





Community Safety and Wellbeing Plan 2025–2030



Acknowledgement of Country

Townsville City Council acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past, present and all future generations.

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1. Introduction



1.1. Purpose of the Plan

The purpose of the Community Safety and Wellbeing Plan 2025–2030 is to outline a local government lens approach to address community safety and wellbeing, both now and into the future. The overarching goal is to enhance public perceptions of safety, increase wellbeing strategies and build better resilience within the community. By setting clear objectives and strategic actions, the plan seeks to create an environment where everyone feels safer, more connected and empowered to contribute to the wellbeing of their community.



1.2. Vision and Mission

This plan serves as the starting point for the development of future, evidence-based safety and wellbeing strategies. Future versions of the plan will reflect the ongoing evolution of community safety needs, continually adjusting to the dynamics of the city of Townsville and its residents. Through continuous review and adaptation, the plan will remain a responsive and effective tool for improving community safety and wellbeing in the long term. The Community Safety and Wellbeing Plan supports the Council's City Plan objectives by promoting a safe and inclusive environment where residents can confidently live, work, and engage in their community.

1.3. Stakeholder Engagement and Community Consultation

The key collaborators in the Community Safety and Wellbeing Plan include a range of stakeholders from local government, law enforcement, social services, community organisations and other relevant sectors. These contributors help ensure that the plan is comprehensive, addressing both immediate safety concerns and long-term wellbeing objectives.

These collaborators gather essential data, from crime statistics to health trends, to ensure the plan is informed by evidence. They help shape the policy direction of the plan by providing insights from their respective sectors (law enforcement, health, social services, etc). Community consultations and feedback from key groups ensure that the plan reflects the real concerns and needs of the population. Collaborators also assist in identifying potential funding sources and resource requirements for the successful implementation of the plan.

A comprehensive *Have Your Say* survey was conducted between 10 February – 14 March 2025, to gauge the community's perceptions of the most urgent issues surrounding community safety and wellbeing. The survey received submissions from a broad and diverse range of community members across all suburbs within the Local Government Area (LGA), providing valuable insights into the public's concerns. The responses clearly reflected a strong call for change and action in addressing safety challenges.

The survey identified the top three safety concerns within the Townsville LGA:

1. Youth Crime
2. Burglary/Break-ins
3. Motor Vehicle Theft.

These priorities align closely with the reported statistics from the Queensland Police Service and reflect the ongoing concerns expressed by the public. The identification of these issues highlights the need for targeted interventions and coordinated efforts from both local authorities and law enforcement agencies.

Furthermore, the survey revealed the top three locations where community members feel most unsafe:

