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# Glossary of Terms

<table>
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<tr>
<th>Abbr.</th>
<th>Description</th>
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<tr>
<td>ABN</td>
<td>Australian Business Number</td>
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<tr>
<td>AGM</td>
<td>Annual General Meeting</td>
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<tr>
<td>CPPU</td>
<td>Crime Prevention Programs Unit</td>
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<td>DCPC</td>
<td>District Crime Prevention Coordinator</td>
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<tr>
<td>GIS</td>
<td>Geographical Information Services</td>
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<td>NHW</td>
<td>Neighbourhood Watch</td>
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<td>NHWQ</td>
<td>Neighbourhood Watch Queensland</td>
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<tr>
<td>NHWQLO</td>
<td>Neighbourhood Watch Queensland Liaison Officer</td>
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<tr>
<td>OIC</td>
<td>Officer in Charge</td>
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<tr>
<td>PPL</td>
<td>Public and Product Liability Insurance</td>
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<tr>
<td>QPRIME</td>
<td>Queensland Police Records and Information Management Exchange</td>
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<td>QPS</td>
<td>Queensland Police Service</td>
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<tr>
<td>SCCRO</td>
<td>Station Community Crime Reduction Officer</td>
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<tr>
<td>VQ</td>
<td>Volunteering Queensland</td>
</tr>
<tr>
<td>VWPAI</td>
<td>Voluntary Workers Personal Accident Insurance</td>
</tr>
<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
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1.0 Introduction

The purpose of this document is to provide police with information to help them support Neighbourhood Watch Queensland (NHWQ). Neighbourhood Watch (NHW) is undergoing a renewal process and as a result there are changes in the key processes and responsibilities of various roles. A background is provided on the revised NHWQ strategic plan, new NHWQ model and an overview of relevant policies and procedures.

This document along with the ‘Welcome to NHWQ Guide’ (http://www.nhwq.org/wp-content/uploads/Welcome-to-NHW-Guide.pdf) are the main sources of NHW information for police. Any other additional information that may be required can be accessed at www.nhwq.org.

This guide:

- Presents a flexible approach to NHW.
- Outlines relevant state-wide policy.
- Provides information for each region and district to assist in the development of strategies to support NHWQ.

2.0 Background

NHWQ has been successful in building community cohesion and improving relationships between neighbours which assists in reducing crime and the fear of crime. It has a very strong and committed volunteer base and is an internationally recognised and established symbol in the community.

The Queensland Police Service (QPS) is committed to working in partnership with the community and greatly appreciates the outstanding contribution that the many NHWQ volunteers and participants make for a safer and more secure Queensland.

2.1 NHWQ vision

*Strong and connected Queensland communities*

2.2 NHWQ mission

*Encourage individuals, families, businesses and communities to work together to reduce crime and improve community safety.*

2.3 NHWQ values

- Engagement
- Participation
• Partnerships
• Diversity

2.4 NHWQ objectives

• Encourage greater community participation through improved communication.

• Improve engagement, collaboration, and relationships between the QPS, community and stakeholders.

• Increase the diversity of people exposed to NHWQ information, tips and tools.

• Increase community capacity to deal with local crime and community safety issues.

2.5 NHWQ strategies

To achieve these objectives, the Crime Prevention Programs Unit (CPPU) has developed strategies to:

• Increase membership through more effective use of technology i.e. internet and social media.

• Utilise online blogs as a portal for two way communication between police and the community.

• Market the NHWQ program as a modern community safety tool to all Queenslanders.

• Assist police to work with local NHWQ groups, members and the community to identify and address crime and safety issues.

• Improve central coordination through clearer planning, sustainable resource allocation and improved training.

• Better utilise and work with NHWQ groups, members and the community in the detection, reporting and prevention of crime.

• Market NHWQ via different media to people that have not been exposed to the program i.e. younger people.

• Work closely with vulnerable communities to increase participation and membership of culturally and linguistically diverse (CALD) communities, indigenous etc.

• Develop and distribute innovative resources that reach a broad range of target groups.

• Provide a range of training to local communities.

• Enhance community awareness by improving information sharing and
reporting tools.

