

# Community Safety Resource Guide



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# Introduction

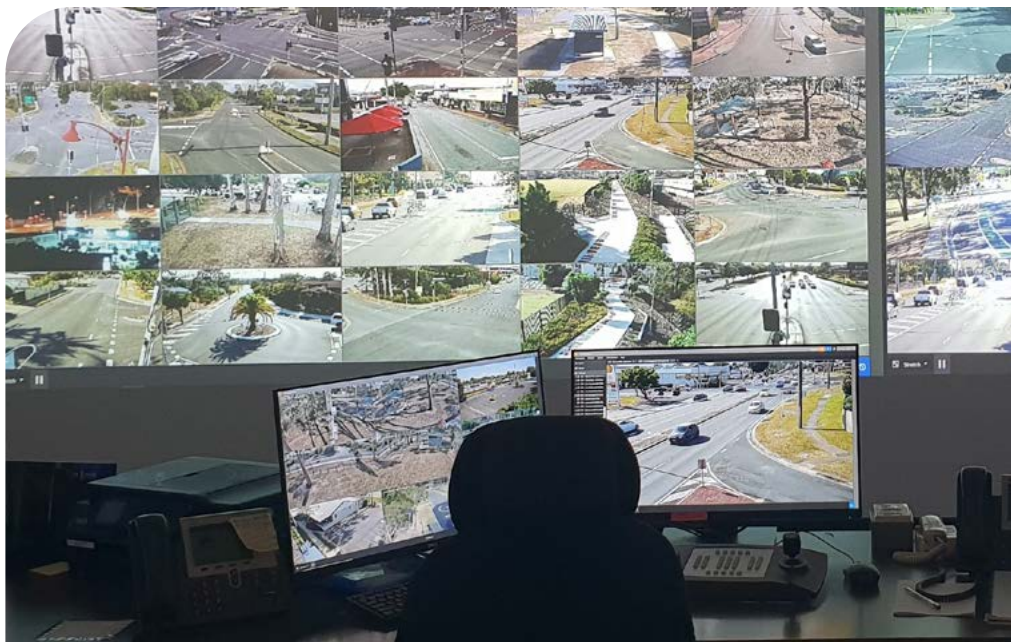
Logan City Council (Council) recognises that local government plays a central role in the design, management and delivery of community safety programs. Council is committed to creating a safer city of Logan by adopting a holistic approach to addressing community safety.

The Community Safety Program has developed *The City of Logan Safe City Strategy and Action Plan 2021–2025* which aims to increase feelings of safety and enhance residents quality of life. This will be achieved through the delivery of a broad range of community safety and crime prevention initiatives.

For more information, visit: [logan.qld.gov.au/community-safety-and-crime-prevention-information](https://logan.qld.gov.au/community-safety-and-crime-prevention-information)

This resource has been developed to encourage you to implement strategies in your day to day life which will enhance your feelings of safety and contribute to your well-being.

All information in this guide was correct as at the time of publication. However, Council acknowledges that some components of services may change from time-to-time.



*Logan Safety Camera Program  
Monitoring Room*

# Personal safety – out and about

Feeling safe and confident when out in public helps us to stay mobile and makes it easier to enjoy recreational activities and community life. Always keep your personal safety in mind; even for everyday activities.

## When Shopping

- Keep a grip on your handbag and ensure it is securely shut so valuables are out of sight and reach. Have the zip facing the front when closed.
- Consider using ATMs that are in public places where you can be seen by other people. Don't allow other people to see how much money you have withdrawn. Always remove your receipt and take it with you.
- Be aware of where you parked and the entrance you used to avoid becoming lost and increasing your vulnerability.

## When Walking or Catching Public Transport

- Plan your route before starting out. Know where you are going and how long it should take to get there.
- If travelling alone, especially at night or in isolated areas, sit near the bus or train driver.
- Avoid taking short-cuts through bushland or isolated areas, especially if you are unfamiliar with the area. Stick to well used paths and roads.
- Always walk confidently even if you don't feel it. Keep your head up and maintain a constant pace.



