>000</td>
</tr>
<tr>
<td>Crime Stoppers WA</td>
<td>1800 333 000</td>
</tr>
<tr>
<td>Department of Fire and Emergency Services (DFES) – Warnings And Alerts</td>
<td>133 337</td>
</tr>
<tr>
<td>Neighbourhood Watch</td>
<td>9222 1513</td>
</tr>
<tr>
<td>Constable Care Child Safety Foundation</td>
<td>9272 0000</td>
</tr>
<tr>
<td>Safety House WA</td>
<td>9343 7511</td>
</tr>
</tbody>
</table>
CCTV

The City’s public areas CCTV service has CCTV systems for City controlled assets in a variety of public spaces throughout the City with the aim to:

- Enhance community confidence and support the use of public areas
- Support City event coordination, graffiti control, parking services, emergency management and other activities in public areas
- Monitor and record criminal and anti-social activity in progress
- Assist Police with their investigations where related intelligence is held by the City
- Deter criminal and anti-social activity.

The City cooperates closely with the WA State Government and WA Police on strategies to ensure CCTV is implemented and utilised in an effective and responsible manner. The City’s public areas CCTV systems focus is only on publicly accessible spaces and does not record private properties or activities. All recorded CCTV footage is stored securely and is not available to the general public unless ordered by a legal ruling or granted under the Freedom of Information Act 1992.

For CCTV enquiries call 9400 4444.
City Rangers

City Rangers provide a proactive service on a range of local issues 7 days per week, including but not limited to:

- Abandoned vehicles
- Animal control
- Bushfire prevention
- Anti-social behaviour
- Suspicious activity
- Littering
- Illegal dumping
- Noise complaints
- Verge obstructions
- School parking/street parking
- Working with Police.

City Rangers act as a visual deterrent to situations such as:

- Anti-social behaviour
- Vandalism
- Damage or graffiti on public property
- Vehicle break-ins.

City Rangers will refer the activity to Police or relevant agencies if the situation requires their attendance.

Targeted Patrols – If residents have ongoing situations of concern within their area they can request a targeted patrol.

For further information about City Rangers services please visit joondalup.wa.gov.au or call 1300 655 860.

Please note: City Rangers are not a substitute for the Police and cannot enforce the same laws as Police, therefore they are unable to attend the following situations: gunshots, domestic violence, assaults, and life threatening or serious acts of crime. For incidents of this nature please contact the WA Police on 131 444 or for emergencies call 000.
Fire safety is everyone’s responsibility. To help reduce the risk of fire and ensure the safety of the community, every household needs to be prepared for the possibility of fire.

**Fire safety tips in your home**

Embers from bushfires carried on high winds can damage your property by entering your home through gaps in roofs, walls, evaporative air conditioners, windows and doors. Embers can land on combustible materials and quickly start a fire.

There are many ways you can help keep the inside of your home safe from fire:

- Ensure mains powered smoke alarms have been installed and check the back-up batteries annually
- Have a home fire escape plan – discuss with your family and neighbours
- Ensure all family members know important emergency contact numbers
- Never leave unattended lit cigarettes, candles, oil burners, open fireplaces and food cooking on the stove
- Check household appliances meet the approved Australian Standards and check them once a year
- Protect your house from ember attack by fitting wire screens or shutters to windows, gutters, and evaporative air conditioners
- Prepare an emergency kit and keep it handy
- Review your insurance cover.
Fire safety tips surrounding your home

There are many ways you can help keep the surrounding area of your home safe from fire:

• Clear vegetation (leaves, twigs and other dead material), rubbish and other flammable material regularly from around your home to create an asset protection zone

• Check that roofs, gutters and walls of all buildings are free of flammable material (leaves and debris)

• Trim branches that overhang the house or powerlines (consider high winds)

• Cut long grass and dense scrub to no higher than 50mm

• Ensure the safe storage of flammable products (paint, spirits and chemicals).

For further information about Home Fire Safety visit dfes.wa.gov.au

The Emergency WA website provides live public information of any incidents of significance within the State. A range of warnings to inform and keep the community safe are issued during significant incidents to inform the public of actions to take.

For further information visit emergency.wa.gov.au

Bushfire Prevention: To view the City’s Bushfire Prevention and Firebreaks brochure visit joondalup.wa.gov.au
Emergency management planning is essential to ensure the ongoing safety and welfare of residents and visitors to the City in the event of an emergency situation.

The City’s Local Emergency Management Arrangements (LEMA) can be found online at joondalup.wa.gov.au

This document is used to effectively manage emergency situations the City and its community may face and has been developed in partnership with the Wanneroo/Joondalup Local Emergency Management Committee (LEMC) and key emergency responders.

To prepare for an emergency it is essential that community members have a plan in place:

• Ensure that all members of the household know what to do in an emergency situation

• If possible prepare your response to a potential emergency in advance by discussing the plans with your household

• Identify the potential emergencies that may impact on the family or individuals, for example do you live in a bushfire prone area? Understand the nature of those emergencies

• In the event of a bushfire scenario, have your escape routes planned and remove fire fuel from around your dwelling

• In the event of a severe storm, ensure you have an emergency kit ready and easily accessible, for example a torch, radio, spare batteries, emergency services contact numbers, tarps and secure outside items that may be affected by severe winds

• If the Emergency Services advise that people in a certain area are at risk and should consider evacuation, they will advise (through the media) where evacuation centres have been established.
Road Safety

All road users have a responsibility to drive, walk or ride safe and be considerate of others, whether it is on the road or a pathway.

