WHITEHORSE
CITY COUNCIL

Community Safety Plan

2027 – 2031









Acknowledgement of Country

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



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Vision

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

Purpose

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

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

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

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

Our SAFER priorities

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

PRIORITIES		OUTCOMES
S	**Shared spaces**	Shared spaces across Whitehorse are safe, respectful and strengthen community connections
A	**At home and personal safety**	People in Whitehorse feel safer and more secure
F	**Future focused partnerships**	Our strong, collaborative partnerships support coordinated and proactive community safety responses
E	**Everyday movement**	Everyone can move safely and easily throughout Whitehorse
R	**Resilient communities**	People are aware, prepared and empowered to support their own safety and that of others



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

Whitehorse resident





What is a safer community?

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

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

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



What does this mean for local government?

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

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



Community safety is a shared responsibility

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

VICTORIA POLICE

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

CRIME STOPPERS .com.au 1800 333 000 Victoria

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

Neighbourhood Watch
Let's watch out for each other
Whitehorse

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



Businesses and traders

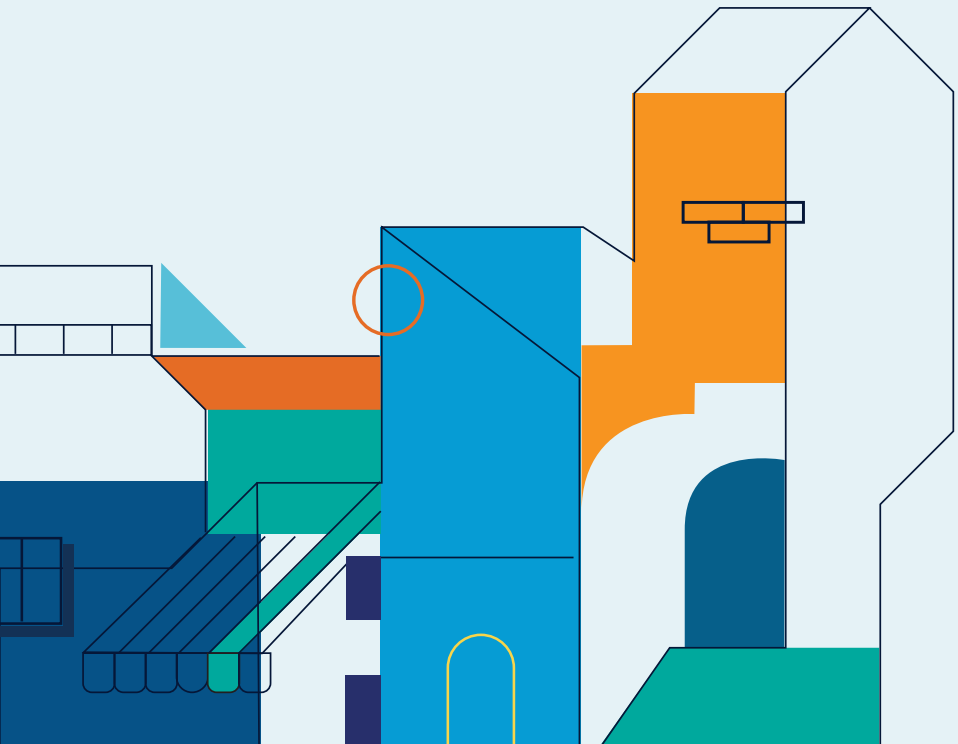
- Provide essential goods and services
- Support local economy and activity
- Increase street presence and visibility
- Engage with customers and community
- Includes retail precincts, local shops and markets

