



Keeping Shellharbour Safe

Crime Prevention Plan
2016 - 2019



Shellharbour City Council's Crime Prevention Plan 2016 – 2019

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Crime Prevention Plan 2016 – 2019

1. Executive Summary

2. Introduction

Crime prevention in Shellharbour plays an integral role in reducing targeted crime such as malicious damage and graffiti. Malicious damage is defined "as the intentional destruction or defacement of public, commercial and private property¹" which may include vandalism and graffiti. Graffiti is "the act of marking property with writing, symbols or graphic ... without owner's consent¹". Malicious damage, primarily graffiti, is an ongoing issue and the most reported crime in the Shellharbour Local Government Area (LGA).

Shellharbour City Council works in partnership with key stakeholders such as NSW Police, Lake Illawarra PCYC and Housing NSW within the Shellharbour Crime Prevention Partnership to increase community awareness of crime prevention methods and reduce the opportunity for crime to be committed.

The Shellharbour Crime Prevention Plan 2016 – 2019 aims to:

- Improve Shellharbour City Council's graffiti and malicious damage reporting systems to reflect accurate data including the locations, volume and costs of repair and removal;
- Reduce the number of malicious damage and graffiti incidents in the Shellharbour LGA;
- Improve the perception of safety and reduce the opportunity for malicious damage, graffiti and other crimes to be committed in Shellharbour;
- Increase awareness of consequences of malicious damage and graffiti among young people and provide access to positive alternative activities; and
- Increase awareness of graffiti prevention and removal practices among the community and business owners

2.1 Background

Shellharbour City Council is committed to making Shellharbour a vibrant and inclusive city where people feel safe. Over the last fifteen years, Shellharbour City Council has endorsed a series of community safety programs including:

- *The Blueprint for Community Safety 2000 – 2003*
- *The Blueprint for Community Safety 2005 – 2007*
- *The Blueprint for Community Safety & Crime Prevention Plan 2007 – 2010*

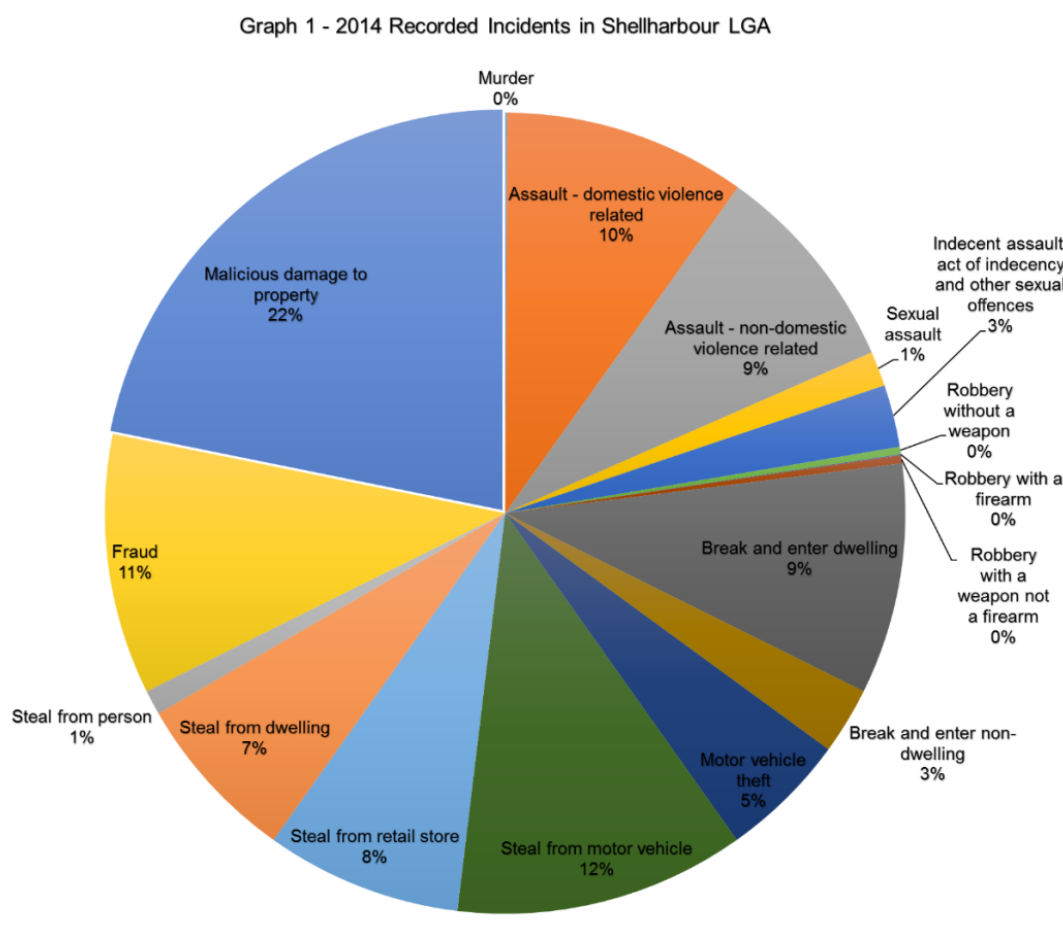
- *Shellharbour Crime Prevention Plan 2012 – 2015*
- *Community Safety & Crime Prevention Strategy*
- *Graffiti Management Plan*

