

Name of the Community: Melbourne

Country: Australia

State: Victoria

Status: Capital City

Area: 36.5 sq kms

Number of Inhabitants: ~65 000

Daily Visitor: Rate: Day: 644 705 - Night: 296 300

Program started year: 1995

"WHO – designation" year: April 2000

Info address on www for the Programme: www.melbourne.vic.gov.au

The programme covers the following safety promotion activities:

City safety is a priority for the City of Melbourne and is committed to continuous improvement. A safe city is an attractive place to live, work, do business and visit.

In 1996, in response to community safety concerns the City of Melbourne developed its first policy document focussing on city safety called *A Strategy for a Safe City*. Three consecutive policies have enhanced this initial work.

Over the past ten years, a range of initiatives have been introduced within the framework of *A Strategy for a Safer City* which incorporates long term, sustainable programs covering both genders and all ages, environments and situations.

The current strategy *A Strategy for a Safer City 2004-2006* is supported by three action plans including *Injury Prevention Action Plan 2004-2006*, *Drugs Action Plan 2004-2006* and the *Syringe Management Plan 2004-2006*.

The City of Melbourne consults a wide range of stakeholders including residents, service providers, State Government departments, community organisations, and businesses. This extensive process ensures appropriate representation of community trends and issues.

Community consultation is critical to achieve successful implementation of *A Strategy for a Safer City 2004-2006* and as a result Council commits time and resources to maintaining a comprehensive consultation framework to maximise participation from all sectors of the community.

A STRATEGY FOR A SAFER CITY 2007 and Beyond

For 2007 and beyond, the City of Melbourne proposes to integrate the existing *Strategy for a Safer City* and the three associated Action Plans into a single policy framework. This framework will address issues across the following three broad themes:

- Community Safety and Crime Prevention:
 - Perceptions of Safety;
 - Incidence and severity of property, personal and drug related crime;
 - Management of crime hot spots; and
 - Community information and support.
- Injury Prevention:
 - Unintentional and Intentional injury caused in the:
 - Home;
 - Street; and
 - Roads (including public and private transport).
- Drug and Alcohol Harm Minimisation:
 - Illicit drug use and harm;
 - Licit drug use and harm (including prescription drugs, tobacco and alcohol); and
 - Syringe management.

The Strategy is aligned with Council's **Social Planning Framework** which promotes an integrated approach to social planning, linking Council's corporate and service management planning. The *Framework* encompasses a social model of health and wellbeing and enables evidence based planning and service development across all life stages, population groups and neighbourhoods.

The Strategy also compliments Council's **City Health 2005-2009 (Municipal Public Health Plan)** which is designed to guide the development and implementation of Council's health-related policies and programs and to help address the issues raised by urbanisation to improve the municipality's health and wellbeing. Priority areas and key strategies include: environmental health; amenities; services; life opportunities and choices; inclusion and participation; transport; urban planning; and governance.

For the age group

Children 0-14 years:

- The City of Melbourne recognises that children deserve the best possible start in life and endorsed the *City of Melbourne – Municipal Early Years Plan 2005 - 2009* as means of ensuring the well being of our children and families.

- **Maternal and Child Health Service** - is a universal primary care service for families with children aged from birth to 6 years. It provides support, guidance and information regarding maternal well being, parenting, growth and development of children, child behaviour, immunisation, family health, nutrition, and sleep and settling and safety and accident prevention. The support and advice and offered through centre consultations, home visits, telephone and group activities.
- **Enhanced Maternal and Child Health Service** - involves a home based service that targets families at risk of poor health and wellbeing outcomes and links them back to the universal service.
- **Children's Safety Publication**
The resource Double Trouble is a children's book that has been developed to convey a serious safety message. It is aimed at primary-school students and contains tales about real-life dangerous situations, how accidents can be prevented and what to do in an emergency.
- **School crossing supervisors** ensure the safety of students and pedestrians attending the many schools within the municipality by coordinating and monitoring school crossings.
- **UNESCO Child Friendly City**
Council has given a commitment to submit an application for accreditation by the United Nations Educational and Scientific and Cultural Organisation (UNESCO) as a "Child Friendly City". Work on the application is due to commence in 2007.
- **Starting out Safely** provides information to parents/carers and early childhood educators that will assist them to help young children develop the skills they will need later in life as independent road users. Project implemented with the support of VicRoads.

Youth 15-24 years:

A City of Young People – Young People's Policy 2005 – 2009 articulates Council's vision to improve the opportunities and well-being of young people aged 12 to 25 years. It outlines the practical ways in which Council will encourage and help young people to engage and participate in civic and community life and is framed by four key themes: participation, support, celebration and leadership.