Community hubs

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

Community

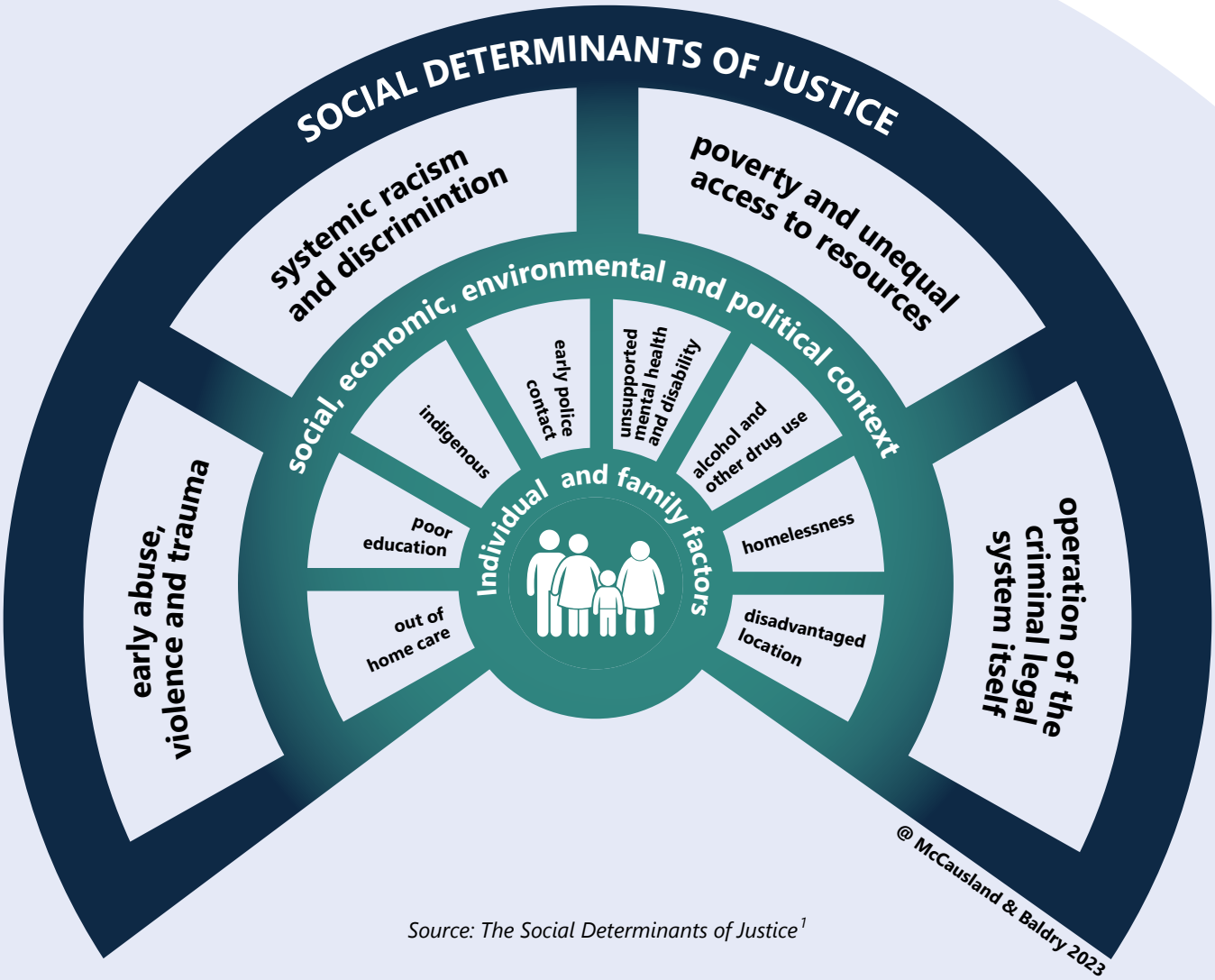
- Being responsible for their property and personal items; for example locking doors and windows
- Engaging in community
- Reporting crime and suspicious behaviour
- Responsible pet ownership
- Responsible driving
- Respect each other



What are the root causes that lead to crime?

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

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



Source: The Social Determinants of Justice[1]

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

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

In addition, the Australian Institute of Criminology's National Crime Prevention Framework[2] highlights that early intervention and prevention programs have been shown to deliver long-term cost savings, particularly when compared with the high costs of policing, court processes and ongoing involvement with the justice system.

Both the Victorian Crime Prevention Strategy[3] and the National Crime Prevention Framework[2] recognise that successful crime prevention requires a coordinated, evidence-based approach. This includes using local data to inform resource allocation, monitor outcomes and support continuous improvement over time. Both documents are considered best practice approaches and have been used to shape the Plan in alignment with the local needs of the Whitehorse community.

Young people and crime

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

Source: Young People and Crime, Neighbourhood Watch Victoria[4]

Whitehorse demographics

Whitehorse experienced an 8.3% increase in criminal incidents in 2025 compared with the previous year. Understanding local crime trends, alongside community feedback and the demographic profile of Whitehorse, helps inform community safety priorities. The following snapshot outlines key demographic features of our community.