The Shellharbour Crime Prevention Plan 2016 – 2019 was developed in accordance with the NSW Government's "Guidelines for developing a Crime Prevention Strategy²". The plan was developed after an analysis of Shellharbour LGAs crime data from NSW Police and Bureau of Crime Statistics and Research³ (BOCSAR) to develop a crime profile and identify the most reported crime in the Shellharbour LGA. Consultations were held with key stakeholders including NSW Police, Housing NSW and Council staff to identify, review and update strategies that would reduce the incidence of malicious damage and limit the opportunity for crime.

3. Crime profile

3.1 Analysis of Current Crime Statistics for Shellharbour LGA

According to the NSW Bureau of Crime Statistics and Research (BOCSAR), Shellharbour LGA's crime profile can be broken down by percentage, as illustrated by the graph below.



As indicated in the graph, malicious damage in 2014 made up 22% of Shellharbour's crime followed by steal from motor vehicle (12%), fraud (11%), and assault – domestic violence related (10%).³

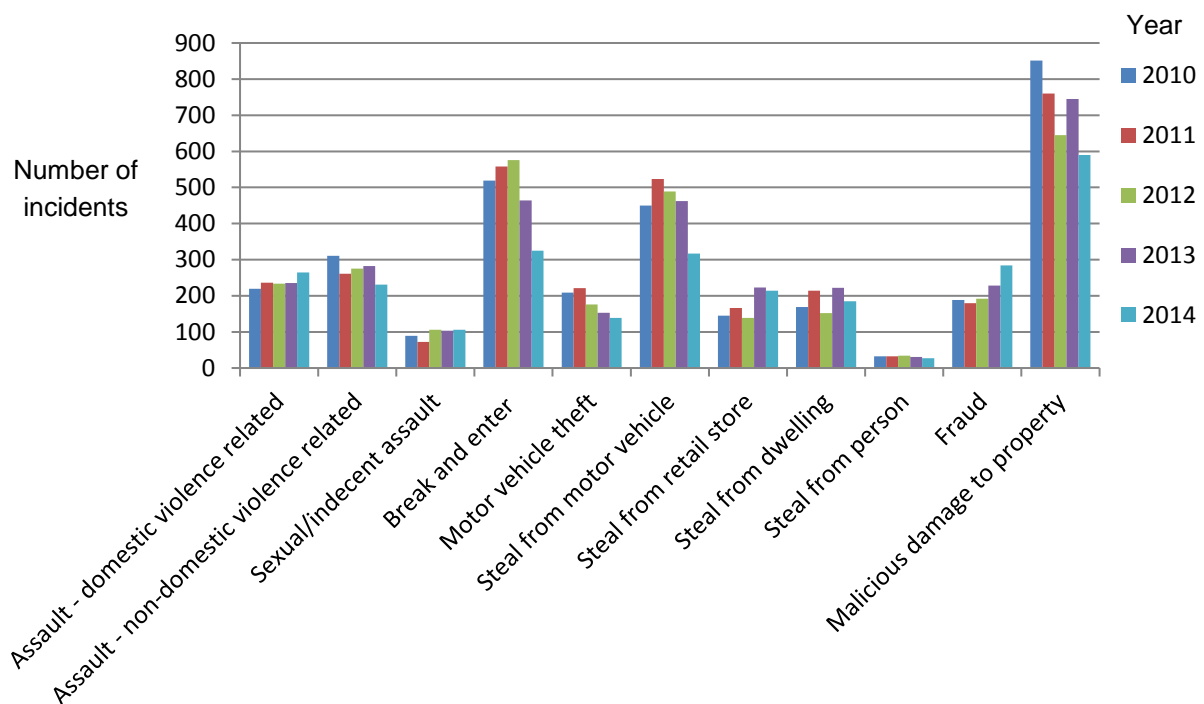
A full overview of the crime within Shellharbour is shown in the table below, using crime statistics from BOCSAR, which identifies the 17 major offences, number of recorded incidents in 2014, the 60-month trend and Shellharbour's ranking within NSW Local Government Areas.

