



Neighbourhood Watch WA

# Operations Manual

2007

**Neighbourhood  
Watch** ©



## Contents

---

Guidelines for establishing a Neighbourhood Watch area .....	4
Rural Watch .....	6
Marine Watch.....	6
School Watch.....	6
Logos, Sponsorship and Copyright.....	7
Structure of Neighbourhood Watch.....	8
Responsibilities of Neighbourhood Watch State Office.....	9
Neighbourhood Watch members .....	10
The Neighbourhood Watch State Office .....	11
The Police District.....	12
The District Crime Prevention Officer.....	13
The Police Station Officer-In-Charge .....	14
The Suburb Manager .....	15
The Area Coordinator .....	16
The Street Representative .....	17
Neighbourhood Watch Community Grants .....	18
Suggested meeting procedures .....	19
Neighbourhood Watch Identification Cards.....	20
Guidelines for the Release of Statistical Information.....	21
Disclaimer .....	21
Release of Neighbourhood Watch crime statistics.....	22
Neighbourhood Watch Crime Statistics Release Form.....	23
Neighbourhood Watch Resources .....	24

## Neighbourhood Watch Objectives

### “Neighbours helping neighbours”

**Assist the Western Australia Police in its efforts to reduce crime in the community by:**

1. Reducing the fear of crime within the community
2. Reducing preventable crime
3. Encouraging reporting of suspicious activity
4. Improving the quality of information passed to police
5. Improving the level of home security in the community
6. Encouraging the engraving of property to:
  - ☞ discourage theft
  - ☞ assist in identifying recovered property

## Guidelines for establishing a Neighbourhood Watch area

---

- Neighbourhood Watch (NHW) is to remain “non-political”;
- Promotional material is not to be used to air personal opinions;
- Neighbourhood Watch WA is not an incorporated body. It is a member of Neighbourhood Watch Australasia;
- NHW volunteers are covered for public liability under the umbrella of the WA Police Risk Cover Policy;
- Resources are available from the NHW State Office, District Crime Prevention Office and local government;
- NHW is not to be used for personal gain;
- See the NHW website (NHW WAonline – [www.nhw.wa.gov.au](http://www.nhw.wa.gov.au)) for information about crime prevention, personal safety, home and car security initiatives and to download fact sheets;
- NHW WAonline has links to other websites with information about crime prevention, personal safety, home and car security;
- Individuals and businesses can register online at the NHW WAonline website to receive emails from local police on crime prevention initiatives and criminal activity specific to their area.

A member of the public will often contact the Police Crime Prevention Officer for their district or local government to enquire about establishing a NHW in their area. Please use these guidelines to assist in such circumstances.

**An initial meeting should take place between the interested party and the Crime Prevention Officer or local government representative as applicable for the local area. Ensure the interested party is committed to the establishment of NHW.**

## **Guidelines for establishing a Neighbourhood Watch area**

---

**The Crime Prevention Officer should give an overview of the NHW Program including:**

- Explanation of NHW objectives and structure;
- Provide direction to the interested party to encourage support from other residents;
- Encouraging the interested party to assume the role of a Suburb Manager and be the point of contact in their area.

**A NHW Registration Form must be completed and a criminal record check completed.**

**The Suburb Manager will be responsible for the promotion and coordination of NHW in this phase.**

Using knowledge of active or interested community-minded residents in the area together with conducting selective door-knocking can be a strategy for recruiting key supporters.

**When an area is established, the Crime Prevention Officer or local government representative should address the group to ensure full understanding and acceptance of the NHW philosophy.**

At this point the Crime Prevention Officer or local government representative should outline the following requirements:

- NHW resources will be closely monitored and will only be supplied to representative positions;
- How to commence recruiting for the area;
- How to obtain a map and divide a suburb into areas;
- How to coordinate group efforts in particular areas;
- How to plan door-knocking sessions to recruit Street Representatives;
- Once a Street Representative has been enrolled, that Representative will be responsible for encouraging membership in their street; and
- Gaining profile in the area using local media, newspapers and school newsletters.