183,465
Population

35 – 49
Median age range

88.3%
Own 1 or more motor vehicles +

40.5%
Non-English speaking at home

88,046 Total labour force[5]

83,329
Employed

54.3% Work full time
34.8% Work part-time
5.5% Away from work

4,717
Unemployed

2.4% looking for full-time work
3% looking for part-time work

68
Retail precincts
(5+ tenancies)

6
Train stations
Belgrave / Lilydale Line

112
School crossings

2
Major education institutions

56.84ha
Public open space

Includes:
gardens | parks | reserves
waterways | squares
Note: Excludes restricted open space

Most common offence
Stealing from a motor vehicle

Most common offence location
Houses and streets / footpaths

Community safety engagement

1200+ contributors

1165
pieces of feedback gathered through face-to-face engagement activities

179
Completed surveys

19
Pop-ups

4
Trader sessions

10
External group sessions

13
Internal sessions

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What are we doing now?

Council is committed to creating a safe, inclusive and connected community through a range of programs and initiatives. These are supported by the strategies, plans and policies outlined on pages 16 and 17.

Each year, we respond to more than 57,000 community safety requests, including concerns related to animals, parking and illegally dumped rubbish. Examples of current programs and initiatives are highlighted below.



CCTV trailers



Coffee with a Cop



Commmunity Corrections program – graffiti and waste removal



Connect with confidence public transport program



Elder safety and fraud prevention education



Not so fast driver safety program



Pups in the park



Twilight markets to reinvigorate public realms



Whitehorse Local Safety and Community Safety Committees



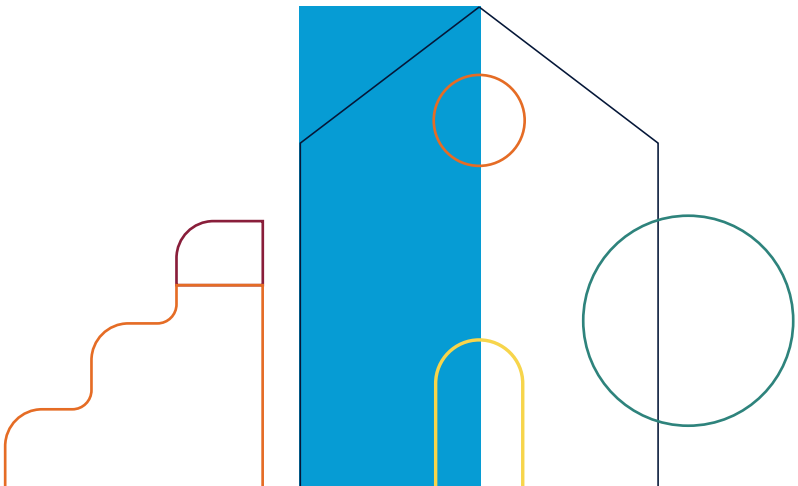
Youth Connexions outreach



Alignment with Council strategies, plans and policies

Whitehorse 2040 Community Vision (Community Vision 2040 | Whitehorse City Council)		
• Whitehorse is a resilient community where everyone belongs • We are active citizens who value our natural environment, history and diversity • We embrace sustainability and innovation • We are dynamic. We learn, grow and thrive		
Integrated Council Plan 2025 – 2029		
1.4 A community where people feel safe	2.1 Safe and accessible public spaces	3.1 A thriving economy
What we will focus on		
1.4.1 Partner with local agencies to improve perceptions of safety	2.1.1 Plan for and provide safe and easy to access public spaces through better design	3.1.2 Enable and support the creation of clean, safe and welcoming places to shop, access services, do business, exchange and visit and promote the benefits of shopping and supporting local
Supporting strategies		
Affordable Housing Policy	CCTV in Public Places Policy	Child Safety and Wellbeing Policy
Child Safe Standards Action Plan 2022 – 2025	Community Local Law 2024	CPTED Policy
Domestic Animal Management Plan	Disability Action Plan 2026 – 2030	Floodlighting Policy Outdoor Sports and Recreation
Gender Equality Action Plan 2022 – 2026	Graffiti Management Policy 2025	Integrated Transport Strategy (under development)
Investment and Economic Development Strategy 2024 – 2028	Municipal Early Years Plan	Municipal Emergency Management Plan

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



SAFER priority actions

Priority Area 1:
Shared spaces

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

1.1 Focus area: CCTV

Action: Review the current Whitehorse CCTV in Public Places Policy to enable the installation of additional CCTV cameras in public spaces.

Outcome indicator	Outcome measure	Responsibility
Improve actual and perceived safety, reduce crime and anti-social behaviour and support safe access to public spaces for community.	Whitehorse CCTV in Public Places Policy reviewed.	• Whitehorse City Council

1.2 Focus area: CCTV

Action: Deploy mobile CCTV trailers to priority hot-spot locations identified in partnership with Victoria Police.