- Work collaboratively with communities to develop and implement local crime prevention activities and initiatives.

### 2.6 Partnership

Community members and police work in partnership to form safe and connected communities by:

- Reducing the risk of victimisation through the implementation of practical crime prevention strategies.
- Increasing the detection of criminal activity and the timely apprehension of offenders by applying vigilance in the identification, and reporting (to police), of suspicious activity.
- Promoting neighbourliness and a strong sense of community.
- Utilising communication tools that reflect contemporary society, including the innovative use of social media to share up to date and relevant information and advice.
- Supporting local NHW groups, members and individuals, and also providing support for local NHW events, related projects and initiatives.
- Increasing community participation in the NHW program by encouraging community members to join NHWQ online. In doing so, they elect to receive timely information and advice from police and participate in community NHW events and activities.
- Exploring the application of NHW in Indigenous and CALD communities, and to work in partnership to form safe and connected communities.

### 3.0 Organisational Structure of NHWQ

In partnership with the community, the QPS:

- Supports the establishment and maintenance of NHWQ groups (both online and face to face).
- Supports NHWQ members to communicate online, and meet at the local, district and state level.
- Provides guidance and assistance to NHWQ members through the NHWQ blog, DCPCs and SCCROs.
- Provides information about crime and community safety within NHWQ divisions.
- Gives advice on strategies NHWQ members can implement to prevent and reduce crime.
• Provides online crime statistics to ensure accurate perceptions of crime.
• Provides NHWQ members with information and resources on crime prevention and community safety.
• Negotiates state sponsorship arrangements and supports groups and members to identify local funding opportunities.
• Carries out vetting of potential NHWQ volunteers.
• Records and retains information about NHW activity in Queensland.
• Recognises the good work of NHWQ volunteers through an awards program.
• Assists in promoting NHWQ.

This is achieved by:
• Assistant Commissioners having overall responsibility for managing support of NHWQ.
• District Officers managing NHWQ in their district.
• DCPCs overseeing support of NHWQ in their district.
• OICs managing NHWQ in their division.
• SCCROs supporting their local NHWQ groups and members.

A three-tiered NHWQ program structure is outlined below
3.1 **State coordination by the Crime Prevention Programs Unit:**

The CPPU is responsible for the state-wide coordination of the NHWQ program, including:

- Providing strategic direction and program coordination throughout Queensland.
- Developing and reviewing policies, procedures and guidelines for local program implementation and coordination.
- Developing and distributing NHWQ resources via www.nhwq.org, and (some welcome pack material), street signage and house plaques.
- Coordinating, or facilitating consultation, information-sharing, program promotion and networking opportunities with regional stakeholders, including the NHWQ blog and State Conference.
- Providing advice to internal and external stakeholders regarding NHW, including senior QPS management, the Police Minister, other government departments, interstate and international police organisations and community groups.
- Developing and delivering training for regional NHWQ stakeholders, as needed.
- Developing and/or reviewing NHWQ promotional resources i.e. marquees, feather flags and banners, display tablecloths and polo shirts.

State coordination of NHWQ is vested in the Inspector, Community Programs and Engagement, Policelink and Programs Group, Community Contact Command. The CPPU encourages active consultation and negotiation from all NHWQ stakeholders.

To support and provide a strategic direction for NHWQ, the CPPU will:

- Develop relevant whole of service policy (OPM 1.7.8)
- Provide ongoing support and communication to regional and divisional police regarding NHWQ.
- Explore, establish and maintain sponsorship, grants and promotional opportunities at a state level.
- Maintain (and further develop) the NHWQ myPolice blog.
- Oversee the use and management of local NHW blogs.
- Provide social media training to local NHW members and police.
- Coordinate the development and management of the ongoing evaluation
• Undertake project development and management.
• Identify and assist implementation of new strategies and good practice from other jurisdictions.
• Report to the Queensland Police Service (QPS) executive.
• Represent the QPS in NHW Australasia (NHWA) activities.
• Mediate and resolve issues that cannot be dealt with locally.