For more information, visit:  
[logan.qld.gov.au/ personal-safety](https://logan.qld.gov.au/personal-safety)

*The City of Logan is a dynamic, diverse and proud community that is a perfect place for young, growing families*

# Personal safety – around the home

It is important to be proactive with security measures around your home. If you follow several key safety strategies it can reduce the likelihood of becoming a victim of crime.

- A door viewer peephole or camera is an excellent way to see who is at the door without opening it.
- Sensor lighting is an excellent way to deter unwanted people from entering your property. Install along the entrance path to the house and near the door.
- Avoid giving out personal information to strangers. If they claim to be from the police, a government agency or charity ask to see identification.
- Acknowledge people in your area, especially if you don't know them. Offenders who know they have been seen will likely leave the area for fear of being recognised.
- Ensure at least one door (screen or entrance) is locked when greeting people at the door. This creates a barrier between you and them.
- Getting to know your neighbours is a great crime prevention measure. They may notice any suspicious activity around your property and can advise you of this. Knowing your neighbours are looking out for you will help you feel safer, especially if you are living alone.



For more information, visit:  
[logan.qld.gov.au/home-property-security](https://logan.qld.gov.au/home-property-security)

# What is domestic and family violence?

Domestic and family violence is when one person behaves in a way that controls another person and causes them to fear for their safety and wellbeing. It's usually a pattern of abusive and controlling behaviour taking many forms. This is what it can look like.



## Does your partner

push, hit, slap, choke you or threaten to do so?



## Does your partner

force you to do things you don't want to do such as sign a contract for a loan?

## Does your partner

stalk you, constantly phone or text to check up on you?



## Does your partner

prevent contact with your family and/or friends?



## Does your partner

use put downs and cruel jokes about you?

## Does your partner

damage property, or threaten to do so?

## Does your partner

hurt or threaten to hurt your pets?

## Does your partner

put pressure on you or force you to have sex?

## Is your partner

controlling or prevent you from participating in your cultural or religious practices?

## Does your partner

control or misuse your money or property, or threaten to do so?

**For further support please contact:**  
DV Connect on **1800 811 811** or  
DV Connect Mensline on  
**1800 600 636**

Not Now, Not Ever in Logan  
[notinlogan.com.au](http://notinlogan.com.au)

A blue silhouette of a woman's head and shoulders is positioned in the bottom right corner of the dark blue box.

# Safety plan

If you are experiencing domestic and family violence, it is important to consider having a safety plan. Below are some helpful tips which may help to keep you or someone you love safe. To help develop a personalised safety plan please visit [notinlogan.com.au](http://notinlogan.com.au)

## If in immediate danger, call 000.

Keep in mind where the nearest public phone is.



## Register for the domestic violence sms reporting service.

Reporting can occur through alternative online/SMS options to request police contact in relation to domestic and family violence incidents. The online portal can be accessed at [police.qld.gov.au/domestic-violence](http://police.qld.gov.au/domestic-violence)



**Inform trusted friends or family of your situation and develop a plan.** Plan where you could go to be safe; friends, family or women's refuge.



## Identify rooms with locks that cannot be picked.

If an argument occurs and you can't safely leave the house, try to move to a lockable room. To reduce the risk of harm, try to avoid rooms such as kitchens and bathrooms which contain sharp objects or weapons e.g. knives.

**If possible, save money** for a taxi, bus or train fare for emergency transportation to a safe place.



## Adjust mobile phone apps settings.

Limit app access and turn off location services to your devices.



## Write a checklist for an escape bag.

If you need to leave quickly, know where your important documents, medications, Medicare and concession cards are. Store these in an emergency bag within the house or car only if safe to do so.



## Additional tips if you have children:

Tell your kids never to intervene when domestic violence is occurring.



Tell your kids to go to a specific room when domestic violence is occurring – preferably a lockable room with no sharp objects or weapons.



Teach your kids how to phone 000 safely and what to say. "000"



Practise with your kids how to leave the house safely.



Monitor your kids' use of technology to ensure your family's location/safety is not compromised.