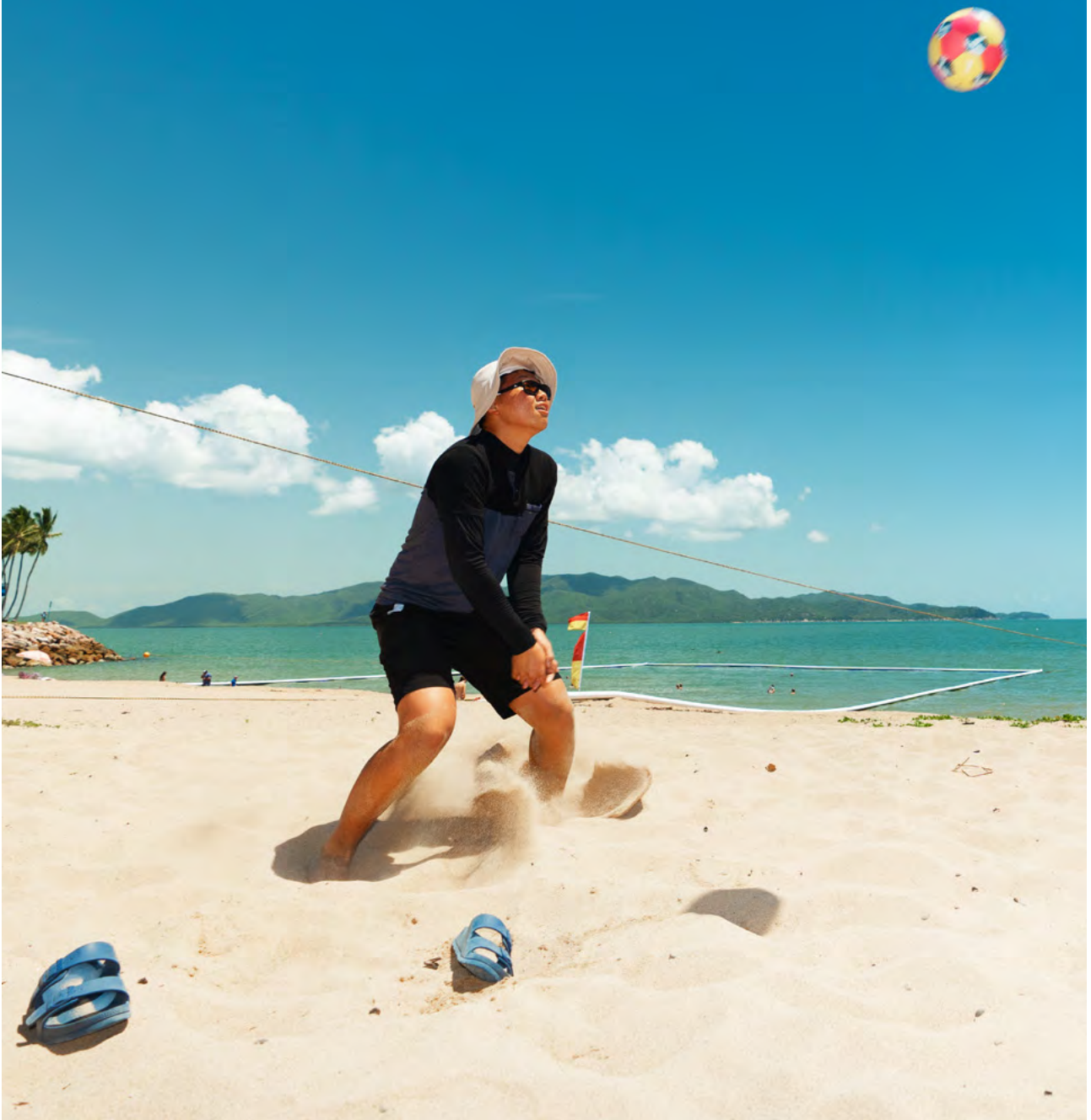
1. Public Amenities
2. Shopping Centres
3. Parks/Open Spaces.

This information is crucial in guiding Council and government, as well as non-government organisations, in their efforts to prioritise and implement effective crime prevention measures within these areas.

The data regarding safety concerns in public amenities provides essential direction for the Council's Community Safety Vehicle deployment, ensuring resources are allocated to high-risk locations. The survey also emphasised the need for increased security measures, such as ensuring public amenities are properly secured at specific times. A key concern raised by the community was the adequacy of lighting in these areas, with feedback indicating that well-lit environments significantly enhance feelings of safety (Crime Prevention Through Environmental Design [CPTED] principles).

In addition to lighting, cleanliness was highlighted as a critical factor in promoting community safety. The removal of abandoned property, timely graffiti removal, and improved waste management were all seen as vital components of creating safer, more welcoming spaces for the public. These findings underscore the importance of maintaining and enhancing the physical environment to foster a greater sense of security and wellbeing within the community.

2. Community Safety and Wellbeing Overview



2.1. What is Community Safety?

“Community safety” refers to the wellbeing of individuals and groups within a community, aiming to protect them from harm, crime and other risks that can affect their quality of life. It encompasses a wide range of efforts and activities designed to prevent crime, promote health and welfare and create an environment where people feel secure, supported and engaged.

Key aspects of community safety include crime prevention, which involves measures aimed at reducing the likelihood of crime occurring, such as neighbourhood watch programs, police presence, and community-based initiatives. Emergency services and response are also crucial, ensuring that communities have access to quick and efficient services like fire, police, and medical help when needed.

Public health is another critical element, promoting safety in terms of physical and mental health by addressing issues such as drug abuse, mental health services, and access to healthcare. Environmental safety is also a factor, addressing hazards like poor infrastructure, unsafe buildings, and environmental risks such as floods or pollution.

Lastly, social cohesion plays a significant role in community safety. Strengthening the sense of community by fostering trust, cooperation, and positive relationships among neighbours contributes to a safer and more supportive environment.

Community safety is typically the result of cooperation among local governments, law enforcement, community organisations, and residents, all working together to address the needs and concerns of the area.



2.2. What is Wellbeing?

Wellbeing refers to a person's overall quality of life, encompassing physical health, mental and emotional stability, economic security, physical and emotional safety, and a sense of belonging and purpose. It is a holistic concept that goes beyond the absence of illness, including the ability to thrive, form positive relationships, and participate meaningfully in society. Wellbeing is influenced by factors such as access to healthcare, education, stable housing, employment opportunities, social connections, and equitable treatment.