Youth Advisory Committee Model - A youth participation model for City of Melbourne will be established to ensure that views of young people are considered and ideas, that would otherwise be unheard, are explored.

Melbourne Youth Services Forum (MYSF) - has been running quarterly since 2001 and is an opportunity for youth service providers and organisations to meet bi-monthly to share information about new programs and services, and current issues for young people in the City of Melbourne. This forum also provides the opportunity for youth service providers and organisations to network and make links.

Northbank Young People's Creative Space - As part of the Queensbridge Precinct Project, the SIGNAL space at Northbank will be developed as a creative space for young people for small and large scale celebrations, events and activities. Young people will be involved in guiding the regeneration project.

Young People Communications Advisory Committee works across the City of Melbourne, to identify the most effective ways of communicating with young people in the municipality.

International Students have been identified as a growing population group who have unique needs and experiences of safety in the city. The City of Melbourne provides a range of opportunities and supports that takes into account the life-cycle of international students from pre-entry to Australia to departure, in relation to their social support needs, access to services, safety, and participation and engagement with the city. A special Lord Mayor Welcome to International Students was held on 9 September 2006. The day is to acknowledge and celebrate the contribution international students make to the city and also to signify the commitment and support the City of Melbourne offers to all international students during their stay here.

Adults 25-64 years:

The City of Melbourne's Late Night Policy Framework (Draft) key purpose is to provide a basis for understanding the local issues and existing policy and practice which support safe and attractive late night entertainment precincts.

Melbourne City Licensees Forum and Accord - The forum and accord is a commitment to high standards of safety and service for patrons by Licensees and their staff members in and around late night licensed venues.

Safe City Cameras Program (CCTV) - a 24 hour seven day monitored street based closed circuit television (CCTV) program aimed to assist Victoria Police in achieving maximum safety and security in the CBD.

Safe City Taxi Ranks - Security staffed taxi ranks which are connected to Council's Safe City Cameras Program operate on Friday and Saturday nights and during special events between midnight and 6.00am.

Night Rider Bus Service - Nine Night Rider buses leave the City Square hourly from 12.30 am to 4.30 am Saturday and Sunday mornings providing safe and affordable transport to outer suburban areas

Safe Major Events Strategy– promotes safety in streets and public spaces. It includes a local law prohibiting the consumption of alcohol on roads and public places in the Melbourne CBD every day of the week, 24 hours a day.

Older Adults 65+ years:

Council's details its strategy for older people in ***The Baby Boomers and Beyond: Strategies for over 55s 2002-2006***. The Strategy focuses on three key areas:

- Earning, learning and active citizenship;
- Lifestyle, leisure and positive ageing; and
- Support for ageing: at home and in the community.

Melbourne Moonee Valley Primary Care Partnership Foothold on Safety Project is a falls prevention Program aimed at reducing the incidence of falls amongst older people. The program was awarded the Lord Mayors Safety Award in 2005. The City of Melbourne has further extended its support for the program through the development of support resources. Falls Prevention workshops are conducted by the Foothold on Safety Peer Educators with a special focus on culturally and linguistically diverse communities.

Strength Training Audit - Council is currently developing a calendar of falls prevention strategies and activities available for older people in the City of Melbourne. The calendar will be promoted and distributed through practitioner and service provider networks.

Wellness Workshop

The City of Melbourne funds community centres to deliver wellness workshops across the municipality. All workshops include a falls/strengthening component.

Older Driver Safety Campaign

The Older Driver campaign, implemented with the support of VicRoads, targets age 55+ residents with the aim of keeping drivers mobile and safe. It is a behavioural program that provides drivers with strategies to improve their safety on the roads. The project has recently been extended to inform and encourage GP's and pharmacies to assess older patients/ clients to undertake regular medical checks for suitability of driving.

Welcome Shop Program – the City of Melbourne, in partnership with the Victoria Police, established the Welcome Shop Program in 1999 as a way of welcoming older people to the city. The program achieves this through a network of accredited shops across the city

which provides information and directions as required. Assessment of businesses for accreditation as a *Welcome Shop* is based on the following criteria: business type and location; accessibility of the business; and willingness and ability of staff to provide information and directions. In 2006, the program was broadened to include assistance to visitors, and people with a disability.

Melbourne Mobility Centre was officially launched on 11 January 2006. The customer service centre has been designed to support and enable easier access to central Melbourne. It is an integral part of the transport network, providing easier and improved access to venues for people with disabilities, older persons, and those with temporary disabilities.