### For further support please contact:

DV Connect on **1800 811 811** or  
DV Connect Mensline on  
**1800 600 636**

Not Now, Not Ever in Logan  
**notinlogan.com.au**



# Senior Safety

## Elder abuse

Elder abuse is any act within a relationship of trust which results in harm to an older person. It can be emotional, psychological, physical, sexual, financial or neglect. It can happen to anyone, across all cultural groups, all levels of education and all economic backgrounds. In Queensland, it is estimated that around 25,000 elderly people are abused each year by someone they trust.

It is common for elder abuse to remain undetected. This is often due to feelings of guilt and shame, fear of retaliation and damaging family relationships.

Elder abuse is vastly under-reported and, in most cases, committed by close family members. It is important to know the signs of elder abuse. Some indicators include:

- Unexplained bruises or injuries
- Being afraid of someone close to them
- Appearing anxious or nervous
- Reluctant to talk or make eye contact
- Deferring to another person to speak on their behalf
- Suddenly struggling to pay for bills, medication or necessities
- Significant changes in appearance

## Frauds and scams

Seniors are more at risk of becoming victims of frauds and scams than any other crime. This is because seniors often have more money and accumulated wealth than younger people and may be less familiar with new technology.

Common scams include:

- Dating and romance
- Investment scams
- Unexpected prize & lottery scams
- Inheritance scams
- Rebate scams

You can protect yourself from scams by:

- Being suspicious of requests for money.
- Being aware of unusual payment method requests.
- Verifying the identity of the contact by calling the relevant organisation.
- Being wary of people you meet on social media or online dating sites.
- Being suspicious of unexpected emails or letters regarding inheritance or competition prize.
- Doing your own research before you invest money.
- Keeping your personal details secure.

### For more information:

[logan.qld.gov.au/domestic-family-violence](http://logan.qld.gov.au/domestic-family-violence)  
[logan.qld.gov.au/home-property-security](http://logan.qld.gov.au/home-property-security)

# Crime Prevention Through Environmental Design (CPTED)

## What is CPTED?

CPTED (pronounced sep-ted) provides a common-sense approach to designing environments (new or redeveloped) in ways that help to create safer spaces and reduce crime. CPTED principles can be applied to any built environment or facility for example, public areas, shopping centres and residential dwellings.

## How does CPTED work?

### 1. Surveillance

The ability to 'see' and 'be seen' at all times within an environment. The more people that are using an area providing 'surveillance', the less opportunity there is for someone to commit a crime without being seen.



### 2. Legibility

A design is said to be legible if it is designed in a way that allows people to easily know where they are going and how to get there. Legibility gives people confidence to use a space and makes them less likely to get lost and feel vulnerable or unsafe.

### 3. Territoriality

It is important for a person's sense of control that others not trespass on their territory without invitation. It is equally important for people to be aware of another person's territory and not trespass accidentally. Therefore clear boundaries need to be defined between private and public space.

### 4. Ownership

Crucial to the success of CPTED is the community taking 'ownership' of public spaces and feeling empowered to respond to situations in a way that will enhance the safety and security of the community.

## 5. Management

Public places that are poorly maintained and appear to lack ownership have an increased vulnerability to crime and for inappropriate behaviour to occur. Maintaining the physical appearance of a space encourages people to respect their surroundings.

For more information, visit:  
[logan.qld.gov.au/safe-places-spaces](https://logan.qld.gov.au/safe-places-spaces)

## 6. Vulnerability

Some situations, locations and the time of day can make people feel more vulnerable to crime. The design and management of a space should respond to both real and perceived vulnerability. Isolated or hidden places can provide opportunities for crime and increase a users perception of being more vulnerable to crime.



*'Eats and Beats' is a family friendly event held at various locations in the City of Logan*

Break-ins are often opportunistic, meaning the offender will commit a crime if the opportunity presents itself. The following checklist is intended to assist you in determining what steps can be taken to reduce the opportunity for a crime to occur at your home.