A copy of the completed [NHW Registration Form](#) for Suburb Manager, Area Coordinator and Street Representative must be submitted to the NHW State Coordinator for inclusion on the central NHW Database.

**For assistance and clarification of these guidelines, please contact the NHW State Coordinator on (08) 9356 0585.**

## Rural Watch

---

Rural Watch is aimed at reducing the incidence of preventable crime and preserving your way of life in rural and regional Western Australia. The principles of Neighbourhood Watch apply but are tailored to suit the needs of rural communities. It includes crime prevention information about livestock theft, farmhouse security, fuel tank security, identification of tools, farm equipment and machinery

## Marine Watch

---

Marine Watch complements the Neighbourhood Watch initiative in coastal communities and marine environments. The program is coordinated by the Water Police. Coastal police stations have a designated Local Marine Liaison Officer to help the community with reporting unusual or suspicious marine activity. Water police officers also liaise with marine communities such as yacht clubs and marinas to help Marine Watch remain an effective part of community policing.

Marine Watch gives boat owners, water users and associated communities the tools for identifying and reporting suspicious marine activity utilising NHW WAonline. Water Police can be contacted on (08) 9442 8600 (24hrs) to report suspicious marine activity.

## School Watch

---

School Watch is a partnership between Western Australia Police and the Department of Education and Training, and is closely linked to Neighbourhood Watch.

School Watch is a community-based crime prevention awareness program developed to improve safety and security in Western Australian schools by reducing theft, vandalism and arson. School Watch encourages crime prevention awareness among local school communities, staff and students to protect educational sites and resources.

Report suspicious behaviour at schools to School Watch Security on 1800 177 777.

## Logos, Sponsorship and Copyright

---

Funding is provided to the Neighbourhood Watch program by NHW sponsors.

The Western Australia Police, as a member of Neighbourhood Watch Australasia, has copyright authority for the Neighbourhood Watch name.

**Permission must be obtained before any area may use the name or logo on any additional resource.**

Written applications (emails are accepted) should be addressed to:

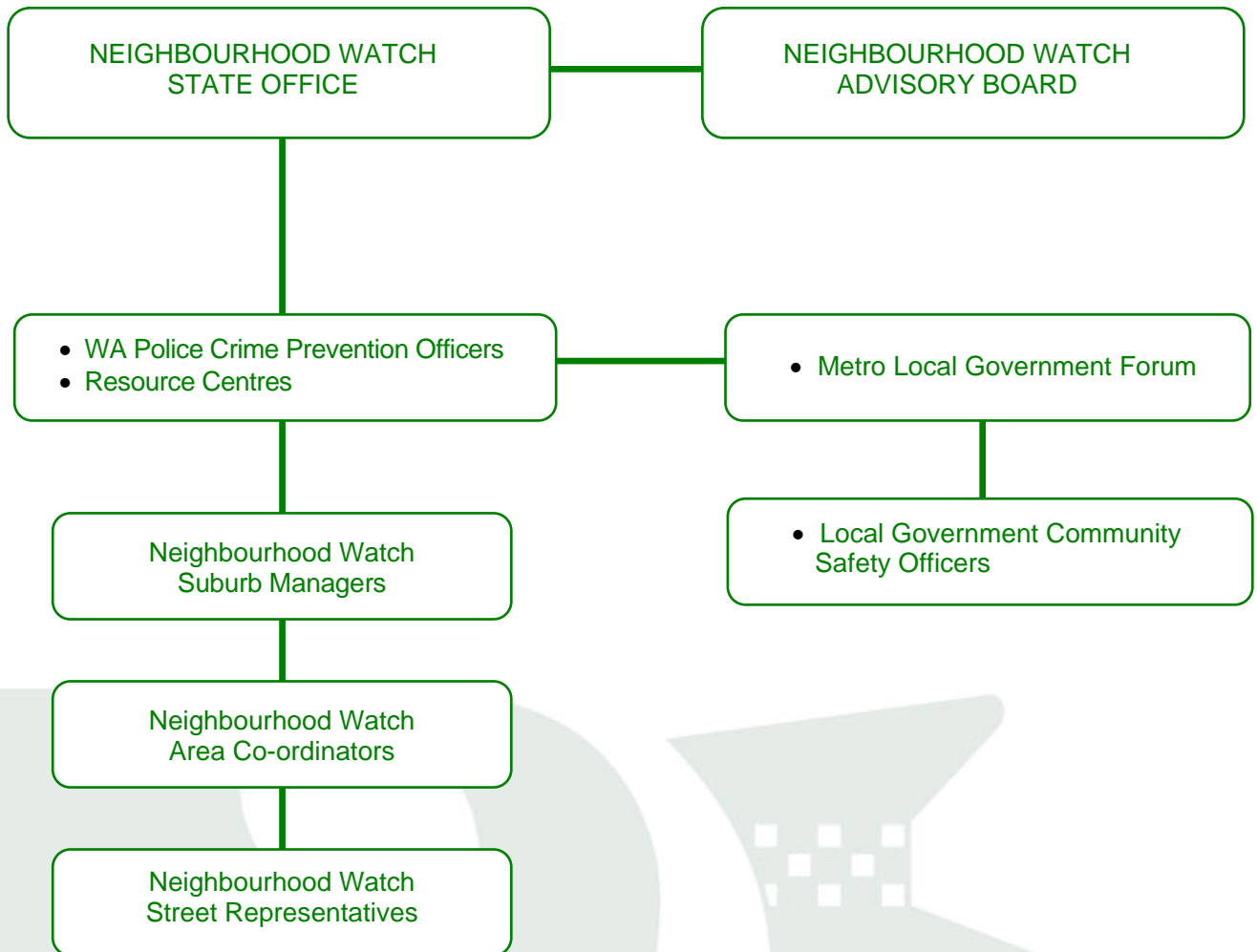
State Coordinator  
Neighbourhood Watch State Office  
8 Burton Street  
Cannington WA 6107  
or  
Email: [info@nhw.wa.gov.au](mailto:info@nhw.wa.gov.au)