Footpath Access – the City of Melbourne is implementing access upgrades to enhance ease of access to footpaths across the municipality for people with a disability. This includes the installation of Tactile Ground Surface Indicators, curb ramps and white delineation lines to help those with vision impairment locate curb ramps.

The ***Foothold on Safety Program*** is a three year falls prevention project funded by the Department of Human Services and coordinated by Moonee Valley/ Melbourne Primary Care Partnership. The Program aims to decrease the number of falls in the City of Melbourne and the City of Moonee Valley.

Ranger Assistance Program – assists older persons attending the city's parks and gardens, promoting safety and well being while encouraging participation and use of Melbourne's open spaces.

Ethnic Meals Subsidy Grants Program - The aim of the Ethnic Meals Subsidy Grants Program is to increase social opportunities for older people in the community by assisting with the cost of culturally specific meals for community groups. The subsidy is primarily for groups of older people and/or people with disabilities from culturally and linguistically diverse backgrounds.

Living Longer, Living Stronger is a program available to over 55's provided by the City of Melbourne in partnership with the Council on the Ageing. It is a combination of strength and flexibility exercises to help improve bone density and mobility for everyday life.

Pryme Movers is a program funded by the City of Melbourne through our City Safety Grants Program to deliver fitness programs for men and women over 50 plus years. Classes cater for different levels of ability and mobility so everyone regardless of fitness levels can participate.

In the following Environments:

Home:

Maternal and Child Health Service provide support and information to all families with children 0-6 years of age.

Traffic:

The City of Melbourne's **Road Safety Strategy 2003-2007** promotes a multi-action approach to addressing issues of road safety through communication, education, engineering and enforcement. The Strategy is implemented with the support of the Road Safe Inner Melbourne Road Safety Committee and VicRoads.

The City of Melbourne's transport strategy ' **Moving People and Freight: Melbourne's Transport Future** ', outlines the strategy for the city's transport system for the next two decades, covering Melbourne's needs for travelling to and around the city, and moving freight across the city. Safety is highlighted within the Strategy as a key component of high quality transport services.

Walk Safe is a program which aims to reduce the number of deaths and injuries from pedestrian accidents. Coordinated by the City of Melbourne, VicRoads, Traffic Accident Commission and Victoria Police, the program promotes safe and responsible pedestrian behaviour and improved pedestrian facilities.

Bike Plan 2002-2007 lists objectives to promote cycling as an integral part of Melbourne's transport system and promotes cycling as a healthy exercise that is a cheap, environmentally friendly form of transport, with a safe and accessible route network linked to key activities.

Occupational:

City of Melbourne Occupational Health and Safety Policy
(Council employees only)

The City of Melbourne's **Lighting Strategy 2002** primary objective is to improve the quality, consistency and efficiency of night lighting in streets and other public spaces. The strategy promotes improvements to safety and amenity, especially for pedestrians and motorists.

Emergency Management Preparedness Strategy: Be Aware and Be Prepared is an emergency management strategy to help the community be better prepared for an emergency. The program involves a comprehensive education campaign targeting residents, business, and visitors to the City of Melbourne.

School:

The **Walking School Bus** is a bus powered by legs. It is a safe, healthy and convenient way for primary school children to travel to and from school in a controlled group. It aims to increase physical activity amongst primary school-aged children and reduce traffic congestion around schools.

A School Travel Plan is being developed by the City of Melbourne in partnership with the Moonee Valley City Council. It is an initiative aimed at improving the way students and their parents travel to School adopting more sustainable and safer methods.

Melbourne City International Students Safety Forum is chaired by the University of Melbourne and provides an important link between Council, Victoria Police and core university staff to discuss and address international student safety needs.

School Welfare Coordinators Network – is facilitated by the City of Melbourne in partnership with the Moonee Valley/ Melbourne School Focused Youth Service. The aim of the forum is to provide opportunities for school welfare representatives and youth service providers to network and share information relating to current issues for young people at school.

National and international youth-orientated events - The City of Melbourne host and sponsor a number of youth events to ensure that young people have the opportunity to engage and participate in a number of activities throughout the year. These include: Next Wave Festival Inc - supports and presents the best work of Australia's most talented young artists; National Youth Week; and International Youth Day.

Victoria Police District Youth Advisers work closely with the City of Melbourne to identify current issues and develop practical strategies for the improvement of police/youth relations. District Youth Advisors are involved with the development of programs and activities with youth in the local community. Activities undertaken as part of police/youth initiatives are varied and include camps, discos, battle of the bands, white water rafting, basketball competitions, skateboard competitions and general sporting activities.