Outcome indicator	Outcome measure	Responsibility
Reduction in reported anti-social behaviour and criminal incidents in locations monitored by mobile CCTV.	Quarterly reports produced to monitor the reported anti-social behaviour and criminal incidents in CCTV locations before and after deployment.	• Whitehorse City Council • Victoria Police

1.3 Focus area: Dog safety and compliance

Action: Deliver free and ongoing dog ownership education sessions through seminars, webinars and park-based pop-up events, featuring Council officers, animal behaviourists and qualified trainers, to provide targeted advice on responsible pet ownership and compliance with off lead requirements.

Outcome indicator	Outcome measure	Responsibility
Improved responsible dog ownership and increased compliance with off-lead area guidelines, contributing to fewer dog-related incidents in public spaces.	Trends in dog-related complaints, compliance with off-lead area requirements and participation in education activities across different delivery formats.	• Whitehorse City Council

Priority Area 1: Shared spaces

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

Priority Area 1: Shared spaces

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

Priority Area 1: Shared spaces

1.10 Focus area: Signage **Actions:** Provide safety signage at key retail precincts and transport hubs reminding visitors to lock-up.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased safety and preventive behaviours in retail precincts and transport hubs.	Signage installed in priority locations and maintained in good condition.	• Local Safety Committee
1.11 Focus area: Youth engagement through sport **Action:** Support youth participation in sport and recreation.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased youth engagement and social connection.	Delivery of sport and recreation initiatives and participation by young people.	• Whitehorse City Council



Priority Area 2:
At home and personal safety

Outcome: People in Whitehorse feel safer and more secure

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

Priority Area 2: At home and personal safety

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

Priority Area 3:
Future focused partnerships

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

3.1 Focus area: Community Safety Advisory Committee

Action: Establish and facilitate a community safety advisory committee to bring together industry partners and community representatives to inform and guide local safety initiatives.

Outcome indicator	Outcome measure	Responsibility
Strengthened collaboration and shared input into community safety planning and responses.	Conduct 4 meetings per year to inform local safety initiatives and priorities.	• Whitehorse City Council

3.2 Focus area: Local Safety Committee

Action: Support the Local Safety Committee, chaired by Victoria Police, to address key operational matters including identified hot-spot locations across Whitehorse.

Outcome indicator	Outcome measure	Responsibility
Strengthened collaboration and shared input into community safety planning and responses.	Participation in the Local Safety Committee and contribution to discussions, with advice informing local safety priorities and initiatives.	• Whitehorse City Council • Victoria Police

3.3 Focus area: Neighbourhood Watch Whitehorse

Action: Support the promotion of Neighbourhood Watch Whitehorse (NHW) activities.

Outcome indicator	Outcome measure	Responsibility
Increased participation of community members in NHW activities.	Strengthened community participation and local crime prevention activities.	• Whitehorse City Council • Neighbourhood Watch Whitehorse

3.4 Focus area: Community safety partnerships

Action: Advocate to government and key stakeholders for initiatives, services and resources that address community safety and crime prevention priorities.

Outcome indicator	Outcome measure	Responsibility
Increased collaboration on community safety and crime prevention priorities.	Advocacy initiatives and partnership activities undertaken.	• Whitehorse City Council

Priority Area 4:
Everyday movement

Outcome: Everyone can move safely and easily throughout Whitehorse

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



4.4 Focus area: Public transport confidence **Action:** Support delivery of the Connect with Confidence program to assist older adults, carers and people with disability to use public transport safely and independently.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased confidence of older adults, carers and people with disability to access and use public transport.	Delivery of the Connect with Confidence program in partnership with relevant stakeholders.	• Whitehorse City Council
4.5 Focus area: Speed management **Action:** Deliver the 'Not So Fast' driver safety program and rotate the speed observation trailers (SOTs) throughout the municipality to educate motorists to slow down in local streets.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased driver awareness of local speed limits and safer driving behaviour.	Delivery of driver safety programs and deployment of SOTs in targeted locations.	• Whitehorse City Council
4.6 Focus area: Parking management **Action:** Manage parking to support access, safety and the changing needs of Whitehorse.		
Outcome indicator	**Outcome measure**	**Responsibility**
Improved access to parking and safer movement in areas of high demand.	Delivery of parking management initiatives, including compliance, proactive patrols and technology improvements to improve response times and service delivery.	• Whitehorse City Council



Priority Area 5:
Resilient communities

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

5.1 Focus area: Community safety activities and events

Action: Partner with key services to deliver ongoing awareness activities including Community Safety Month and Coffee with a Cop to raise awareness of community safety issues.