Table 1 - An overview of Shellharbour LGA's 2014 crime statistics³

| Offence Type | Number of Incidents in 2014 | 60-month trend | 2014 LGA Rank |
|--|-----------------------------|----------------|---------------|
| Murder | 2 | nc** | |
| Assault - domestic violence related | 265 | Stable | 69 |
| Assault - non-domestic violence related | 231 | -7.2% | 88 |
| Sexual assault | 38 | Stable | 80 |
| Indecent assault, act of indecency and other sexual offences | 68 | 13.5% | |
| Robbery without a weapon | 8 | nc** | 56 |
| Robbery with a firearm | 1 | nc** | |
| Robbery with a weapon not a firearm | 9 | nc** | |
| Break and enter dwelling | 252 | -8.8% | 71 |
| Break and enter non-dwelling | 73 | -17.0% | 115 |
| Motor vehicle theft | 139 | -9.7% | 51 |
| Steal from motor vehicle | 317 | -8.4% | 69 |
| Steal from retail store | 214 | 10.2% | 28 |
| Steal from dwelling | 185 | Stable | 91 |
| Steal from person | 27 | Stable | 57 |
| Fraud | 284 | 10.9% | 49 |
| Malicious damage to property | 590 | -8.8% | 70 |
| Please note that according to the Bureau of Crime Statistics and Research: | | | |
| nc** Information not calculated if at least one 12-month period in the selected timeframe had less than 20 incidents. | | | |
| * Rates are only calculated for the major offences. Ranks are not calculated for murder due to the low number of recorded victims per LGA. | | | |

Over a five year period, most of the major crimes have remained stable or have reduced. This could be due to a number of factors including proactive police operations, an increase in community awareness of the nature of crime and crime prevention methods within Shellharbour.

Graph 2 – Shellharbour LGA crime from 2010 – 2014



3.2 Local crime priorities

The NSW Bureau of Crime Statistics and Crime Research data indicates that malicious damage is the most reported crime within the Shellharbour Local Government Area, with 590 incidents reported in 2014, at a rate of 870.2 per 100,000 capita³. Shellharbour is ranked 70th of 154 LGAs in NSW for malicious damage with a decrease of 8.8% over a 60 month trend.

Similarly, Wollongong had 1986 reported incidents of malicious damage in 2014 with a 967.9 rate per 100,000 capita and was ranked 62 in NSW LGAs³. Kiama had 115 incidents recorded in 2014, with a 564.4 rate per 100,000 capita and was ranked 121 in NSW LGAs³.

Crimes that have had a spike in their 60-month trend within Shellharbour include steal from retail store, fraud and steal from motor vehicle. Steal from retail stores and fraud crimes can be attributed to the redevelopment of Stockland Shellharbour

which has introduced hundreds of new stores and increased the opportunity for crimes of such nature. In the last 24 months the trend for these crimes have remained stable³.