3.2 Divisional/district coordination by the OIC, SCCRO and DCPC

Divisional groups will:
• Meet quarterly (or more frequently, if desired) to discuss local policing issues and divisional NHW activities and events.
• Plan, coordinate and conduct local crime prevention events and activities.
• Coordinate local NHWQ awards, district/regional and state conference representation, if desired.
• Provide guidance and support, where relevant, to community NHW groups and members in the division;
• Conduct fundraising events to support the coordination of the NHW program, as desired (and within guidelines provided by the CPPU).

4.0 Getting involved
Depending on the level of involvement with the neighbourhood watch blog, participation can be categorised as:
• Online Groups
• Traditional Groups
• Integrated Groups
• Individual online subscription

4.1 Online groups
Online groups require like-minded people to get together, come forward and express an interest to start an online group. There is a requirement for identifying the need for a new blog.

The members of an online group may not be from a specific geographic mapping location and may not have regular meetings like formal neighbourhood groups do.
Administrators of the online groups need to fill out a volunteer application form, receive social media training and sign a consent form for responsible use of social media.

**Levels of access on Social Media Website**

**Contributor level access** - No ability to increase their access to the site, basic account for adding and editing blog posts, which can only be submitted for review. NHWQ Admins and NHWQ Super Admins are emailed for pending posts for review.

**NHWQ Administrator level access** - Can upgrade a contributor to a NHWQ Admin in their own areas if necessary, and publish posts in their own areas.

**Super Administrator level access** - Can upgrade a contributor to a NHWQ Admin in any areas if necessary, and publish posts in any areas.

### 4.2 Traditional groups

Traditional groups include, but are not limited to, those who have elected various key positions in their groups, organise events and attend regular meetings.

Existing community NHW groups may continue to function, if desired, to target a more localised area with NHWQ program activities and events.

**Community NHW groups:**

- Meet quarterly (or more frequently, if desired) to discuss local policing issues and relevant activities and events.
- Plan, coordinate and conduct local crime prevention events and activities.
- Provide regular updates to the relevant Divisional NHWQ Group regarding community group activities and events, by attending divisional NHW meetings, or by submitting a written report to this effect.
- Conduct fundraising events to support the coordination of the NHWQ program, as desired (and within guidelines provided by the CPPU).

Traditional groups function as they would have in the past. The only difference is that police liaison officers are no longer obligated to attend NHW group meetings (OIC discretion).

### 4.3 Integrated groups

Formal neighbourhood watch groups who have incorporated social media
as part of their communication strategy along with face to face meetings and events.

These groups use traditional methods of communication in conjunction with online social engagement. They can promote activities and events through paper based paraphernalia, or through their local NHW blog. This gives the group the opportunity to engage with those community members who don’t have access to the internet or computers.

Depending upon the scope of the Neighbourhood watch groups the nature of groups can be categorised as:

4.4 Rural Watch
Rural watch is a program designed to reduce crime in rural areas. Rural Community members are encouraged to join together to improve the safety of their families and to also promote communication within their respective rural communities.

4.5 Marine Watch
Marine Watch is a program organised by the community in order to reduce crime on our waterways. The boating fraternity, including owners, users, trailer-boat owners, people living on boats and property owners along and near waterways, are encouraged to join together in small informal groups for the purpose of improving the safety of their families and property.

4.6 Business Watch
Business Watch is a program organised by the community in order to reduce crime in shopping centres. All the businesses in a shopping centre are encouraged to join together for the purpose of safety of their property.

4.7 Student Watch
Student watch is an online community for students at various universities and TAFES throughout the State. Educational institutions are encouraged to join together and provide various personal safety information within student community.

4.8 Individual online subscription
Individual online membership allows community members the opportunity to participate in the program without having to formally join a NHW group. Online members subscribe to the local NHW or to the State NHWQ blog and receive updates from their respective online channels.

This is useful for people who are time poor and still want to be involved in
the program. Online members can, and are encouraged to, participate in any local NHW events or activities.

## 5.0 Key Processes related to NHWQ

### 5.1 Initial inquiries

Initial inquiries from members of the public wishing to establish a NHWQ group or joining online should be with the local Station Community Crime Reduction Officer (SCCRO).