Outcome indicator	Outcome measure	Responsibility
Increased community awareness of priority safety issues and available supports.	Delivery of awareness initiatives throughout the year in partnership with key agencies.	• Whitehorse City Council

5.2 Focus area: Community safety messaging

Action: Promote and share positive community safety messages that highlight practical actions and shared responsibility.

Outcome indicator	Outcome measure	Responsibility
Increased awareness of proactive and preventive safety behaviours.	Community safety messaging delivered across Council communications and community engagement activities.	• Whitehorse City Council

5.3 Focus area: Community safety resources

Actions: Work with key partners to develop and share a community safety resource toolkit for residents.

Outcome indicator	Outcome measure	Responsibility
Improved access to consistent and relevant safety information for the community.	Safety resources developed and shared with partners and residents through agreed channels.	• Whitehorse City Council

5.4 Focus area: Inclusive communication

Action: Deliver accessible community safety communications through a range of channels including community radio, events and activities.

Outcome indicator	Outcome measure	Responsibility
Increased reach and engagement of culturally and linguistically diverse communities in safety initiatives.	Community safety information delivered through multiple accessible communication channels.	• Whitehorse City Council

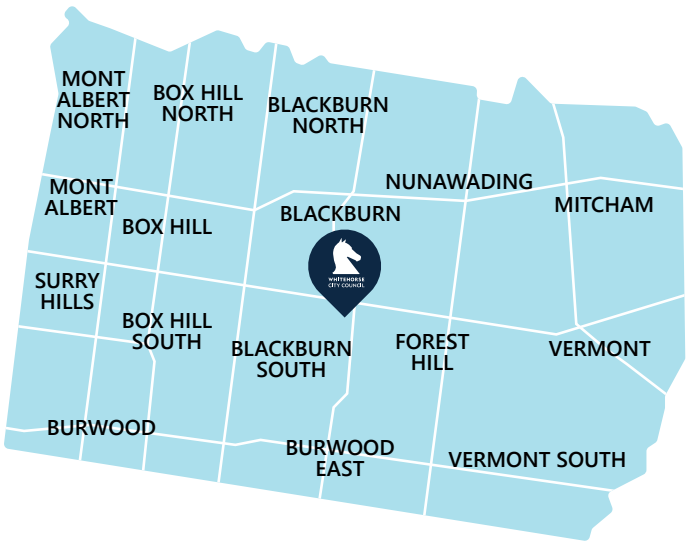
Priority Area 5: Resilient communities

5.5 Focus area: Reporting **Action:** Promote and support accessible pathways for reporting crime and suspicious behaviour through Victoria Police, Crime Stoppers and other support services.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased visibility and understanding of how to report crime and safety concerns.	Reporting pathways promoted across Council communications and partner networks.	• Whitehorse City Council
5.6 Focus area: Respectful relationships **Action:** Deliver initiatives that bring people together to build understanding, connection and promote respectful interactions across the community.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased empathy and respectful interactions between community members from diverse backgrounds.	Delivery of initiatives that promote positive interactions, understanding and respect across the community.	• Whitehorse City Council
5.7 Focus area: Social connection **Action:** Deliver and support programs and initiatives that strengthen community connection and participation.		
Outcome indicator	**Outcome measure**	**Responsibility**
Increased opportunities for community members to connect and participate.	Delivery of programs and initiatives that support community connection across the municipality.	• Whitehorse City Council