Local NHW groups can seek and acknowledge local **supporters**, but if an organisation wants to be publicly identified with NHW or use their logo or name in any advertising, you must contact the NHW State Coordinator.

**NOTE:** NHW members are not to approach potential sponsors without authorisation of the Police Media and Public Affairs Branch or the NHW State Coordinator.

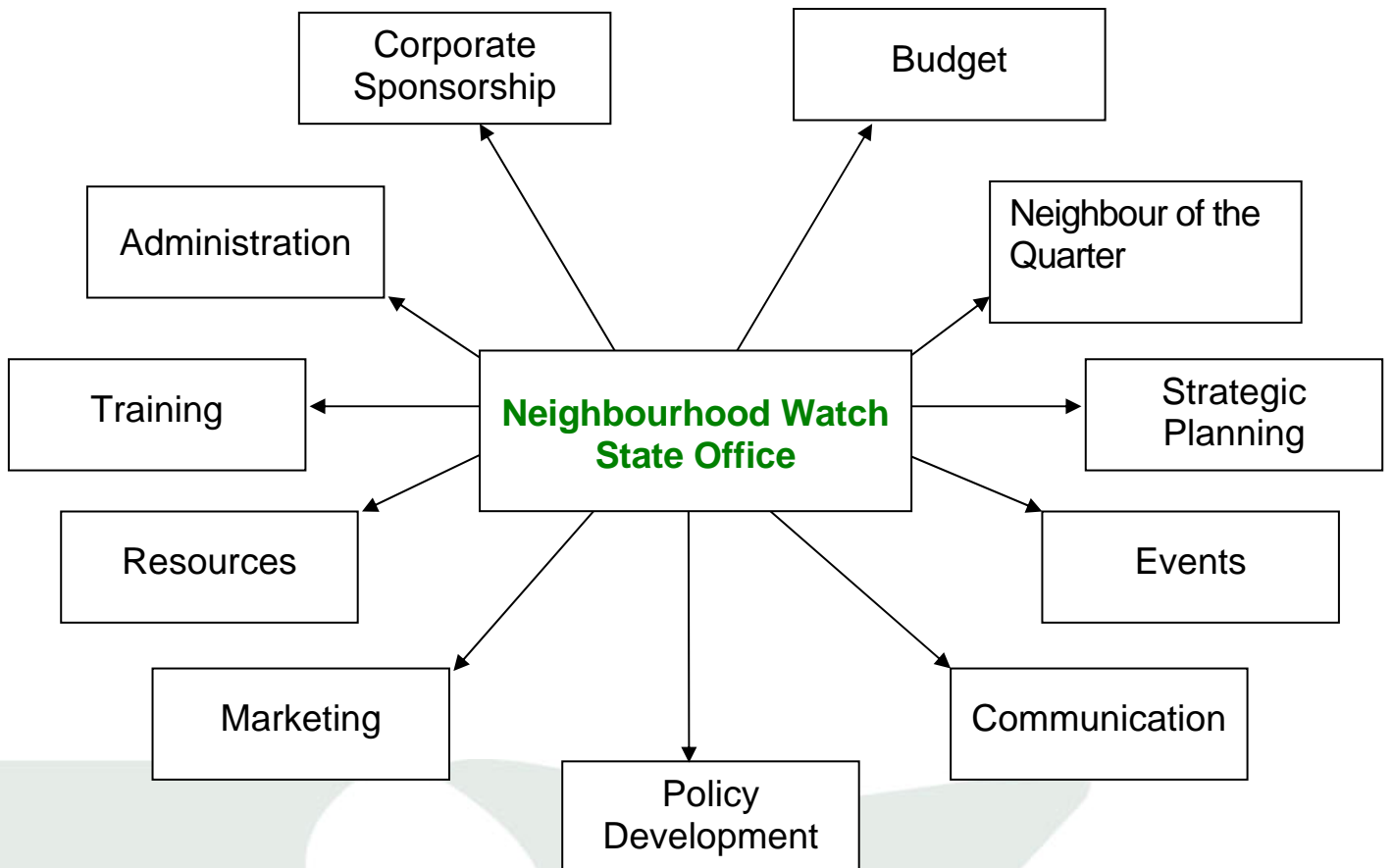