The SCCRO should also be in a position to outline the process for participating in the program, the different type of involvement and the benefits of NHW to the local community.

The inquirer should be directed to the following documents on the NHWQ blog ([http://www.nhwq.org/resources/](http://www.nhwq.org/resources/)) for further information:

- Welcome to Neighbourhood Watch Queensland Guide; and
- NHWQ Social Media Policy and Guidelines

Once the level of participation is established (for the establishment of a NHWQ group, Divisional OIC approval is required), the inquirer should be directed to the DCPC for further assistance (if required).

### 5.2 Vetting checks

Any person who intends to hold a position within a NHWQ group (whether face to face or online) must submit to vetting by local police to determine suitability.

For the purpose of this search a ‘Police Certificate’ (QP349 C) or (QP349 B) is NOT required. Vetting checks are to be conducted utilising section 2.3 of the QPRIME user guide, “Detailed Person Find.” This ensures the CrimTrac database is also checked.

Positions requiring vetting are not limited to any specific role but would include committee members, online administrators or contributors, and those who are actively involved in engaging with the community on behalf of NHWQ.

A volunteer application form ([http://www.nhwq.org/wpcontent/](http://www.nhwq.org/wpcontent/))
uploads/Volunteer-Application-Form.pdf) should be completed by the potential volunteer and provided to local police for vetting.

In circumstances where a person’s suitability cannot be determined by local police, a direction will be sought from the District Officer.

If deemed suitable, the person should be linked by local police to the NHWQ group or blog in QPRIME as a volunteer and/or their specific role (Area/social media/events coordinator, secretary, treasurer etc).

A risk management plan (6 monthly or annually) should be put in place at district level to regularly check each volunteer has been deemed suitable and linked on QPRIME. There is no need to complete another volunteer application form.

If deemed unsuitable, the person should be contacted by local police and a relevant explanation provided. Under no circumstances should the reasons a person is deemed unsuitable be communicated to any other person (other than sworn police officers).

A copy of the volunteer application form should be kept on file in accordance with local station record management procedures.

Volunteers deemed unsuitable would include people:

- With previous convictions for offences that negatively impact on the safety and security of people living or visiting Queensland (you may wish to consider the implications of the Criminal Law (Rehabilitation of Offenders) Act 1986), or

- With a demonstrated lack of ability to perform the role.
5.3 Support for existing NHWQ groups

- Traditional groups have the option to remain under the previous model, however, the QPS is not obligated to provide a liaison officer at meetings.
- Traditional groups are encouraged to move to the new structure and incorporate social media (not compulsory).
- Traditional groups can move to an integrated structure where they remain under the previous model but utilise social media in some way.

5.4 Support for individual NHWQ members
Individual NHWQ Member

Request from community member to join NHWQ

- Referred to local NHW Group where available
- Referred to NHWQ myPolice blog to become online member

Online NHW membership
- Email advice of State NHW Blog articles
- Email advice of District Blog articles
- Email advice of local NHW blog articles
- Email advice of any other online information (QPS facebook page)
- Email invitation to Divisional crime / NHW forums
- Other membership offers
- Advised if local group is established

- An individual member is not required to join a specific group and can continue to receive information (email updates) from NHWQ and myPolice blogs.
- They should however be encouraged to join local NHW groups, if relevant.
- They should receive invitations to divisional crime forums (or similar) and are also encouraged to participate in NHW activities and events.

5.5 Support for new NHWQ groups
Establishing a group under the new model is similar to the previous structure. However, the number of volunteers required to manage a NHW group is significantly reduced.

- They are predominantly online based and provide information to their local communities through NHW blogs, other social media (facebook, twitter etc.), email etc.

- New groups are encouraged to organise events but are no longer required to hold face to face meetings. In the event that a group require a meeting, these can be held online or face to face.

- If there is not enough support for the establishment of a new group, community members who are still interested in joining NHW can still participate as ‘individual online members’ (see Support for individual members).

5.6 Information Management

QPRIME is used by the QPS to manage NHWQ.