## Home CPTED Checklist

1. Is your house and house number clearly visible from the road?

Yes      No      **IF NO**, consider cutting back trees and bushes and displaying your house number in a more visible location. This will help to increase surveillance of your house and aid emergency services to quickly find your house in an emergency.

2. Is your shed, garage, and gate properly secured with locks?

Yes      No      **IF NO**, consider replacing/purchasing locks to help deter unlawful entry and theft from occurring.

3. Do you have lighting outside the main entry/exits of your home?

Yes      No      **IF NO**, consider installing a form of sensor lighting. This creates the illusion that someone is home and will help deter unlawful entry.

4. Have you engraved your belongings with a form of personal identification?

Yes      No      **IF NO**, consider marking your belongings. Personal Identification aids the Police with investigation and will help with the return of your items.

5. Are your valuables secure and stored out of public view? For example can't be seen through a window?

Yes      No      **IF NO**, consider placing your valuables in a safer spot out of sight, such as in a safe or secured drawer. This will help prevent opportunistic offences from occurring.

6. Is the boundary between your property and public areas obvious? For example, is there a clear visual indicator of where public areas end and your property begins?

Yes      No      **IF NO**, consider how small plantings, garden edging or fencing (that does not block visibility of your house) could make the boundary clearer.

7. Do you have lockable security doors and screens?

Yes      No      **IF NO**, check the quality of your door and window security regularly. Security doors and screens provide an added layer of security.

# Car security

## The Facts

- In Australia, a car is stolen every 11 minutes.
- 70 per cent of late model vehicles are stolen with their own keys.
- Car thefts are often opportunistic; with offenders entering premises through unlocked doors and windows to get keys.



## What can you do?

### Secure your vehicle

- An engine immobiliser provides an effective car theft deterrent. If you don't have an immobiliser you can still secure your vehicle by ensuring that all doors are locked, windows are closed and consider using a steering lock.

### Protect your keys

- Always store car keys out of view and away from external doors and windows.
- Never leave a spare set of house or car keys in your car.

### Remove temptation

- Remove tempting items, such as GPS devices, mobile phones, handbags and electronic equipment from view. If you must leave items in your vehicle make sure they are stored out of sight before arriving at your destination.

### Park safely

- Always park in well-lit areas that have good pedestrian traffic. Avoid poorly lit car parks that are isolated as there is less risk of a thief being interrupted in such locations. If secure parking is available (e.g. garage, behind a fence) it is advisable to use it.

For more information, visit:  
[logan.qld.gov.au/home-property-security](https://logan.qld.gov.au/home-property-security)

# A safe night out

When visiting licensed premises or consuming alcohol, it is important to remember safety measures to help ensure you have an enjoyable and safe night.

1. If someone you don't know is buying you a drink, go with them to the bar to ensure they don't spike your drink with alcohol or drugs.
2. Avoid wandering off alone and always tell friends when you are leaving and how you will be getting home. Planning how you will get home before your night out will reduce the chances of becoming vulnerable while looking for a way home.
3. Include meals and water into your evening. Make sure you keep hydrated.
4. If you plan to drink, don't drive.
5. Remember that one punch can kill. Alcohol and aggression can be a lethal combination, both through an individuals lowered inhibitions and physical impairments on balance and mobility. It only takes one punch to turn a night out into a nightmare. Look out for yourself and your mates and remember to walk away from potentially aggressive situations.

## When Drinking Alcohol Avoid:

- Drinking games
- Energy drinks and other stimulants
- Binge drinking
- Situations that may lead to confrontation or conflict
- Shouts – drink at your own pace
- Shots of alcohol

## Effects of Excessive Drinking

Alcohol misuse and abuse can lead to many short-term, long-term and social problems for a person.

- Short-term problems can include: slowed reaction times, difficulty with balance, slower heart rate and breathing and impaired memory.
- Long-term problems can include: liver disease, digestive disorders, increased risks of certain cancers and damage to muscles and bones.
- Social problems can include: relationship issues, financial problems, increased risk-taking behaviours and work problems.