Appendix 1: Crime data

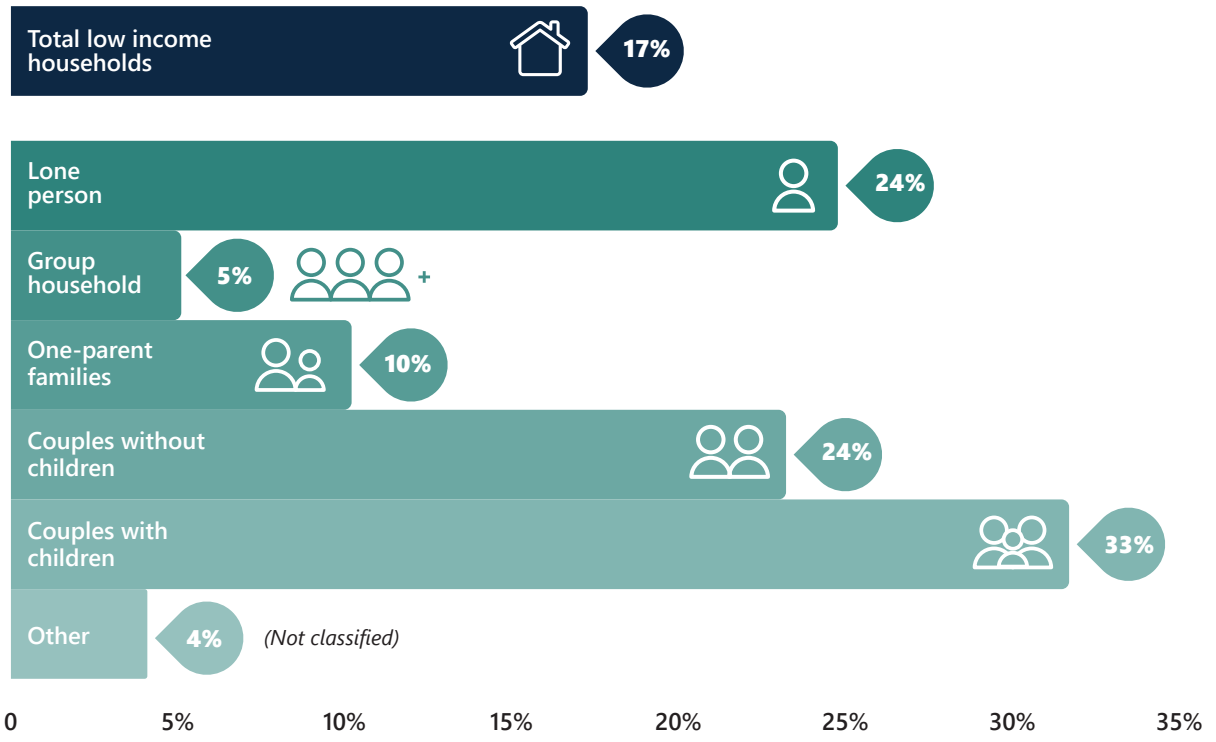
There are 16 suburbs within Whitehorse:



Households

65,115
total households in Whitehorse

2.53
average people per dwelling



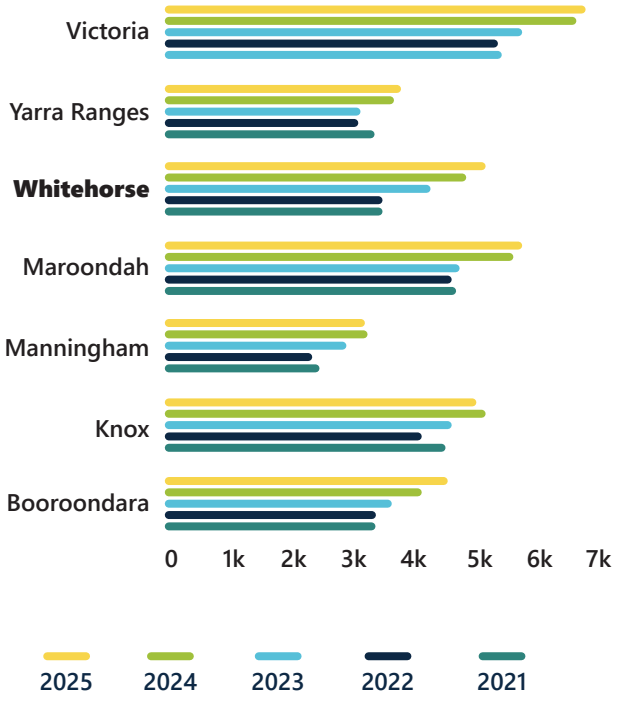
Source: Idcommunity demographic resources[5]