When individuals in a community experience high levels of wellbeing, the effects are far-reaching, contributing directly to community safety. People with secure livelihoods and supportive environments are less likely to engage in harmful or criminal behaviour. They are also more likely to look out for one another, build trust, and participate in community efforts to prevent violence or address local challenges.

Furthermore, communities that prioritise wellbeing tend to reduce the burden on law enforcement and emergency services. Public investments in social programs, mental health resources, and neighbourhood development foster resilience and cooperation, addressing the root causes of crime before they escalate. In this way, promoting wellbeing is not just a moral or social imperative—it is a strategic approach to creating safer, more stable communities for everyone.

2.3. Community Safety Framework

Council's Community Safety Framework provides an overarching structure that supports both Council and the community in planning for a safer future. The Community Safety and Wellbeing Plan is the guiding document for the framework and is supported by the Community Safety and Wellbeing: Strategic Recommendations, which details the operational activities to be undertaken to address identified and emerging community safety issues.





2.4. The Role of Governments in Community Safety

In community safety, each level of government in Queensland (i.e. Local, State and Federal) has distinct but interconnected roles. Their combined efforts help to create a comprehensive and consistent approach to crime prevention, community safety and overall community wellbeing.

Local Government (Townsville City Council)



Planning and Implementation

Local governments are directly involved in the planning, management and delivery of community safety initiatives within their areas. They create tailored crime prevention strategies and public safety programs based on the unique needs of their communities.



Community Engagement

Councils engage with local communities to understand their concerns, build trust and involve residents in safety efforts, ensuring programs are relevant and effective.



Public Space Design

Local governments apply strategies like Crime Prevention Through Environmental Design (CPTED) to improve public spaces (e.g. parks, streets and recreational areas) to reduce opportunities for crime and enhance safety.



Collaboration with Stakeholders

Councils work with state and federal agencies, community groups, and local organisations to share resources, knowledge and coordinate actions to improve community safety.

2.5. Current Safety and Wellbeing Landscape in Townsville

2.5.1. Key Issues and Challenges

In Townsville, like many other communities, there are several key issues and challenges when it comes to providing a safe community. These include:

ISSUE	DESCRIPTION
1. Crime and Anti-Social Behaviour	Issues such as property crime, youth offending, and anti-social behaviour remain persistent challenges in Townsville. This can create a sense of insecurity among residents and hinder community cohesion.
2. Domestic and Family Violence	Domestic violence rates are a significant concern in Townsville, with many individuals and families affected. There is a need for effective support services and prevention strategies to address this issue and protect vulnerable community members.
3. Mental Health and Wellbeing	Mental health problems are on the rise, contributing to community safety concerns. Those struggling with mental health issues may be more vulnerable to violence, homelessness or involvement in criminal activities. Addressing mental health needs is crucial for overall community safety.
4. Youth Engagement and Employment	Youth unemployment, lack of engagement opportunities and limited access to positive role models can lead to social isolation and higher involvement in crime. Providing opportunities for education, training and employment is critical to diverting young people from negative pathways.
5. Drug and Alcohol Abuse	Substance abuse issues contribute to both personal harm and broader safety concerns, such as violence and large health impacts. Tackling addiction and providing support services are vital in reducing the impact of drug and alcohol-related crime.
6. Housing and Homelessness	Affordable housing shortages and homelessness are growing challenges in Townsville, leading to increased vulnerability to crime and social exclusion. Addressing housing needs is crucial for ensuring stability and safety for residents.
7. Community Trust and Engagement	Building and maintaining trust between residents and law enforcement is essential for community safety. Ensuring that QPS and other authorities are seen as partners in promoting safety and wellbeing, rather than adversaries, helps foster cooperation and reduce tensions.

Addressing these challenges requires a coordinated effort between local government, service providers, community organisations and residents to create sustainable solutions that enhance safety and wellbeing for all.

3. Council's Current Community Safety Focus

3.1. CCTV Network

CCTV cameras have become a key tool in improving community safety, with new areas of focus emerging as technology advances. Today, cameras are not just for monitoring, but also help with predicting crimes, detecting issues in real-time, and using artificial intelligence for better decision-making. At the same time, there is growing attention on balancing safety with privacy, ethics, and involving the community in how these systems are used.