Steal from motor vehicles is an ongoing issue within Shellharbour, with Lake Illawarra Area Command stating that the majority of incidents are opportunistic as victims often leave valuables in view within a car or fail to lock their cars at their homes. Although it is ranked as the second most reported crime in Shellharbour, there has been a downward trend of -31.4% in the last 24 months³.

Shellharbour City Council has been working in partnership with NSW Police, Lake Illawarra PCYC, local schools, community groups, residents and businesses to address issues of community safety, graffiti and malicious damage within the Shellharbour LGA. The *Crime Prevention Plan 2012 – 2015* focused on six strategies which included:

1. Graffiti and Malicious Damage Information Management Strategy
2. Graffiti Management Plan
3. Crime Prevention Through Environmental Design (CPTED) Policy and Program
4. Crime Prevention Communications Strategy
5. Young Offenders Diversion Program
6. Alcohol-related Malicious Damage Hotspots Program. ⁴

During 2012 – 2015 the number of incidents of malicious damage has decreased within the Shellharbour LGA, however, it is an ongoing issue for residents and local businesses as illustrated in the IRIS Community Survey 2014⁵. Respondents stated their "dissatisfaction with 'Graffiti prevention and removal' included that there is too much graffiti and not enough timely removal, or not enough prevention"⁵. Similarly, respondents were also dissatisfied with the 'Appearance of public areas' which included poor maintenance, over grown grassed areas and the presence of graffiti⁵.

In addition to the Crime Prevention Plan, Shellharbour City Council's community safety program addresses a broader range of local issues in crime and community safety through education, local partnerships and events.

3.3 How the priority crimes were selected

Priority crimes were selected after crime statistics analysis of Shellharbour crime and liaison with NSW Police, Police Youth Liaison Officers. The Shellharbour Crime Prevention Partnership recommended that malicious damage and graffiti continue to be the focus of Shellharbour's Crime Prevention Plan as it is an ongoing issue within the community.

The IRIS Community Survey 2014 identified key priority service areas for improvement that had a low satisfaction/high importance rating, which included community safety information and graffiti prevention and removal⁵.

3.4 Malicious Damage Crime Analysis within Shellharbour LGA

BOCSAR provides a conclusive analysis of crime data for malicious damage within Shellharbour, including hot spot locations, peak times, premises and types of offenders. Based these crime statistics, the following table illustrates malicious damage hot spots, 24 month trend, number of incidents and rate in the past 12 months compared to NSW State.

Table 2 - Current hot spots and trends of malicious damage in Shellharbour LGA

| Location | 2 Year Trend to March 2015 | Year to Mar 2015 Count | Year to Mar 2015 Rate |
|--|----------------------------|------------------------|-----------------------|
| New South Wales | down 10.9% per year | 66594 | 912.1 |
| Warilla | stable | 111 | 1656.7 |
| Albion Park Rail | stable | 65 | 896.9 |
| Barrack Heights | stable | 63 | 999.4 |
| Albion Park | stable | 62 | 464.9 |
| Oak Flats | down 35.8% per year | 52 | 778.8 |
| Blackbutt | stable | 28 | 831.6 |
| Shellharbour City Centre | nc** | 18 | nc** |
| Please note that according to the Bureau of Crime Statistics and Research nc** information not calculated if at least one 12-month period in the selected timeframe had less than 20 incidents. | | | |

3.5 Situational analysis

According to BOCSAR, the majority of malicious damage in Shellharbour LGA occurs in the months of September, December and January. Peak times for these crimes to occur are between 6pm and 12am on Friday and Saturday and between 12am and 6am on a Sunday. Residential, public places and commercial properties make up the majority of targets in Shellharbour. In Shellharbour the majority of malicious damage incidents occur during nightfall as there is less risk of being detected and the types of properties that are targeted are easily accessed³.

The majority of offenders carrying out malicious damage are 20 – 29 year old males, with 87.6% of all reports being non-alcohol related incidents. The following table outlines the situational figures of recorded crime in Shellharbour LGA during 2014³.