Sports:

Melbourne City Sports Program involves employees throughout the city participating in team sport competitions during their lunch break including the Corporate Challenge and the Corporate Cup Sports Series.

SkateSafe Program aims to raise awareness of personal safety, injury prevention and the benefits of using protective equipment amongst skaters. The project also challenges current attitudes about protective equipment and encourage skaters of all ages to always use protective equipment. The project achieves these outcomes through effective communication with skaters, including drawing on peer educators from within the skating community.

Skate Park and Playground Safety Audits are undertaken by the City of Melbourne regularly in accordance with industry design and safety standards.

Good Sports Accreditation/ Looking After your Mates helps sporting clubs manage alcohol responsibly through a step-by-step accreditation process. The City of Melbourne encouraged all sporting clubs that currently have a relationship with City of Melbourne with the opportunity to participate and become accredited free of charge.

The **Active Melbourne program** the City of Melbourne supports and encourages participation in sport at all levels, from amateur activities and family recreation to elite or professional competition

Towards 2006 - Sports Policy (2002 - 2005) is the key document which the City of Melbourne uses to promote healthy lifestyles. It outlines the positive health, social and economic benefits of sport and Council's role and responsibilities. It covers the following themes: Partnerships; Promotion; Planning; Provision of infrastructure and Participation in programs and activities by a wide range of the community.

Leisure:

Playground Safety Audits – Council regularly audit and upgrade all Council owned and managed playgrounds to ensure they adhere to Australian Quality Assurance standards and regulations.

Playground '20 Ways to Play' highlights play opportunities noting the extent of shade at each.

Bike Plan 2002-2007 lists objectives to promote cycling as an integral part of Melbourne's transport system and promotes cycling as a healthy exercise that is a cheap, environmentally friendly form of transport, with a safe and accessible route network linked to key activities.

In the **Transport Program 2003 -2006**, the City of Melbourne sets a number of objectives to encourage walking and cycling including efficient links and safe interchanges with public transport; developing a signage system which provides route and destination information to pedestrians and encourages walking throughout the city and enhancing the network of on-road and off-road bike lanes to improve connectivity and safety.

Walk21 conference: In October 2006, Melbourne will host the Walk21 international conference on walking and liveable communities. Recognising the fundamental importance of walking to sustainable transport, urban design, health and community development, the City of Melbourne is sponsoring the conference and helping organise it.

Kerbside Café Code Review: In 2006 the City of Melbourne is reviewing its Kerbside Café Code. The review will address the changing trends in street trading and the future direction of outdoor dining. The current Code states that the safety and security of both pedestrians and patrons are significant considerations in the allocation of kerbside café permits. It states that kerbside cafés should provide a sense of security for patrons at all times during operation, and sets out a number of specific requirements in support of this goal.

Other: What?.....

Lord Mayors City Safety Award is an annual award presented to an individual or organisation that has made a significant contribution to safety in the City of Melbourne. The winner of Lord Mayor's Safety Award is announced at a function held in October during Community Safety Month.

Safe Design Guidelines for Public Car Parks have been prepared to promote and facilitate the design and construction of car park developments to achieve the best possible outcome in terms of safety, efficiency and effectiveness.

The ***Toilet Management Strategy and Design Guidelines*** for the City of Melbourne are intended to aid decision-making in relation to the establishment and management of public toilet facilities. They set out guidelines for requirement, location, proximity, design, building exteriors, entrances, interiors, wash facilities and toilet management.

Safe City Car Parks Accreditation Scheme - car parks demonstrating a commitment to safety and security of customers are assessed and accredited.

Laneway and alcove safety – support and advice is offered to businesses who abut a laneway on how to minimise the risk presented by alcoves and improve safety including: lighting or enclosing your alcove

Council's first ***Graffiti Management Plan*** was developed in 2005 in acknowledgement that the presence of graffiti tagging can add to a negative perception of community safety. It outlines the City of Melbourne's commitment to removing graffiti tags across the municipality. The Plan also commits the City to engaging with graffiti writers and encouraging them to undertake 'graffiti style' artworks and to help them find outlets for promoting and selling this work

Violence prevention (intentional injuries):

The City of Melbourne's Late Night Policy Framework (Draft) key purpose is to provide a basis for understanding the local crime and amenity issues and existing policy and practice which support safe and attractive late night entertainment precincts.

Melbourne City Licensees Forum and Accord - The forum and accord is a commitment to high standards of safety and service for patrons by Licensees and their staff members in and around late night licensed venues. Licensed venues operating after 1am are required to employ security personnel to monitor behaviour of patrons in and around their licensed premise.