When effectively implemented and integrated into broader safety strategies, CCTV can contribute significantly to enhancing the security and wellbeing of a community.

Some of the key benefits include the:

- deterrence of crime
- improved law enforcement and crime detection
- increased public confidence and perception of safety
- reduction of anti-social behaviour
- support for emergency services
- support for traffic and road safety
- cost-effective long-term solution
- protection of public property and infrastructure
- enhanced community engagement
- monitoring and managing public events.

3.2. Community Safety Officers

Community Safety Officers (CSOs) are dedicated professionals whose primary role is to enhance the safety, security, and wellbeing of a community. The benefits of having Community Safety Officers in a community are numerous and can significantly contribute to creating safer and more inclusive environments.

Some of the key benefits include the:

- increased visible presence
- proactive crime prevention
- community-based problem solving
- support for vulnerable populations
- improved community policing
- de-escalation of incidents
- support for local events and community activities
- improved crime reporting and data collection
- crime reduction in hotspots
- building stronger communities.



State Government (Queensland Government)



Legislation and Policy

The state government provides the legal framework and policies for crime prevention and public safety. This includes passing laws related to criminal justice, domestic violence and community safety programs.



Law Enforcement

The Queensland Police Service (QPS) is responsible for law enforcement, crime investigation and maintaining public order. They also lead crime prevention efforts and community policing programs across the state.



Funding and Support

The state government allocates funding and resources to local governments, non-government organisations and community organisations to support crime prevention programs and initiatives.



Social Services and Intervention

The state provides essential services in areas such as mental health, housing, youth services and addiction recovery, which help address the root causes of crime and improve community wellbeing.

Australian Federal Government



National Policy and Strategy

The federal government sets the overall national framework for community safety, including national crime prevention strategies, anti-terrorism measures and policies on border security and immigration.



Funding and Resources

The federal government provides grants and funding programs to support community safety initiatives at the state and local levels. This includes funding for research, infrastructure projects and capacity-building programs.



National Law Enforcement

Federal agencies such as the Australian Federal Police (AFP) focus on national security threats, organised crime and transnational crime, including cybercrime, human trafficking and drug trafficking. They work closely with state and local police forces.



Support for Vulnerable Populations

The federal government also addresses broader social issues through welfare programs, family violence initiatives and immigration policies, helping reduce vulnerabilities that can lead to crime.



4. Key Priority Areas

To ensure a balanced and comprehensive approach, the Community Safety and Wellbeing Plan will guide the implementation of both situational and social actions under three key priority areas, each of which is designed to target different aspects of community safety:



Safe Places

This priority focuses on the design and maintenance of physical spaces across Townsville, aiming to reduce crime and improve public safety, while also enhancing the community's overall sense of security and wellbeing.



Safe People

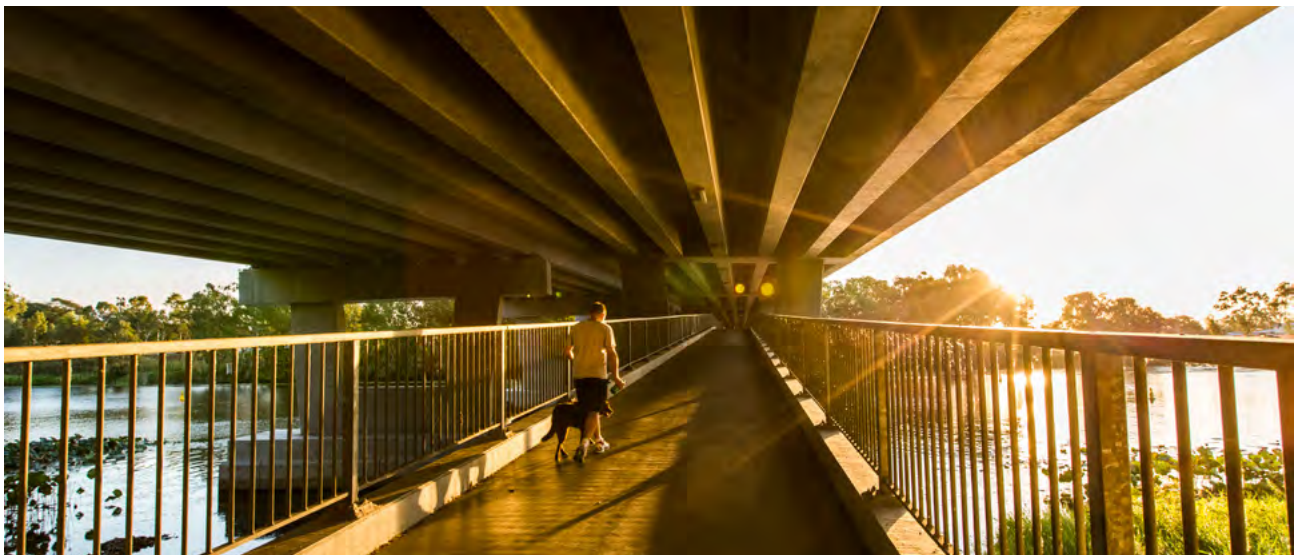
The focus here is on fostering greater social inclusion and active community participation, with the goal of building strong, safe, and resilient communities that support the needs of all their members.