Table 3 - Situational analysis of malicious damage in Shellharbour LGA

| Priority Months | Priority times | Premise Type | Sex of Offender | Age of Offender | % of Alcohol-related Malicious damage |
|-------------------|----------------------------|-----------------------|---------------------------|------------------------|---------------------------------------|
| September (11.4%) | Saturday 6pm – 12am (6.9%) | Residential (371) | Male (116) Female (17) | 20 – 29 year olds (53) | 12.4% Alcohol-related incidents |
| December (10.9%) | Friday 6pm – 12am (5.9%) | Outdoor/public (80) | | 10 – 17 year olds (26) | 87.6% non-alcohol related incidents |
| January (10.1%) | Sunday 12am – 6am (5.7%) | Retail/Wholesale (33) | | 30 – 39 year olds (24) | |

3.6 Stakeholders

Lake Illawarra Local Area Command, Lake Illawarra PCYC, Shellharbour City Council, and the Shellharbour Crime Prevention Partnership are key stakeholders committed to reducing the number of reported incidents in malicious damage, graffiti and crime Shellharbour.

Lake Illawarra Local Area Command will assist with the implementation of the *Crime Prevention Plan 2016 – 2019* by partnering with Shellharbour City Council at community safety pop up meetings, Shellharbour Crime Prevention Partnership meetings and assisting in Crime Prevention Through Environmental Design (CPTED) safety audits of hot spot locations. Lake Illawarra Local Area Command play a key role in informing Shellharbour City Council of crime trends and issues arising within Shellharbour.

Lake Illawarra PCYC will manage the GraffOff program by working with young people at-risk and young offenders to carry out paint out days and graffiti educational programs to increase awareness of consequences of malicious damage and graffiti among young people and provide access to positive alternative activities.

Shellharbour City Council departments will continue to work proactively together to improve the perception of safety and reduce the opportunity for malicious damage,

graffiti and other crimes through the implementation of CPTED principles, youth diversionary projects, identification of hot spot locations and educational awareness campaigns.

4. Actions and implementation

The Action Plan is made of five strategies that aim to reduce the incidents of malicious damage, graffiti and other crime through proactive actions, policy and awareness campaigns. The *Crime Prevention Plan 2016 – 2019* has been informed by previously successful strategies and is focused on new actions that will continue reduce the impact of malicious damage on the community. The *Crime Prevention Plan 2016 – 2019* is made up of five strategies including:

1. Graffiti and Malicious Damage Information Management Strategy
2. Graffiti Management Plan
3. CPTED and Hot Spot Locations
4. Youth Diversionary Projects
5. Community Crime Prevention Awareness and Education

The actions, key performance measures and milestones will be further detailed within the Action Plan. Shellharbour City Council's Community Safety Officer will oversee the implementation of the Crime Prevention Plan and work with key stakeholders to ensure that the strategies are implemented within the 2016 – 2019 period.

5. Monitoring and evaluating

Shellharbour City Council's Community Safety Officer will be responsible for monitoring and reporting on the strategies that are implemented. Monthly and quarterly reporting is required under Shellharbour's *Community Strategic Plan 2013 – 2023* and *Delivery Plan 2013 – 2017*

Shellharbour's *Crime Prevention Plan 2016 – 2019* supports the following objective and action of the *Community Strategic Plan 2013 – 2023* and *Delivery Plan 2013 – 2017*:

Objective: 1.1 Vibrant, safe and inclusive City

Action: 1.1.3.1 Implement a range of community safety initiatives in line with Council's Crime Prevention Plan, Community Safety Strategy and Graffiti Management Plan.

Regular reporting on the *Crime Prevention Plan 2016 – 2019* will allow for ongoing evaluation and monitoring of the strategies and actions during their implementation. This ongoing monitoring will assist in a comprehensive evaluation of the action plan.

In addition to the monthly and quarterly reporting, key milestones and performance measures have been identified for each of the strategies and actions that will enable progress of the action plan to be tracked.