Safe City Cameras Program (CCTV) - a 24 hour seven day monitored street based closed circuit television (CCTV) program aimed to assist Victoria Police in achieving maximum safety and security in the CBD. The program is particularly valuable in detecting violent related crime and directing police to an incident within a short period.

Suicide prevention (self-inflicted injuries):

City of Melbourne funded Victoria Police in 2005 to develop a Westgate Bridge Suicide Intervention strategy. The strategy included a forum held with Victoria Police and other emergencies services to discuss and develop early intervention and communication techniques to assist in dealing with and preventing suicides on the Westgate Bridge.

Programmes aiming at "High risk-groups":

As outlined there are a range of holistic safety initiatives adopted by the City of Melbourne however there remains a need to ensure the inclusion and priority of specific hazards, harms and targets. There are a number of high-risk groups that have been targeted specifically in an attempt to address their particular needs. Inherent in this, is a commitment to ensuring equity for these vulnerable groups and a key role in the development and progression of programs addressing their needs.

Aboriginal and Torres Strait Islander Groups

The City of Melbourne recognises the need to work in concert, with mutual respect, to develop better designed, targeted and locally customised solutions for Aboriginal and Torres Strait Islander peoples in the City of Melbourne.

The City of Melbourne has undertaken a number of initiatives that reflect its broad commitment to the Indigenous Community.

There is a '*Statement of Commitment to Indigenous Australians*' which includes a range of objectives aimed at addressing the needs and aspirations of the Indigenous Community.

This *Statement includes a Memorandum of Understanding* with Reconciliation Victoria Inc, the State's peak community-based reconciliation organisation to progress a Calendar of Events, signed by the Lord Mayor.

Cultural and Linguistically Diverse Communities (CALD) –

The City of Melbourne recently endorsed ***A City of Opportunity - A multicultural strategy for the City of Melbourne 2005-2009*** which aims to ensure that regardless of where someone is born, what language they speak, or their faith, they can contribute to our city's future and be encouraged to make the transition from migrant to resident, through to citizen and neighbour, along a path of celebration and opportunity.

Chinatown Project offered *Safe Syringe Disposal in the Workplace Training* to the Chinese speaking (Mandarin, Cantonese) traders, their staff and/or residents in the City of Melbourne, with full simultaneous translation in either Cantonese or Mandarin.

10 tips on Enjoying Melbourne – this brochure was developed in March 2006 in time for the Commonwealth Games. The brochure has been translated in three cultural languages and offers simple tips and information on how to make your stay in Melbourne a safe and enjoyable one.

Newly Arrived Communities

A Bilingual Drug Peer Education Program was undertaken with residents living in the Carlton Housing Estate to help reduce drug related harm in the community. The project allowed for participants who are fluent in English and their own language to be trained to provide basic drug education, syringe disposal and handling information and availability of local support services in their community language.

People with a disability

'Melbourne - A City for People of All Abilities, Disability Action Plan 2005-2009' outlines Council's policy and action plan to identify access barriers and implement strategies that will enhance inclusion and participation opportunities for people with disabilities.

Melbourne Mobility Centre - has been established as a community service that provides mobility aids and access to information to all sectors of the community. This community support service enhances ease of access and therefore contributes to the safety and wellbeing of those with mobility restriction.

Footpath Access - The City of Melbourne is implementing access upgrades to enhance ease of access to footpaths across the municipality for people with a disability. This includes the installation of Tactile Ground Surface Indicators, curb ramps and white delineation lines to help those with vision impairment locate curb ramps.

Good Access is Good Business – is a free publication and workshop to educate the community on the importance of providing access for all, information that is easy to

understand and customer service practices that respond to the needs of people with a disability.

Women's Safety

The *Strategy for a Safer City for 2004-2006* recognises that a gender perspective is necessary in understanding the use and access of public and semi-public spaces in the city.

Current mapping of the Women's sector has enabled the City of Melbourne to understand the current context of work relating to women's safety and has highlighted opportunities to identify and advocate for gaps in service delivery, health promotion and research or policy relating to women's safety.

The City of Melbourne is working in close partnership with Melbourne Moonee Valley Primary Care Partnership and other agencies working with women to gain a better understanding of and address women's safety issues within the City a particular interest on women's experience of violence in the home, workplace and in the community.

People who are homeless

The City of Melbourne is committed to a partnership approach in addressing homelessness by engaging homeless people, the broader community, service providers and other relevant stakeholders in the development of ***Homelessness Framework and Action Plan 2006 – 2009***. The Framework will be a companion document to the ***Social and Affordable Housing Framework and Action Plan 2006 -2009*** which is currently under development and addresses the need for safe, affordable and accessible housing as critical in responding to homelessness.