Safe Facts

This priority seeks to increase public knowledge about safety-related issues through education and information campaigns, aimed at reducing opportunities for crime and preventing injury through greater awareness.

The high-level priorities outlined in the plan reflect the understanding that community safety and wellbeing needs will evolve. The plan is designed with flexibility in mind, allowing it to adapt to changing circumstances and new challenges.



4.1. Safe Places

Council understands the importance of community members feeling and being safe, especially within its parks and open spaces. Council is committed to creating a safe environment for its community.

COUNCIL'S VISION FOR SAFE PLACES

“To create and maintain safe, welcoming spaces for all members of our community by enhancing public safety measures, fostering inclusive environments and promoting positive community interactions.”





4.2. Safe People

Having a city where community members thrive, free from the concerns and fears of criminal offences and behaviours is a top priority for Council. Council endeavours to continually explore avenues to ensure the protection of residents and visitors to unwanted behaviours.

COUNCIL'S VISION FOR SAFE PEOPLE

“To promote the safety and wellbeing of all individuals within our community by fostering a culture of respect, support and accountability.”

4.3. Safe Facts

Council is committed to actively supporting safety and wellbeing by ensuring that reliable information is provided to the relevant organisations. To introduce effective programs and services, it is essential to first gather accurate and relevant data.

COUNCIL'S VISION FOR SAFETY

“To ensure that all members of our community have access to accurate, timely and reliable information regarding safety issues by promoting transparency, education and awareness.”

5. Goals and Objectives

This plan aims to address key issues affecting the safety, security and wellbeing of residents and visitors. These goals aim to create a holistic and sustainable approach to community safety and wellbeing, fostering a supportive, inclusive and safe environment for all residents.

The following goals and objectives outline strategies to address safety concerns within the Townsville community.

GOAL 1: REDUCING ANTI-SOCIAL BEHAVIOUR

- Objective 1.1** Increase community awareness and engagement to reduce incidents of anti-social behaviour.
- Objective 1.2** Strengthen law enforcement and community partnerships to prevent and respond to anti-social behaviour.
- Objective 1.3** Provide targeted support services for individuals engaging in anti-social behaviour to address underlying causes.

GOAL 2: ADDRESS HOMELESSNESS AND SUPPORT VULNERABLE POPULATIONS

- Objective 2.1** Enhance access to safe, secure housing and emergency accommodation for vulnerable populations, including rough sleepers.
- Objective 2.2** Provide comprehensive, integrated support services to improve the health and wellbeing of individuals experiencing homelessness.
- Objective 2.3** Create clear pathways out of homelessness through education, employment, and life skills development programs.
- Objective 2.4** Foster collaboration between local government, non-profits, and the private sector to develop sustainable, long-term solutions for homelessness.

GOAL 3: ENHANCE AWARENESS OF DOMESTIC AND FAMILY VIOLENCE ISSUES

- Objective 3.1** Launch a public awareness campaign to raise awareness within the community about DFV and available resources.
- Objective 3.2** Provide training resources for schools, workplaces and community groups on identifying and responding to domestic and family violence.
- Objective 3.3** Partner with support services to improve access to resources to those experiencing domestic and family violence.

GOAL 4: EFFECTIVE GRAFFITI MANAGEMENT

- Objective 4.1** Prevent graffiti through community education and proactive measures.
- Objective 4.2** Ensure the timely removal of graffiti to maintain community aesthetics and deter further vandalism.
- Objective 4.3** Engage young people in positive activities to reduce graffiti-related incidents.

GOAL 5: ENHANCE COMMUNITY SAFETY AND SECURITY

Objective 5.1 Foster a safe and secure environment for all community members.