After authorisation police officers approaching sponsors are required to adhere to the Western Australia Police's corporate sponsorship guidelines. Contact the NHW State Coordinator for a copy of the guidelines.

# Structure of Neighbourhood Watch



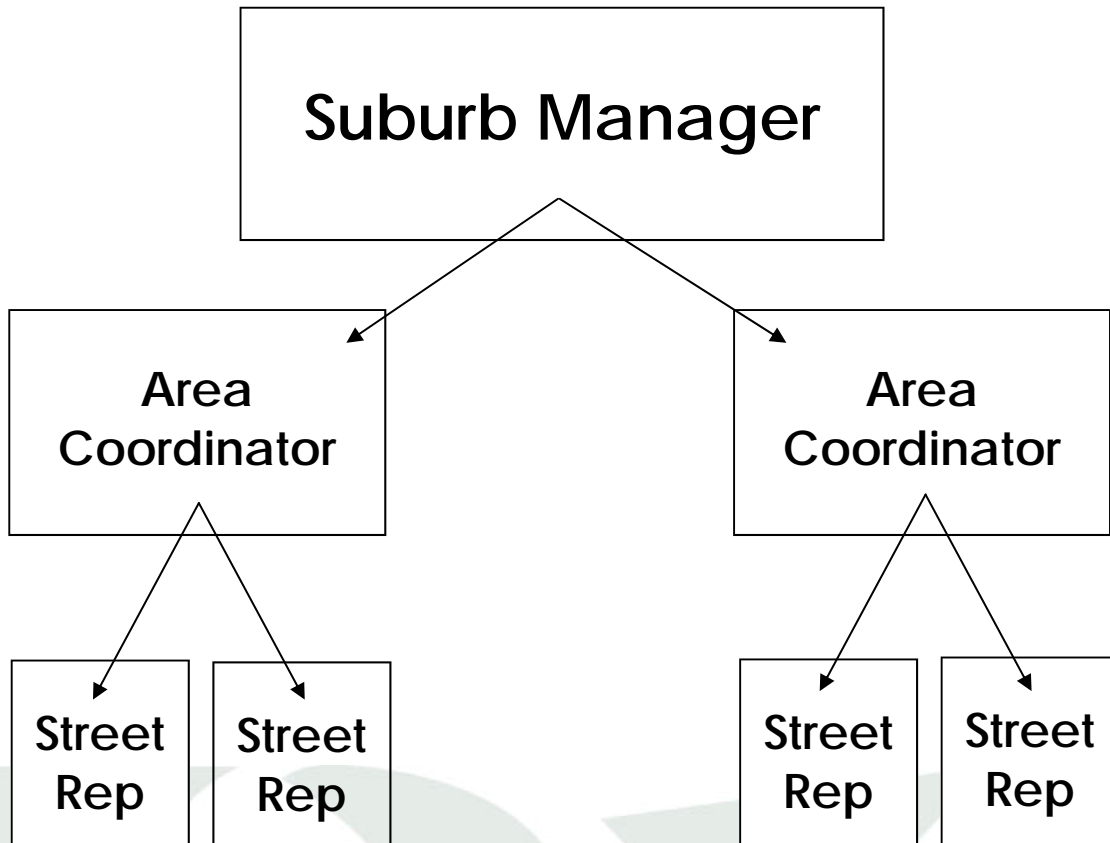
**This structure is flexible on advice from the Neighbourhood Watch State Coordinator 9356 0585.**