Crime Prevention Action Plan

6. Crime Prevention Action Plan

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| Strategy 1 | Graffiti and Malicious Damage Information Management Strategy |
| Rationale | Damage to Council property is under-reported to NSW Police and Council's current system does not capture graffiti and malicious damage reported on private and commercial property. |
| Objective | Improve Shellharbour City Council's graffiti and malicious damage reporting systems to reflect accurate data including the locations, volume and costs of repair and removal |
| Lead agency & partners | Shellharbour City Council's Community & Cultural Life, City Services and Lake Illawarra Local Area Command |
| Expected outcome | Understanding the nature and hot spot locations of graffiti and malicious damage. |

| Action | Performance measures | Time frames | Funding required | Milestones |
|---|--|--|---|---|
| <u>Database Review</u> Review the current database to ensure it is the most appropriate system to capture all graffiti and malicious damage records. | <ul style="list-style-type: none"> - Database is reviewed for efficiency, user friendly and costs - Other internal programs reviewed - Database implemented | Year 1 Year 3 & 4 | Annual cost of \$2,000 for existing budget item | <ul style="list-style-type: none"> - Database review completed - Quotes for updated database obtained - Database testing and implementation. |
| <u>Monthly Reporting</u> Implement a monthly reporting system to NSW Police to ensure accurate records of graffiti and malicious damage. | <ul style="list-style-type: none"> - Investigate reporting methods to Police - Develop a monthly reporting system to NSW Police | Year 1 Year 2 | Within existing resources | <ul style="list-style-type: none"> - Reporting procedure implemented - All graffiti reports captured by Police |

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| Strategy 2 | Graffiti Management Plan |
| Rationale | Council's Graffiti Management Plan has improved the management of graffiti incidents on public assets. A review of Council's policy will ensure that best practice is achieved in graffiti removal. |
| Objective | Reduce the number of malicious damage and graffiti incidents in Shellharbour LGA |
| Lead agency & partners | Shellharbour City Council's Community & Cultural Life and City Services |
| Expected outcome | Improve Shellharbour City Council's response to graffiti removal and repair by achieving the removal of most incidents of graffiti from public assets within 72 hours |

| Action | Performance measures | Time frames | Funding required | Milestones |
|--|--|------------------------------------|---------------------------|--|
| <u>Graffiti Management Plan Review</u> – Conduct a review of the current Graffiti Management Plan and update the plan accordingly | <ul style="list-style-type: none"> - Engagement with key stakeholders - Review of Graffiti Management Plan - Review report completed - New Graffiti Management Plan is drafted | Year 1 Year 1 Year 2 | Within existing resources | <ul style="list-style-type: none"> - Key priorities identified - Review Report created - Graffiti Management Plan adopted |
| <u>Council Services Review –</u> Conduct a review of current council services and provide recommendations on best practice. | <ul style="list-style-type: none"> - Consult with internal staff and departments - Develop a report to MANEX with recommendations | Year 1 Year 1 | Within existing resources | <ul style="list-style-type: none"> - Recommendations provided to MANEX |

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| Strategy 3 | CPTED and Hot Spot Locations |
| Rationale | The implementation of CPTED principles have proven to enhance the perception of safety and reduce the opportunity for malicious damage, graffiti and other crimes in Shellharbour |
| Objective | Improve the perception of safety and reduce the opportunity for malicious damage, graffiti and other crimes to be committed in Shellharbour. |
| Lead agency & partners | Council's Community & Cultural Life, City Services, NSW Police, Government agencies |
| Expected outcome | Reduction in opportunity for malicious damage and other crimes in hot spot locations and developments within Shellharbour |