People who beg

The City of Melbourne works closely with the State Government, Police, community agencies and service providers to ensure provision of assistance and support is available to people who require help. This approach involves providing practical short term responses including understanding and monitoring the issue, providing a street presence, supporting enforcement, providing education and advocating for appropriate welfare and social services.

The City of Melbourne has advocated for the development and enhancement of outreach and support services such as Living Room and Hanover Outreach and has also been a key player in facilitating the provision of a greater range of health and support services for vulnerable people in the CBD.

Helping Out Booklet – is available to vulnerable individuals and those at risk of being homeless and provides a listing of support services in and near the city that can help with everything from accommodation and food to legal advice and financial aid.

Other Marginalised Groups

Intravenous Drug Users (IDU) Users

Support Services in the Melbourne CBD- Quick Reference Guide Council funded the development of a new resource titled *Support Services in the Melbourne CBD- Quick Reference Guide*. The purpose of this resource is to assist Police refer individuals identified as being “at risk” in their care into housing, health or welfare services. Over 6,300 brochures were distributed in the lead up to and during the Commonwealth Games.

City Support Services Cards –is an information card available to residents and visitors to the City and promotes local health, welfare and drug and alcohol services available in the City of Melbourne

A number of community based projects have funded under Council’s **City Safety Grants program** since its inception in 2005, these include:

- Hepatitis C Peer Education and Prevention Project
- Overdose Prevention and Education initiatives to IDUs
- Self defence classes for females
- Education to Community Health Workers on marginalized client’s legal rights and responsibilities
- Provision of Sterile Water Ampoules to IDUs within the municipality via the Foot Patrol program.

Gay, Lesbian, Bisexual, Transgender and Intersex (GLBTI) people

Throughout 2004, the City of Melbourne developed an advisory policy position on ‘Beats’ to assist the community understand the position of local government responsibility and involvement in addressing beat activity/sex in public places.

The City of Melbourne funded the Anti-Violence Project of Victoria via the City Safety Grants program in 2005 to develop and deliver an Anti-Homophobic Poster Campaign targeting both the gay and general community.

In December 2005 Council sponsored the Burnett Institutes World AIDS Day Concert held in Federation Square on Sunday 27 November 2005.

Surveillance of injuries: Where?**Victorian Inpatient Minimum Database - Injuries****Coroners Facilitation System – Injury and Unnatural Deaths****Hospital Emergency data, Australian Bureau of Statistics & Metropolitan Ambulance Service – Drug Related Injuries and Death****VicRoads – Road Injuries and Deaths****Public Liability Claims – Falls in the City of Melbourne****Victoria Police (Crime Statistics) & Department of Justice (Crime Victimization Study)****Public Surveys (CBD and Neighbourhoods) – Public Perceptions of Safety****City of Melbourne Customer Satisfaction Surveys, International Social Science Survey, City Worker Survey, In-centre survey, In-home survey & media reporting on safety issues and incidents –**

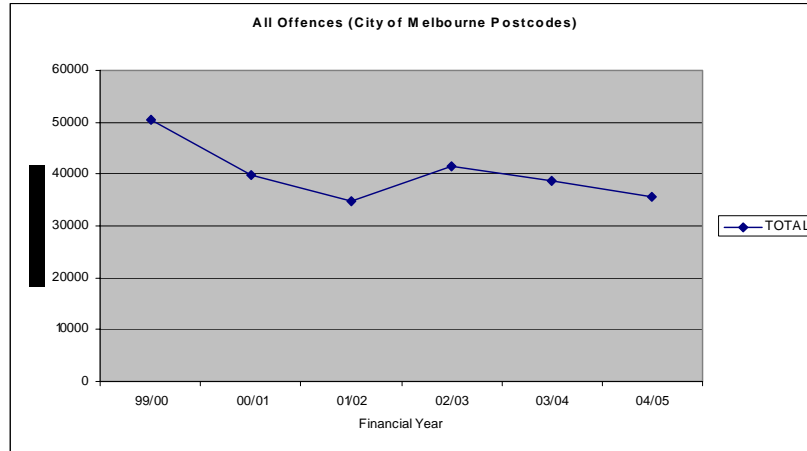
Numbers per year:

Perceptions of Safety

Outcomes of the 2006 Perceptions of Safety research indicate an overall high level of perceived safety (89%) amongst key users of the City including residents, traders, tourists and visitors (refer to table below). The mean value of 89%* has been adjusted down from 90.2% to account for internal sample size. The figures shown represent those who felt safe all of the time combined with those who felt safe more often than they felt unsafe.