Crime trends in Whitehorse reported by the Crime Statistics Agency Victoria

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

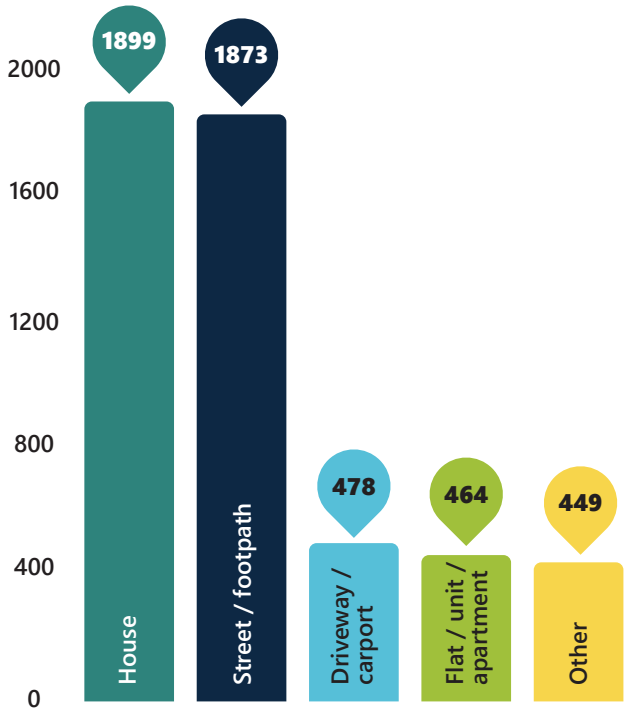
Criminal incident rate per 100,000 population for year ending December 2025

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



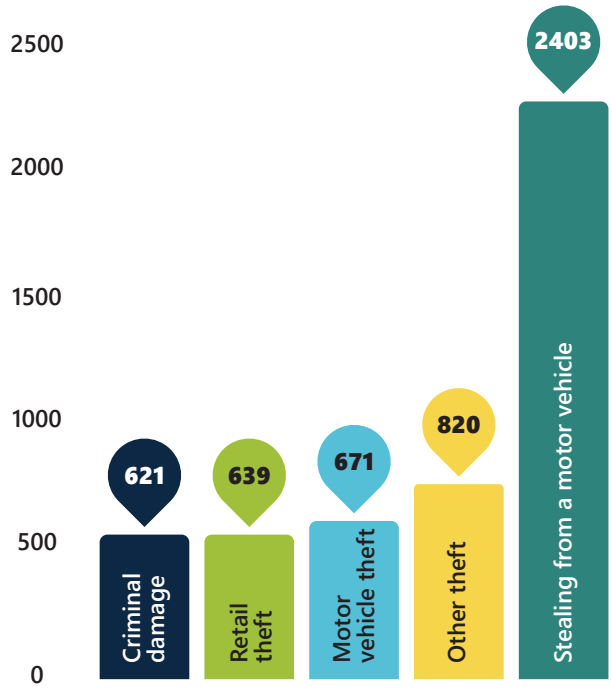
Source: Crime Statistics Agency [6]

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



Source: Crime Statistics Agency [6]

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



Source: Crime Statistics Agency [6]

What does 'safety in neighbours' mean?

It's a play on 'safety in numbers' - but focused on community.

When we all lock up, thieves leave

It's about neighbours looking out for each other by taking small, practical actions together.

By locking up, you're locking in safety for your whole street.

Source: Neighbourhood Watch Victoria[7]

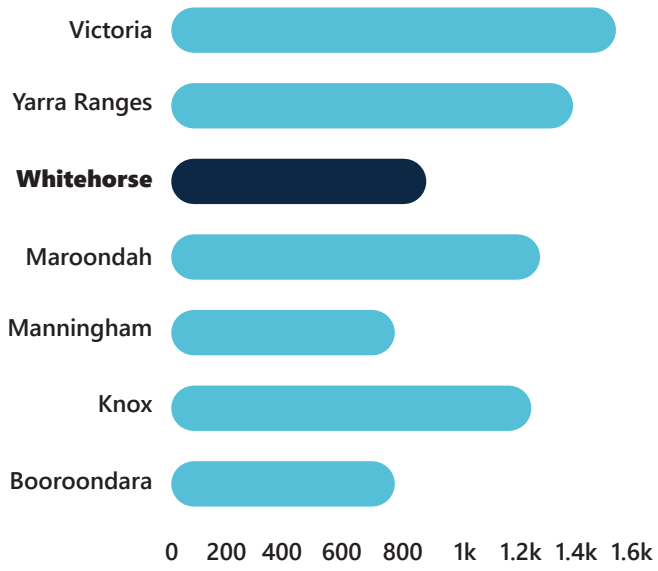


Whitehorse City Council says no to violence

Whitehorse City Council says no to violence. Council is committed to working together with the community to model and promote equal and respectful relationships. We want a community where everyone is valued and safe[8].

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

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



Source: Crime Statistics Agency[6]

Impact of family violence on the community

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

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

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

Source: Safe + Equal[9]

These can be signs of unhealthy or abusive behaviour:

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

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

Source: Crime Stoppers[10]

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

Whitehorse resident



Appendix 2: Community engagement

What does community safety look like in Whitehorse?