Roadwise Safe System Approach to road safety encourages:
- Safe road use (behaviour)
- Safe roads and roadsides
- Safe speeds
- Safe vehicles.

School Road Safety
The City supports schools by:
- Providing road safety information to schools
- Visiting schools to discuss their road safety concerns
- Supporting applications for warden crossings
- Supporting requests for 40km/h speed zones.

For further information about Road Safety call 9400 4000.

Bin Stickers
The City provides Please Slow Down Consider Our Kids bin stickers. These stickers remind and prompt drivers to restrict their speed and to be aware of children.

Bin stickers can be requested online at joondalup.wa.gov.au or by calling 9400 4000.

Damaged signs
Report the following damaged signs to the City on 9400 4255.
- Street name signs
- Parking signs.

Report the following damaged signs directly to Main Roads WA online at mainroads.wa.gov.au or call 138 138.
- Traffic signals
- Speed zone signs
- Give way signs
- Stop signs
- Keep left/right signs
- Wildlife signs.

Speeding and Hoon Behaviour
The WA Police enforce speeding and hoon behaviour on the road network. Any incidents of dangerous, reckless or anti-social driving can be reported to WA Police online at police.wa.gov.au or by phone on 131 444.
Graffiti Management

The City provides a free service to remove reported graffiti from:

• Buildings/structures
• Bus shelters
• Footpaths
• Pedestrian underpasses
• Private properties.

For the City to remove reported graffiti it must be:

• Clearly visible from a public space
• Safe to access, for easy removal
• At the consent of the property owner, if located on private property.

To report graffiti to the City you can either:

• Visit the website at joondalup.wa.gov.au
• E-mail details to info@joondalup.wa.gov.au
• Call the City on 9400 4528

NOTE: If you are reporting graffiti to the City via email or phone it is essential that you provide the below details for your report to be processed:

• Your name, phone number and street address
• Graffiti location including:
  o Street address
  o Name of nearest intersection
  o Orientation (for example north-west corner, east side of the street)
• Description of graffiti (for example black spray paint)
• Surface that the graffiti is on (for example red brick wall).

The City provides location and graffiti tag details and photos for all graffiti removals that it completes to the WA Police. This information is entered into their Goodbye Graffiti database and used to inform Police operations and investigations.

For more information visit goodbyeegraffiti.wa.gov.au
Community Safety includes cyber safety and the risks presented by unsafe internet or mobile device use. These risks are real and can lead to serious outcomes including financial loss, identity theft, damage to reputation and criminal charges.

The following contacts provide information and resources that can offer tips on:

- Safe internet use
- Online threats
- Cyber bullying
- Scams
- Reporting online malicious content
- Criminal activity.

The Office of the eSafety Commissioner provides online safety awareness and education and coordinates complaints together with a reporting process for illegal online content at esafety.com.au

Australian Cybercrime Online Reporting Network (ACORN) allows individuals and businesses to make secure reports for incidents of cybercrime. ACORN provides information on how to recognise and avoid common forms of cybercrime as well as advice for those who have fallen victim at acorn.com.au

City of Joondalup – Community Directory provides a comprehensive list of online agencies through the Community Directory at joondalup.wa.gov.au
Community Safety Partners

Ewatch provides information on local Police activities, crime and offence types, together with local programs and events for the community. For further information visit ewatch.com.au

Neighbourhood Watch is a local community program to help neighbours watch out for neighbours. For more information visit nhw.wa.gov.au or call 9222 1513.

Crime Stoppers WA is a community-focused organisation, enabling members of the public to anonymously report crimes and suspicious behaviour. For further information visit crimestopperswa.com.au or call 1800 333 000.

Constable Care Child Safety Foundation (CCCSF) delivers life skills presentations in local primary schools, providing children with personal safety and decision-making skills. The performances are delivered by professional actors and are themed to address specific social and wellbeing issues. For further information visit cccsf.org.au or call 9272 0000.

Safety House WA program aims to build the local community working to provide primary school children with personal safety options and danger awareness information and skills. For further information visit safetyhousewa.org.au or email safety@safetyhousewa.org.au or call 9343 7511.

Adopt-a-Spot in the City of Joondalup. The City has partnered with the Keep Australia Beautiful Council of WA to expand their Adopt-a-Spot program beyond litter collection. This encourages residents to report graffiti, abandoned vehicles, illegal dumping and damaged assets to maintain the local environment. For further information visit kabc.wa.gov.au

WA Police contribute to community safety and security. For further information visit police.wa.gov.au. To report a crime in progress or for Police assistance attendance call 131 444. For emergency and life-threatening situations call 000.

Crime Stoppers WA contribute to community safety and security. For further information visit crimestopperswa.com.au or call 1800 333 000.

Theatrical Response Group (TRG) are professional actors addressing safe online behaviours aimed to empower, engage, challenge and educate secondary school students through live interactive performances. For further information visit cccsf.org.au

WA Police contribute to community safety and security. For further information visit police.wa.gov.au. To report a crime in progress or for Police assistance/attendance call 131 444. For emergency and life-threatening situations call 000.