	2003 n=1403	2006 n=1743	Difference
City Users	86%	86%	Same
CBD Residents	90%	93%	Increase of 3%
CoM Residents (non CBD)	87%	93%	Increase of 6%
Non CoM Residents	86%	86%	Same
Traders	89%	93%	Increase of 4%
Mean total	88%	89%*	Increase of 1%

Victoria Police: Total Number of Reported Crime in the City of Melbourne (1999 – 2005)



MUARC Victorian Injury Surveillance Unit (VISU): City of Melbourne Injury Profile 2006—ABS Death Unit Record File (DURF), Victorian Emergency Minimum Dataset (VEMD) and Victorian Admitted Episodes Dataset (VAED) supplied by postcode

Postcode/Area	Injury Hospital Admissions		Injury Emergency Dept Presentations	
	No.	%	No.	%
3000 Melbourne	732	14	1,796	14
3002 East Melbourne	165	3	335	3
3003 West Melbourne	203	4	519	4
3006 Southbank	156	3	465	4
3008 Docklands	32	<1	152	1
3031 Flemington, Kens'ton.	971	18	2,293	18
3051 North Melbourne	819	15	1,998	16
3052 Parkville	320	6	763	6
3053 Carlton	537	10	1,477	12
3054 Carlton North	351	7	987	8
3141 South Yarra	1,053	20	1,820	14
TOTAL	5,339	100	12,605	100

Metropolitan Ambulance Service callout data for Melbourne 2004 (data applies to residents, visitors and workers in Melbourne)

Ambulance call-outs for falls in Melbourne Jan-Dec 2004					
Age Categories	TOTAL	Male	%	Female	%
0-9	9	5	55.56	4	44.44
10-19	30	15	50.00	15	50.00
20-29	66	39	59.09	27	40.91
30-39	54	34	62.96	20	37.04
40-49	57	38	66.67	19	33.33
50-59	54	25	46.30	29	53.70
60-69	52	21	40.38	31	59.62
70+	134	44	32.84	90	67.16
All ages	456	221	48.46	235	51.54

Ambulance call-outs for traumatic injuries in Melbourne Jan-Dec 2004					
Age Categories	TOTAL	Male	%	Female	%
0-9	3	2	66.67	1	33.33
10-19	41	34	82.93	7	17.07
20-29	50	34	68.00	16	32.00
30-39	40	26	65.00	14	35.00
40-49	19	14	73.68	5	26.32
50-59	20	12	60.00	8	40.00
60-69	4	3	75.00	1	25.00
70+	5	3	60.00	2	40.00
All ages	182	128	70.33	54	29.67

Ambulance call-outs for traffic accidents in Melbourne Jan-Dec 2004					
Age Categories	TOTAL	Male	%	Female	%
0-9	9	4	44.44	5	55.56
10-19	41	17	41.46	24	58.54
20-29	143	79	55.24	64	44.76
30-39	78	50	64.10	28	35.90
40-49	33	23	69.70	10	30.30
50-59	31	13	41.94	18	58.06
60-69	18	8	44.44	10	55.56
70+	5	3	60.00	2	40.00
All ages	358	197	55.03	161	44.97

Ambulance call-outs for assaults in Melbourne Jan-Dec 2004					
Age Categories	TOTAL	Male	%	Female	%
0-9	5	2	40.00	3	60.00
10-19	31	14	45.16	17	54.84
20-29	141	96	68.09	45	31.91
30-39	83	64	77.11	19	22.89
40-49	36	31	86.11	5	13.89
50-59	22	10	45.45	12	54.55
60-69	11	4	36.36	7	63.64
70+	4	3	75.00	1	25.00
All ages	333	224	67.27	109	32.73

Ambulance call-outs for overdoses in Melbourne 2004					
Age Categories	TOTAL	Male	%	Female	%
0-9	1	0	0.00	1	100.00
10-19	73	40	54.79	33	45.21
20-29	196	137	69.90	59	30.10
30-39	90	57	63.33	33	36.67
40-49	18	11	61.11	7	38.89
50-59	3	2	66.67	1	33.33
60-69	2	1	50.00	1	50.00
70+	2	1	50.00	1	50.00
All ages	385	249	64.68	136	35.32

RoadSafe Inner Melbourne region – Crash Data 2001 - 2005

Road User	Number of Road Fatalities Occurring in the City of Melbourne	% of all Road Fatalities in the City of Melbourne	Number of Serious Road Injuries Occurring in the City of Melbourne	% of all Serious Road Injuries Occurring in the City of Melbourne
Pedestrians	12	33%	407	23%
Drivers	7	19%	671	37%
Passengers	4	11%	295	16%
Motorcyclists	11	31%	237	13%
Pillion Passengers	0	0%	11	1%
Bicyclists	2	6%	152	8%
Other Drivers	0	0%	4	0%
Other Passengers	0	0%	10	1%
All Persons	36	100%	1,790	100%