# Responsibilities of Neighbourhood Watch State Office



## Neighbourhood Watch members

---



One of the greatest strengths of Neighbourhood Watch is its ability to adapt to the local needs of the community. An Area Coordinator for a given suburb can be responsible for as many Street Representatives as is appropriate, given local geography and interest in the program.

Similarly, the number of Area Coordinators that a Suburb Manager is responsible for will vary as required by the local community.

# The Neighbourhood Watch State Office

---

## Objective

To coordinate Neighbourhood Watch across Western Australia.

## Responsibilities

The Neighbourhood Watch State Office is responsible for:

- managing the NHW philosophies and providing support to NHW districts;
- providing a consultancy service to the NHW Watch Advisory Board on NHW matters;
- providing regular reports and advice to the NHW Advisory Board on the status of NHW;
- ensuring the effective management of NHW by preparing and maintaining policy documents; manuals; as well as contributing to the strategic and business planning processes;
- manufacturing and distributing NHW identification cards as required;
- developing training packages for volunteers and WA Police personnel;
- liaising with internal and external stakeholders to achieve corporate and community requirements and goals;
- evaluating the effectiveness of NHW programs and providing recommendations to the NHW Advisory Board;
- administering the assets of the NHW;
- determining the eligibility for membership of any person;
- maintaining calendar of events;
- providing adequate resources to the NHW network;
- preparing articles for the Neighbourhood Watch Australasia magazine;
- preparing and monitoring of the NHW budget; and
- maintaining the NHW website and online facilities and responding to subscribers' enquiries.

## **The Police District**

---

### **Objective**

To support the development and maintenance of Neighbourhood Watch in police districts.

### **Responsibilities**

The District Superintendent is responsible for:

- supporting NHW within the local district; and
- ensuring that each police station within the local district actively supports NHW.

# The District Crime Prevention Officer

---

## Objective

To help establish and maintain Neighbourhood Watch within a police district.

## Responsibilities

Supports the Officer-in-Charge of police stations in the establishment and maintenance of NHW by:

- liaising with local police stations on NHW issues;
- supplying NHW resources;
- maintaining regular liaison with NHW members;
- providing advice on NHW matters and procedures;
- supplying crime statistics to Suburb Managers, Area Coordinators and Local Government Community Safety Officers in line with the WA Police [Guidelines for the Release of Statistical Information](#) (see page 21); and
- ensuring all information contained in local newsletters and information handouts is accurate, up-to-date and conforms with NHW policy.

Provides support to NHW representatives by:

- advising the NHW State Coordinator of training needs;
- supplying NHW resources as required;
- attending NHW local area meetings, as required and resources permitting;
- being available for liaison with NHW representatives;
- providing advice on NHW matters;
- assisting with NHW projects and events;
- supporting the establishment and maintenance of NHW areas in accordance with the *Neighbourhood Watch Operations Manual*; and
- determining the suitability of NHW representative positions of Suburb Manager, Area Coordinator and Street Representative by carrying out a WA Police criminal records check and ensuring representatives are complying with the NHW objectives.