## Australian Government Standard Drinks Guide

A standard drink contains 10 grams of pure alcohol, but the drinks you buy often contain more than one standard drink. The label on an alcoholic drink tells you the number of standard drinks in the container. This chart is only a guide. Always read the container for the exact number of standard drinks. Drinking no more than two standard drinks on any day reduces the lifetime risk of harm from alcohol-related injuries or disease. Drinking no more than four standard drinks on a single occasion reduces alcohol related risks arising from that occasion.

Alcoholic Beverage	Standard Drinks
<b>Low strength beer (2.7% alcohol)</b>	
1 can or stubbie	0.8 standard drinks
285ml glass	0.6 standard drinks
425ml glass	0.9 standard drinks
Case of 24x375ml cans or stubbies	19 standard drinks
<b>Mid strength beer (3.5% alcohol)</b>	
1 can or stubbie	1 standard drink
285ml glass	0.8 standard drinks
425ml glass	1.2 standard drinks
Case of 24x375ml cans or stubbies	24 standard drinks
<b>Full strength beer (4.9% alcohol – includes diet beer)</b>	
1 can or stubbie	1.4 standard drinks
285ml glass	1.1 standard drinks
425ml glass	1.6 standard drinks
Case of 24x375ml cans or stubbies	34 standard drinks
<b>Wine (9.5% – 13% alcohol)</b>	
100mL glass	1 standard drink
Average restaurant serving (150mL)	1.4-1.6 standard drinks
750mL bottle	7-8 standard drinks
4-litre cask	36-43 standard drinks
<b>Spirits (37% – 40% alcohol)</b>	
1 nip (30mL)	1 standard drink
700mL bottle	22 standard drinks
<b>Pre-mixed spirits (5% – 7% alcohol)</b>	
1 can (375mL)	1.5-2.1 standard drinks
1 bottle (275mL)	1.1-1.5 standard drinks

While these standard measurements are guidelines, it is important to remember alcohol tolerance varies dependent upon factors such as a person's size, fitness, food intake and gender.



# Reporting crime

## In an Emergency

For life threatening matters, crime in progress, or when the event is time critical, you should call **Emergency Services (000)**.

If you have a speech or hearing disability, **Emergency Services (000)** can be accessed via the National Relay Service.

- For Speak and Read callers who rely on TTY (also known as a teletypewriter or textphone) to make calls dial **106**.
- For Speak and Listen callers who use an ordinary phone or mobile rather than a TTY, dial **1800 555 727** and **then ask for Emergency Services (000)**.

## In a Non-Emergency

For all matters of a non-urgent nature contact:

- **Policelink 131 444**
  - available 24 hours a day, seven days a week for non-urgent incidents including:
    - » Wilful property damage
    - » Break and enters
    - » Lost property
    - » Theft
    - » Stolen vehicles

For more information, visit: **police.qld.gov.au/policelink-reporting**

- **Crime Stoppers 1800 333 000**
  - available 24 hours a day, seven days a week to report anonymous information regarding suspicious or criminal activity. For more information, visit: **crimestoppersqld.com.au/make-a-report**
- **Hooning Hotline 13HOON (134 666)**
  - available 24 hours a day, seven days a week to report information regarding hooning incidents. Take note of what the vehicle model is or what it looks like, what the vehicle was doing and the registration plates. For more information, visit: **forms.police.qld.gov.au/launch/hooning**
- **Graffiti Report 3412 3412**
  - call Logan City Council regarding incidents of graffiti or visit: **logan.qld.gov.au/online-services**