Population base: total population

Started year: varied

Publications: (Scientific)

Produced information material, pamphlets:

 [A City of Young People – Young People’s Policy 2005 – 2009 - Full version \(1MB\)](#) 

 [Transport Program 2003 - 2006 \(1500kb\)](#)

 [A Strategy for a Safer City 2004 – 2006 \(1439kb\)](#) 

 [Injury Prevention Action Plan 2004 - 2006 \(329kb\)](#)

 [Drugs Action Plan 2004 - 2006 \(689kb\)](#)

 [Syringe Management Plan 2004 – 2006 \(332kb\)](#) 

 [Statement of Commitment to Indigenous Australians \(12kb\)](#)

 [Indigenous Memorandum of Understanding \(19kb\)](#)

 [A City of Opportunity - A Multicultural Strategy for the City of Melbourne 2005-2009](#)

 [Baby Boomers and Beyond: Strategies for Over 55s \(175kb\)](#)

 [Lighting Strategy 2002 \(1.8Mb\)](#)

 [Melbourne - A City for People of All Abilities, Disability Action Plan 2005-2009' large print](#)

 [Draft Social and Affordable Housing Framework 2006 - 2009 \(136kb\)](#) 

 [Draft action plan for the Social and Affordable Housing Framework 2006 - 2009 \(53kb\)](#)

  [Helping Out - English version \(1.45mb\)](#) 

 [Children’s Safety Publication “Double Trouble” and Activity Sheets](#)



[Swimming Pool and Spa Safety Barriers \(223kb\)](#)



[City of Melbourne Bike Plan 2002-2007](#)



[Baby Boomers and Beyond: Strategies for Over 55s \(175kb\)](#)



[Transport Strategy 2020: Moving People and Freight \(3.31MB\)](#) 



[Emergency Management Preparedness Strategy - Be Aware & Be Prepared \(90kb\)](#)



[Graffiti Fact Sheet \(47kb\)](#)



[Towards 2006 - Sports Policy \(2002-2006\) \(352KB\)](#) 

Staff

Number: 16 (3 part-time or 13 full-time)

Professions: Social planners, Project officers

Permanent: 15

Temporary: 1

Organization: City of Melbourne

Specific intersectoral leadership group: City Safety Leadership Committee (formerly known as the City Safety Taskforce)

General public health/health promotion group: Injury Prevention Advisory Committee

International commitments:

Study visits:

Participation in Safe Community conferences: Where?

- The Sixth International Safe Community & Injury Prevention Conference, Melbourne 1996.
- The Eighth International Safe Community Conference, Vienna October 1999.
- Night-life Substance Use and Related Health Issues - Second International Club Health Conference, Italy 2002
- Club Health 2004: 3rd International Conference on Nightlife, Substance Use and Related Health Issues
- 15th International Conference on the Reduction of Drug Related Harm in Melbourne 2004 (sponsored by the City of Melbourne)
- Crime Prevention Through Environmental Design (CPTED) Conference in Brisbane 2004
- HEALTH2004: 18th World Conference on Health Promotion and Health Education in Melbourne 2004 (sponsored by the City of Melbourne)
- 7th Australian Injury Prevention Conference - Mackay, Queensland September, 2004
- Victorian Safer Communities Network (VSCN) Annual Conference - Darebin Arts and Entertainment Centre November 2004
- Social Policy Conference - Bath UK June 2005
- Well Being and Social Justice - Particular theme - Wellbeing Indicators

- Crime Stoppers International Training Conference in October 2003 (sponsored by the City of Melbourne)
- ANEX Amphetamine Conference in Sydney September 2006
- Queensland Safe Communities Conference in Townsville "Building Blocks" – 12-13 October 2006
- Walk 21 Conference in Melbourne October 2006 (sponsored by the City of Melbourne) in October
- International Forum on Disability Management in Brisbane 8-11 October 2006 (sponsored by the City of Melbourne)

- Support the 17th International Safe Communities Conference to be held in New Zealand in late 2008.

Hosting Safe Community Conferences: When?

Hosting "Travelling Seminars":

International Symposium "Community Safety in Major Urban Environments", April 2000. [Travelling Seminar in Victoria April 2000.](#)

Other, what?

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www.melbourne.vic.gov.au

DRAFT