Objective 5.2 Implement CPTED principles in Council-managed parks and recreational spaces to reduce crime and improve community safety.

GOAL 6: SUPPORT MENTAL HEALTH AND WELLBEING

Objective 6.1 Promote mental health and emotional wellbeing across all segments of the community.

GOAL 7: PROMOTE COMMUNITY COHESION AND INCLUSION

Objective 7.1 Build a strong, cohesive, and inclusive community where everyone feels a sense of belonging.

GOAL 8: IMPROVE ACCESS TO EDUCATION, EMPLOYMENT AND SOCIAL SERVICES

Objective 8.1 Empower individuals through education, employment, and access to social services.



6. Partnerships and Stakeholder Engagements

6.1. Key Stakeholders

Stakeholder	Level of Involvement
Townsville City Council (Local Government)	Responsible for the development, implementation and evaluation of the plan; also facilitates community consultation and resource allocation.
Queensland Police Service (QPS)	Critical partners in law enforcement, crime prevention and public safety.
Community Groups and Residents	Vital contributors to creating a safe and connected community through active involvement in safety programs and initiatives.
Health and Social Services	Providers of mental health support, addiction services, housing assistance and other services addressing the root causes of crime.
Business and Local Industry	Stakeholders who play a role in local development, security infrastructure and promoting a positive public environment.

6.2.Roles of Local Providers

Local providers play a vital role in ensuring community safety and wellbeing by offering services and support that address various aspects of public health, safety and social cohesion. These providers include local government agencies, healthcare services, law enforcement, social services, community organisations and educational institutions. The key roles they play in promoting community safety and wellbeing are outlined below:

PROVIDER	ROLE
Law Enforcement	QPS and other law enforcement agencies are crucial in maintaining public safety. Their role involves preventing crime, responding to emergencies, conducting investigations, and ensuring laws are upheld. They also engage with the community through initiatives like neighbourhood policing, which helps build trust and understanding between the police and the public.
Healthcare Providers	Hospitals, clinics, mental health services and other healthcare organisations contribute to the wellbeing of a community by offering physical and mental health support. They provide access to medical care, manage public health risks and address issues such as substance abuse, mental health crises and health education. Public health initiatives, such as vaccination campaigns or disease prevention efforts, also fall under their area of responsibility.
Local Government	Local governments are responsible for ensuring the overall safety and wellbeing of the community. This includes providing services like emergency response, waste management, public transportation and community development. They also play a role in developing policies related to housing, environmental safety and infrastructure, which can affect the safety and quality of life for residents.



PROVIDER	ROLE
Social Services	Social service agencies such as the Australian Red Cross, Anglicare, Althea Services and Domestic Violence North Queensland (DVNQ) offer support to vulnerable individuals and families, providing services like housing assistance, child protection, support for the elderly and services for those dealing with domestic violence or homelessness. These services help reduce the social risks that can impact safety, such as poverty, abuse and neglect.
Community Organisations	Nonprofit and community-based organisations often focus on preventing crime, offering education and improving social welfare. These groups engage in outreach programs, organise events that foster community engagement, and provide resources for marginalised or at-risk populations. They also support initiatives that enhance mental health and social connections, which can reduce feelings of isolation and vulnerability.
Education Providers	Schools, universities and educational organisations contribute to community safety and wellbeing by promoting safe learning environments, supporting youth development, and addressing issues like bullying, substance abuse and mental health. Educational institutions often work in collaboration with other local providers to offer programs that improve life skills and provide youth with positive outlets.
Department of Housing	Department of Housing plays an essential role in creating access to housing and safe living environments for those experiencing the negative effects of the housing crisis. The Department of Housing has expanded its Critical Response Team (CRT) into Regional Queensland following the team's success in Brisbane. CRT engages with individuals experiencing homelessness, providing targeted support to assist them in securing suitable accommodation that meets their specific needs. The team's success highlighted the growing need to extend the service across all of Queensland. The CRT is now established within Townsville and is actively working with and providing support to those experiencing rough sleeping.



7. Conclusion

The Community and Safety Wellbeing Plan represents a comprehensive and collaborative approach to addressing the diverse needs of the Townsville community. By focusing on key areas such as improving safety, supporting vulnerable populations, promoting mental health and enhancing community cohesion, this plan aims to create a safer, healthier and more inclusive environment for all residents.

Through strategic partnerships between government, non-government agencies, community organisations and individuals, we are committed to fostering a resilient, thriving community where everyone has the opportunity to live, work and engage in a supportive and connected environment.





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