# Community Safety

## Quick Help Guide

### Emergency

**Ambulance, Police, Fire**  
000

### Non-Emergency

**Policelink**  
police.qld.gov.au | 131 444

**Crime Stoppers**  
crimestoppers.com.au | 1800 333 000

**Lifeline**  
lifeline.org.au | 13 11 14

**State Emergency Service (SES)**  
13 25 00

**Poisons Information Centre**  
health.qld.gov.au/  
poisonsinformationcentre | 13 11 26

**Report Sharps Sightings**  
logan.qld.gov.au/health-and-wellness/  
sharps | 3412 3412

### Reporting Anti-Social Behaviour

**Hoon Hotline – 13HOON**  
forms.police.qld.gov.au/launch/hooning |  
134 666

**Graffiti**  
logan.qld.gov.au/online-services  
3412 3412

### Health

**Logan Hospital**  
3299 8899

### 13 HEALTH

(for non-urgent health advice from a qualified nurse) | 13 43 25 84

### 1300 MH CALL

(if you are experiencing a mental health crisis) | 1300 642 255

**Addiction Services – Logan**  
(Metro South Health) | 3089 4084

**Alcohol and Drug Information Service (ADIS)**  
adis.health.qld.gov.au | 1800 177 833

**Alcoholics Anonymous**  
aa.org.au | 1300 222 222

### Housing and Accommodation

**KENG Immediate Supported Accommodation**  
(ISA) (16+ years)  
keng.org.au/isa | 3808 1684

**Department of Communities, Housing and Digital Economy**  
chde.qld.gov.au | 13 74 68

**Logan Housing Service Centre**  
3086 3700

**Centacare**  
centacare.com | 3809 9610

**YFS**  
yfs.org.au/homelessness | 3826 1500

### Domestic and Family Violence and Sexual Violence

**DV Connect Womensline**  
(24/7 support line)  
dvconnect.org/womensline | 1800 811 811

### **DV Connect Mensline**

(9 am to midnight, 7 days a week)  
dvconnect.org/mensline  
1800 600 636

### **The Centre for Women & Co.**

centreforwomen.org.au | 3050 3060

### **National Sexual Assault, Domestic Family Violence Counselling Service**

(24/7 support line)  
1800respect.org.au | 1800 737 732

### **Women with Intellectual and Learning Disabilities**

Sexual Violence Prevention  
wwild.org.au | 3262 9877

### **QLife (LGBTI Helpline)**

(3 pm to midnight, 7 days a week)  
qlife.org.au | 1800 184 527

### **Elder Abuse Helpline**

eapu.com.au | 1300 651 192

## **Youth Specific**

### **Kids Helpline**

kidshelpline.com.au | 1800 551 800

### **Headspace Meadowbrook**

headspace.org.au | 3804 4200

### **YFS**

yfs.org.au/25-or-under | 3826 1500

### **Bridges Reconnect**

(housing for 12–18 year olds/domestic and family violence support and counselling for families and young people)  
lutheranservices.org.au/youth-and-family/about | 3858 3000

## **Legal**

### **Legal Aid**

legalaid.qld.gov.au | 1300 651 188

### **YFS Legal**

yfs.org.au | 3826 1500

### **Women's Legal Service**

wlsq.org.au | 1800 957 957

## **Logan City Council**

### **Logan Safety Camera Program**

logan.qld.gov.au/logan-safety-camera-program | 3412 3412

### **Community Safety Program**

logan.qld.gov.au/community-safety-and-crime-prevention-information | 3412 3412

## **Reporting Fraud and Scams**

### **Scamwatch**

scamwatch.gov.au

### **Queensland Office of Fair Trading**

fairtrading.qld.gov.au | 13 74 68

### **Australian Cyber Security Centre**

cyber.gov.au/acsc/report | 1300 292 371

### **Australian Securities and Investments**

#### **Commission (ASIC)**

Financial and Investment Scams  
asic.gov.au | 1300 300 630

### **Australian Communications and Media**

#### **Authority (ACMA)**

Spam Emails and SMS  
acma.gov.au | 1300 850 115

### **Australian Taxation Office**

ato.gov.au/general/online-services/identity-security/verify-or-report-a-scam

#### **Forward tax scam emails to:**

ReportEmailFraud@ato.gov.au | 1800 008 540



### Further information

Visit: [logan.qld.gov.au/safety/safe-city-strategy-and-action-plan](https://logan.qld.gov.au/safety/safe-city-strategy-and-action-plan) to download a full copy of the City of Logan Safe City Strategy and Action Plan 2021–2025

### Contact us

Logan City Council Community Safety Program

**E:** [safecity@logan.qld.gov.au](mailto:safecity@logan.qld.gov.au)

**P:** 3412 3412