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

Building on the insights gathered in October 2025, we shared the Plan with community in July and August 2026, and invited further feedback to help refine the proposed priorities and actions.

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

1200+ contributors

1165
pieces of feedback gathered through face-to-face engagement activities

179
Completed surveys



19
Pop-ups



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

4
Trader sessions



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

10
External group sessions



- Burwood Neighbourhood House – Mandarin Focus Group
- Elgar Contact Group
- Neighbourhood Watch Whitehorse
- Whitehorse Children's Advisory Group
- Whitehorse Community Safety Committee
- Whitehorse Disability Advisory Committee
- Whitehorse Interfaith Network
- Whitehorse Local Safety Committee
- Whitehorse Youth Voice

13
Internal sessions

WHITEHORSE
CITY COUNCIL

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

**Note: Some engagement activities were delivered across both Round 1 and Round 2 and are listed only once. As a result, the total number of activities exceeds the number of entries.*

Top 3 crime and safety concerns

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

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

Interactive map exercise

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

Where people feel safe

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

Where people feel unsafe

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

Interactive map exercise (continued)

Feedback from the interactive map exercise was grouped into into the 5 categories shown in the table below. Nearly half of the feedback related to public places and infrastructure including retail precincts, train stations, parks, sports clubs and community hubs. This highlights how important shared spaces are to the community, regardless of whether people experience them as safe or unsafe. A further 23% of feedback focused on traffic and transport. Together, this shows that perceptions of safety are shaped by everyday conditions such as lighting, maintenance and how welcoming spaces feel. Council can directly influence each of these through design, maintenance and activation of local places.

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

Community safety survey

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

179 Survey responses received

108
Women participated

66
Respondents aged 60+

26
Reported living with disability and/or mental illness

64%
Identified places in Whitehorse where they feel unsafe

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

Notably, 64% of survey respondents indicated there were places across Whitehorse where they felt unsafe. The survey also identified broader concerns relating to burglary, anti-social behaviour and issues affecting children, older people and families, which are not always linked to specific locations. Where places were identified as unsafe, transport and retail precincts were most commonly highlighted.

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



“ There are lots of walkers around the Lake who are friendly. It’s a quiet neighbourhood and I like living here.”

Whitehorse resident

What would make you feel safer?

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

Perceptions of safety – why do we care?

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

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



References

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4. Young People and Crime Neighbourhood Watch Victoria, **nhw.com.au/children/young-people-and-crime/**
5. Idcommunity demographic resources, **profile.id.com.au/whitehorse**
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7. What does 'safety in neighbours' mean? **nhw.com.au/program/safety-in-neighbours/**
8. Whitehorse City Council Values Statement on Prevention of Family Violence and Violence against Women and Children, 2019 **whitehorse.vic.gov.au/family-violence**
9. Safe + Equal, **safeandequal.org.au/understanding-family-violence/impacts/**
10. Crime Stoppers, **crimestoppersvic.com.au/**

Neighbourhood Watch
Let's watch out for each other
Whitehorse

Neighbourhood Watch Whitehorse Inc has been supporting the local community for more than 40 years. With around 500 volunteers across Whitehorse, the organisation runs regular meetings featuring Victoria Police representatives, publishes the Stay Safe newsletter, and delivers a range of community safety activities throughout the year.

To find out more

Visit:
nhwwhitehorse.org.au

Follow Neighbourhood Watch Whitehorse:
facebook.com/NHWWhitehorse

Email:
whitehorse@nhw.com.au

Reporting

If you see something, say something

Report an incident, crime or suspicious behaviour

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

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

Online:
police.vic.gov.au/police-assistance-line-and-online-reporting

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

Online:
crimestoppersvic.com.au/report-a-crime

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

Key outcomes for 2024-25

137,706
Contacts

997
Arrests

4005
Charges laid

$26,797,475
Value of illegal drugs seized

$4,308,354
In cash and property confiscated

WHITEHORSE CITY COUNCIL

Snap Send Solve

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

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

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



We received 27,515 reports in 2025

This included:

3498
Dumped rubbish

2243
Parking enforcement

1579
Graffiti and vandalism

Top Solvers Award

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



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NRS

NATIONAL RELAY SERVICE
Service for deaf or hearing impaired people

P 133 677
Call and quote 9262 6333

TIS

TELEPHONE INTERPRETER SERVICE
Language support

P 131 450

Call and ask to be connected to Whitehorse City Council

SERVICE CENTRES

Whitehorse Civic Centre
379-397 Whitehorse Road, Nunawading 3131

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