| Action | Performance measures | Time frames | Funding required | Milestones |
|---|---|-------------|--|---|
| <u>Compact Project Funding Opportunities</u> Seek up to \$50,000 per year through the NSW Department of Justice | <ul style="list-style-type: none"> - Identify hot spot location for project - Consultations with stakeholders to determine CPTED treatments - Implementation of CPTED treatments | Annually | Seek up to \$50,000 per year through the Attorney General's Department | <ul style="list-style-type: none"> - CPTED audit conducted - Grant funding application submitted - Implementation of design - Improvements in hot spots |
| <u>Development Applications</u> Provide CPTED recommendations for DAs | <ul style="list-style-type: none"> - Number of DA's CPTED assessed | Monthly | Within existing resources | <ul style="list-style-type: none"> - Development of assessment tools - Develop a standard response to address graffiti and malicious damage issues in new developments |
| <u>Safety Site Audits</u> Identify hot spot locations and assess the site for improvement in community safety. Provide CPTED recommendations | <ul style="list-style-type: none"> - Number of safety audits conducted with NSW Police | Monthly | Within existing resources | <ul style="list-style-type: none"> - Number of CPTED reports and recommendations submitted to Property Department for improvement |

| Action | Performance measures | Time frames | Funding required | Milestones |
|---|--|-------------|---------------------------|---|
| <u>CPTED Referrals and Consultations</u> | - Number of CPTED referrals and/or consultations held internally with other departments | Monthly | Within existing resources | - Improvement in Council's CPTED procedure awareness when undertaking new projects or renewing facilities |
| <u>Alcohol-Free Zones</u> Council establish new and renew current Alcohol-Free Zones in public spaces in response to community safety issues to reduce malicious damage and other crimes in hot spot locations | - Monitor alcohol-related reports of crimes in hot spots - Seek Council's endorsement of new Alcohol-Free Zones when required based on community safety issues. - Renew current Alcohol- Free Zones as per expiry schedule | As required | Within existing resources | - Alcohol-Free & Prohibited Zones are current and enforceable by NSW Police |

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| Strategy 4 | Youth Diversionary Projects |
| Rationale | The PCYC's Graffiti Education and GraffOff Program have been successful in increasing awareness of malicious damage and its effects on the community. Shellharbour City Council's Youth Services have also conducted several art projects that have benefited the community and young people in Shellharbour. |
| Objective | To increase awareness of the consequences of malicious damage and graffiti among young people and provide access to positive alternative activities |
| Lead agency & partners | Lake Illawarra PCYC, Lake Illawarra Local Area Command, NSW Police, Shellharbour City Council's Community & Cultural Life and Youth Services |
| Expected outcome | A reduction in the number of juveniles proceeded against by NSW Police for malicious damage and graffiti |

| Action | Performance measures | Time frames | Funding required | Milestones |
|--|---|-------------|--|---|
| <u>GraffOff</u> Support partnership with Shellharbour City Council, Lake Illawarra PCYC and NSW Police to run monthly GraffOff paint out days with young people at-risk | <ul style="list-style-type: none"> - Number of young people at-risk participating in GraffOff paint out days - Number of facilities, fences and bus stops graffiti is painted over. | Ongoing | Annual cost of \$2,000 within existing budget item | <ul style="list-style-type: none"> - Reduced number of young people reoffending - Reduce number of graffiti tags on public facilities |
| <u>Graffiti Education Program</u> Support NSW Police and Lake Illawarra PCYC to run graffiti education program by providing materials and sites for project | <ul style="list-style-type: none"> - Minimum of 12 youth at-risk to undertake the Graffiti Education Program per year | Ongoing | Within existing resources | <ul style="list-style-type: none"> - Duke of Edinburgh participates in graffiti education program and conducts a paint-out |

| Action | Performance measures | Time frames | Funding required | Milestones |
|---|--|-------------|---------------------------|--|
| <u>Youth Art Projects</u> Working with Youth Services and young aerosol artists to undertake legal practice and reduce illegal vandalism | <ul style="list-style-type: none"> - Number of youth in program - Number of murals completed or repaired | Ongoing | Within existing resources | <ul style="list-style-type: none"> - Young people are provided with an alternative to illegal art that is respected by the community - Youth are able to develop their artistic skills |