# The Police Station Officer-In-Charge

---

## Objective

To help develop and maintain NHW in their designated sub-district.

## Responsibilities

The police station Officer-in-Charge is responsible for:

- establishing and maintaining effective communication with Suburb Managers and/or Area Coordinators;
- overseeing the provision of:
  - crime statistics to authorised NHW representatives in line with the WA Police [Guidelines for the Release of Statistical Information](#) (see page 21);
  - feedback to the NHW State Office on information to be distributed through the NHW website.
- keeping the District Officer informed of the progress of NHW within their police sub-district;
- promoting NHW to the community at every available opportunity;
- liaising with the District Crime Prevention Officer in regards to obtaining resources and support for NHW;
- becoming familiar with the NHW Operations Manual; and
- being aware of the roles and responsibilities of both police and NHW positions.

## Meetings

- ensure attendance of nominated station staff at NHW meetings.
- delegate sufficient resources to adequately address matters arising from the meetings as required.

# The Suburb Manager

---

## Objective

To promote and manage Neighbourhood Watch in their suburb, in consultation with their district Police Crime Prevention Officer and local government.

## Responsibilities

The Suburb Manager has a very important role to play in coordinating Neighbourhood Watch within the suburb.

A Suburb Manager:

- oversees the operation of NHW in their suburb and is the point of contact between police and residents within their suburb;
- liaises with the District Crime Prevention Officer, local police station Officer-in-Charge (OIC) and the local police on NHW issues;
- conducts NHW meetings as required;
- invites the police representative to attend NHW meetings, by advising the police station OIC of the time, date and place at which meetings will be held;
- ensures accurate records are maintained of Area Coordinators and Street Representatives in their suburb. i.e. name, address, position, email address and telephone number;
- provides Area Coordinators with information relating to local crime statistics (in accordance with the WA Police [Guidelines for the Release of Statistical Information](#) (see page 21)) and other information which may be relevant, as well as overseeing the planning, drafting, editing and distribution of newsletters and other literature;
- provides the District Crime Prevention Officer with accurate records of all Area Coordinators and Street Representatives within the suburb;
- promotes marking of property;
- ensures the suburb is represented at Suburb Managers meetings;
- encourages participants to display NHW signage and liaise with local authorities on placement and installation of NHW street signs;
- remains conversant with the requirements of the Neighbourhood Watch Operations Manual;
- ensures a copy of minutes from Suburb Managers meetings is forwarded to the District Crime Prevention officer; and
- provides names to the NHW State Office of registered NHW volunteers that require Accident Insurance cover;

# The Area Coordinator

---

## Objective

To promote and encourage Neighbourhood Watch in the suburb, in consultation with the Suburb Manager.

## Responsibilities

The Area Coordinator plays a key role in organising NHW within their designated area.

An Area Coordinator:

- oversees the operation of NHW in their area;
- liaises with Street Representatives in their area and assists them as required;
- maintains records of Street Representatives in their area, i.e., name, address, email address and telephone number;
- provides the Suburb Manager with accurate records of all Street Representatives within their area, as required;
- provides Street Representatives with crime statistics information, local newsletters and other literature and other information and resources where relevant and required;
- encourages residents to display NHW signage and liaises with the Suburb Manager for placement or replacement of NHW street signs; and.
- assists with supplying content and information to the Suburb Manager for inclusion in the suburb's NHW newsletter.

# The Street Representative

---

## Objective

To promote and encourage Neighbourhood Watch in their street, in consultation with the Area Coordinator.

## Responsibilities

A Street Representative:

- assists in the operation of NHW in one or more streets within a designated section of a suburb as defined by the Area Coordinator;
- liaises with the Area Coordinator;
- encourages residents to display NHW signage;
- encourages residents of their street to become involved in NHW;
- distributes and collects engravers, newsletters and NHW resources as required;
- provides feedback to the Area Coordinator on suitable articles or information for inclusion in the local NHW newsletter or for distribution to the NHW network;
- encourages street residents to look out for each other and report suspicious activity;
- provides feedback to Area Coordinator on damaged NHW street signs and requests for additional NHW signs;
- promotes property marking;
- shares crime prevention information; and
- looks out for their neighbour/s.

## Neighbourhood Watch Community Grants

---

NHW Groups can apply for a NHW Community Grant of up to \$500.00 to host projects, events and activities in their community, that assist in communicating and promoting the benefits of NHW.

Successful applicants will be advised by the NHW State Coordinator and arrangements will be made for distribution of funds.

Applicants should allow sufficient time for their applications to be considered. Normally a month's notice is adequate. For significant events requiring clarification on insurance or resources, at least two months' notice is requested.

### How to apply:

**Step 1:** Read the Grant Application Checklist, Terms and Conditions available at the NHW website ([www.nhw.wa.gov.au](http://www.nhw.wa.gov.au)) see *For NHW Members*

**Step 2:** Download and print off the NHW Community Grant Application form at NHW website ([www.nhw.wa.gov.au](http://www.nhw.wa.gov.au)) see *For NHW Members*

**Step 3:** Send your application to:

**State Coordinator  
Neighbourhood Watch State Office  
8 Burton Street  
Cannington WA 6107**

**or Fax to (08) 9356 0506**

**Step 4:** Send your Grant Evaluation submission within 30 days of your event/project/activity being completed.

### More information:

Neighbourhood Watch State Coordinator  
Telephone: (08) 9356 0585

Neighbourhood Watch website (see [For NHW Members](#)) including:

- Grant Application Checklist
- Grant Application Form
- Grant Evaluation
- Grant Evaluation Form
- Terms and Conditions

## Suggested meeting procedures

---

### Suggested Agenda for an initial meeting

#### Topic

Open meeting and welcome  
Elect local coordinator  
Discuss Local crime trends  
Discuss policy and structure for  
Neighbourhood/Rural Watch area  
Question time  
Call for Area Representatives  
Call for and elect committee  
Representatives  
Set date and time for next meeting  
Conclude

#### Presenter

Local Police OIC  
Local Police OIC  
Local Police OIC  
  
Police Coordinator  
Open Forum  
Police Coordinator  
Police Coordinator  
Police Coordinator  
Elected Chairperson

### Suggested Agenda for committee meetings

#### Topic

Open meeting, welcome, introduction and apologies  
Introduction of Police and local representatives  
Minutes of previous meeting  
Business arising from minutes  
Discuss local crime trends and issues  
Reports from all representatives  
General Business  
Date for next meeting and close

#### Presenter

Chairperson  
  
Secretary  
Secretary  
Chairperson  
Area Representatives  
Open discussion  
Chairperson

# Neighbourhood Watch Identification Cards

Manufacturing and distribution of NHW Identification (ID) Cards is coordinated by the NHW State Office.

NHW roles that require ID Cards include:

- Suburb Managers
- Area Coordinators
- Street Representatives
- Resource Centre Volunteers

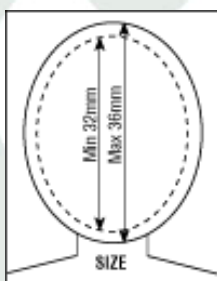
Cards are only issued once a Police Check has been conducted and the person approved.

## How to obtain a NHW ID Card:

1. Applicant completes the NHW Registration Form
2. Applicant hands in the completed form to their Crime Prevention Officer (CPO) or their local police station
3. CPO or police station to conducts a Police Check (details of check, including the outcome and the officer conducting the check, to be added to the form) Should the check result negatively, the applicant's request for participation in Neighbourhood Watch is declined by the CPO/Local police station.
4. Following a successful check, the registration form is sent via internal mail to:

NHW State Coordinator  
8 Burton Street  
Cannington WA 6107

5. NHW State Coordinator contacts the applicant for a current digital photograph which conforms to the following guidelines:



- show natural skin tones
- have appropriate brightness and contrast
- no flash reflections and no red eye
- show you with a neutral expression and mouth closed
- have a plain, light-coloured background (e.g. white, cream or pale blue)
- show you looking directly at the camera
- show you with no hair across your eyes
- show both edges of your face clearly
- not show you looking over one shoulder (portrait style) or with head tilted
- photograph cannot be manipulated, for example, by removing spots or softening lines.