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| Strategy 5 | Community Crime Prevention Awareness and Education |
| Rationale | Identified opportunity to educate the community and businesses in graffiti removal, prevention and reporting |
| Objective | To increase awareness of graffiti prevention and removal practices among the community and business owners |
| Lead agency & partners | Shellharbour City Council's Community & Cultural Life and Communications Department and Lake Illawarra Local Area Command |
| Expected outcome | Reduce the opportunity for graffiti and malicious damage and improve the perception of safety in Shellharbour. |

| Action | Performance measures | Time frames | Funding required | Milestones |
|--|--|--|---------------------------|---|
| <u>Renew Graffiti Factsheet</u> | <ul style="list-style-type: none"> - Update current graffiti factsheet information - Have professionally printed factsheets available to the public | Year 1 | Within existing resources | <ul style="list-style-type: none"> - Webpages updated with new graffiti factsheet and information |
| <u>Social Media Education Campaign</u> Develop and update community safety information and promote crime prevention practices online | <ul style="list-style-type: none"> - Update Council graffiti webpages - Update all community safety webpages - Develop new branded factsheets that are available electronically - Run awareness campaigns to promote community safety and crime prevention | Year 1 Year 1 Year 2 Annually | Within existing resources | <ul style="list-style-type: none"> - There is an increased awareness of local community safety issues and best practice methods available. - Community fear of crime is reduced |
| <u>Positive Media Campaigns</u> Reduce the perception of fear in the community and increase the amenity of public spaces and facilities through media campaigns, factsheets and events. | <ul style="list-style-type: none"> - Number of factsheets created - Number of positive news articles - Number of community events held | Ongoing | Within existing resources | <ul style="list-style-type: none"> - Public spaces appear safer - Community utilise public spaces and facilities more frequently - Community fear of crime is reduced |

| Action | Performance measures | Time frames | Funding required | Milestones |
|---|--|-------------|---|---|
| <u>Hold Monthly Community Safety Pop Up Meetings</u> Continue partnership with Lake Illawarra Area Command to conduct monthly Community Safety Pop Up Meetings | <ul style="list-style-type: none"> - Number of suburbs that were attended to meet with the community. - Number of people that attended the community safety pop up meeting | Monthly | Within existing resources | <ul style="list-style-type: none"> - Localised community safety issues are addressed by both Shellharbour City Council and NSW Police - Community fear of crime is reduced - There is an increased awareness of local community safety issues and best practice methods available. |
| <u>Graffiti Removal Day</u> Hold annual Graffiti Removal Days and continue to work with key stakeholders | <ul style="list-style-type: none"> - Number of sites targeted - Number of Volunteers Involved - Number of Graffiti Removal Days Held | Annually | Resources provided by Graffiti Removal Day Organisation | <ul style="list-style-type: none"> - Graffiti Removal Day increases awareness - Community becoming involved in Graffiti Management - Improved appearance of graffiti issues and prevention - Strengthened partnerships |

7. References & Further Reading

1. NSW Department of Justice & Australian Institute of Criminology "*Fact sheet: Access control, CPTED and education to prevent malicious damage*" accessed online http://www.crimeprevention.nsw.gov.au/Documents/Councils-Factsheets/malicious_damage_factsheet.pdf
2. NSW Department of Justice 2015 "*Guidelines for developing a crime prevention strategy*" accessed online http://www.crimeprevention.nsw.gov.au/Documents/guidelines_for_developing_a_crime_prevention_strategy_nov2014.pdf
3. NSW Department of Justice, Bureau of Crime Statistics and Research 2015 "*NSW Local Government Area excel tables*" access online http://www.bocsar.nsw.gov.au/Pages/bocsar_crime_stats/bocsar_lgaexceltables.aspx
4. Shepherdson, Patrick 2010 "*Shellharbour Crime Prevention Plan 2012 – 2015*" accessed online <http://www.shellharbour.nsw.gov.au/filedata/pdf/crimePreventionPlan.pdf>
5. IRIS Research 2014 "*Shellharbour City Council's Community Survey 2014 Management Report – Final*"
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7. Shellharbour City Council 2013 "*Shellharbour City Council's Delivery Program 2013 – 2017*" accessed online http://www.shellharbour.nsw.gov.au/filedata/pdf/DPOP2014_FINAL_web.pdf