6. The new ID Card is produced and the NHW State Coordinator will post the ID Card to the applicant with an accompanying letter.

## **Guidelines for the Release of Statistical Information**

---

**The following guidelines have been prepared for compliance by the Neighbourhood Watch (NHW) Network who access statistical information supplied by the Western Australia Police, specifically for use by volunteer members of NHW.**

Information released in statistical form will not include names and addresses of victims of crime, only street names will be released. It is not to be made available to persons other than NHW Managers or Area Coordinators, and other members of NHW acting under the instruction of a NHW Manager or Area Coordinator.

Any information released by the Suburb Manager or Area Coordinator is to be vetted by the local Officer-in-Charge of the police station or the Crime Prevention Officer. References which may identify the name or address of the victim must be removed prior to the release.

Suburb or street names may be used to identify areas of criminal offences as established from information obtained through the statistical information supplied by police when used in newsletters or press releases; however the privacy of the victim of any criminal activity must be protected.

**Names and addresses or any identifying factors are not to be released to any person or organisation for any use. The Suburb Manager and/or Area Coordinator may be held responsible and accountable for any misuse of the statistical information supplied. No information is to be released to any person or organisation who may obtain personal gain by access to this information.**

Statistical information is to be destroyed when no longer required to avoid details being used by unauthorised persons.

The following disclaimer is to be used on every occasion on the release of statistical information

### **Disclaimer**

---

Care must be taken in interpreting these figures. Crime figures fluctuate and can be influenced by a number of factors. Raw statistics should not be used to compare crime rates between suburbs as they do not reflect vast disparities in populations or the creation of new suburbs.

## Release of Neighbourhood Watch crime statistics

---

### Policy

The following policy has been adopted and is to be implemented whenever police officers provide Neighbourhood Watch (NHW) representatives with NHW crime statistics from the Incident Management System.

1. Subject to local arrangements NHW Suburb Managers, their approved representatives or Area Coordinators are required to attend their local police station to obtain the NHW crime statistics relative to their suburb/area only.
2. The local NHW Suburb Manager or an Area Coordinator appointed by the Suburb Manager may collect the crime statistics. They are required to produce their NHW identification to confirm that he/she is a Suburb Manager or Area Coordinator.
3. Should the representative be unable to produce the required Identification, police may refuse to release the statistics until such time as the identification is produced.
4. The representative who collects the statistics is required to sign a **Neighbourhood Watch Crime Statistics Release Form** (see next page) acknowledging that they are authorised to receive the information and take full responsibility of any subsequent use of the statistics provided.
5. The representative is required to abide by the WA Police [Guidelines for the Release of Statistical Information](#) (see page 21) of the Neighbourhood Watch Operations Manual.
6. At the expiration of three (3) calendar months from the date of collection of the statistics, the representative is required to destroy the information.

# Neighbourhood Watch Crime Statistics Release Form

I/We the undersigned, being approved Neighbourhood Watch Suburb Manager/s, or Area Coordinator/s, appointed by the Suburb Manager for the purpose of collecting the crime statistics, acknowledge the receipt of Neighbourhood Watch crime statistics for the suburb mentioned below.

I/We fully understand and accept the responsibility placed upon me/us to use the Neighbourhood Watch crime statistics in accordance with the WA Police [Guidelines for the Release of Statistical Information](#) as outlined in the *Neighbourhood Watch Operations Manual*.

I/We are familiar with these guidelines and understand that members of the Western Australia Police Service are supplying these statistics in good faith.

I/we undertake to destroy the statistics within three calendar months of the date of collection.

Date	Name	Suburb	Signature	Witness

## Neighbourhood Watch Resources

---

The NHW State Coordinator supplies all NHW resources free of charge.

The Officer-in-Charge of a police station, District Crime Prevention Officer or local government representative may request resources through the NHW State Coordinator.