To maximise the benefits of QPRIME, districts should ensure that all NHWQ groups are recorded on QPRIME with the following details:
• Full name of group (district, division and NHWQ name).
• Linked area coordinator/social media coordinator (including all contact details).
• Linked OIC.
• Linked volunteers and representatives (those that are vetted).
• Recording of lapel badge recipients (name, date, level).
• Any other relevant information (launch date, date of closure etc.).
• For NHW groups that close, the group should be expired (with a date).

**Entering a NHW group in QPRIME:**

• [Type] – Community
• [Remarks] – Enter meeting date, time and location
• [Name] Please follow strict format for entering group name to allow easy QPRIME search by State Office

[DISTRICT NAME] NHW [NAME OF NHW GROUP] e.g. Cairns District NHW Cairns 13

• [Contacts Tab] Right click and enter new person, search person and then double click correct name to insert.
• [Person type] Select [Nominated person] from drop down menu. In remarks tab enter persons position [Area Coordinator/events coordinator/secretary]
• Ensure coordinator details are up-to-date, expire old addresses and add in available email addresses.

Any request for disclosure of information made by a member of the public, or external body having regard to the efficient and effective discharge of law enforcement obligations, proper administration of justice, and the privacy of individuals, needs to be considered in accordance with legislative requirements of the *Right to Information Act* (RTI Act), the *Information Privacy Act* (IP Act) and Section 1.10 of the Operating Procedures Manual (OPM) release of information.

Section 15: ‘Risk management’ of the OPM provides procedures that should be incorporated into the NHWQ District Plan, with consideration to the inclusion of proper management of information in training sessions for
new and existing volunteers within the NHWQ program.

5.7 Internal communications
All NHWQ enquiries should be initially directed to the OIC of the relevant police division or their nominated representative and/or DCPC.

DCPCs will make contact with the CPPU if they require further assistance.

5.8 NHWQ householder resources
For the ease of distribution and storage, NHWQ Householder resources are ordered by CPPU and delivered directly to district offices which can then be distributed as required.

All resources including the ‘something missing card’, ‘suspect description form’ and ‘telephone contact card’ are available on the NHWQ blog for printing.

Street signs and NHWQ merchandise (distribution)
As part of the Government’s commitment to the NHWQ program, NHWQ groups receive large and small street signs free of charge.

Local councils support NHWQ through the installation of street signs. OIC of the station coordinates the installation of signs with council however they do vary from council to council.

Prior to making a request for street signs, and to ensure that they are installed in a timely manner, NHWQ groups should contact their OIC.

All NHWQ street signs remain the property of NHWQ.

5.9 Mapping
All NHWQ groups are aligned to police divisional boundaries. This promotes consistency and provides the QPS options when distributing crime and community safety information to NHWQ groups, with a divisional focus as well as at a group level.

5.10 Promoting NHWQ
NHWQ has undergone renewal and significant funds have been allocated to promote the program. It is the responsibility of divisional police (OIC, DCPCs and SCCROs) to engage with local NHWQ groups and develop strategies to renew the NHWQ program.

5.11 Training
Face to face social media training is provided to all NHW volunteers who hold administrator/contributor roles under the new model and for those who are interested in starting new online groups. This training helps community volunteers to effectively manage their local NHW blogs.

NHWQ social media training is conducted across Queensland and is complimented by an online training package and IT support.

More information regarding the training can be obtained from the CPPU.

5.12 NHWQ awards

NHWQ has a three level recognition of service structure that may be awarded to NHWQ Volunteers. This include bronze, silver and gold awards.

Volunteers include, but are not limited to, committee members, residents, business owners and local supporters.

**Bronze badge**

The recipient must be an 'active participant' in NHWQ for a minimum period of three years.

Active participation within NHWQ can be subjective. Below is a guide to assist in identifying suitable nominees for lapel badges:

- Attends and actively participates in a reasonable number of NHWQ meetings, events and/or activities.
- Holds a position (area/social media/events coordinator, secretary etc.) and performs tasks well.
- Promotes and markets NHWQ effectively within the community.
- Demonstrates a commitment to engage and work in partnership with others.
- Accountable for outcomes.
- Pursues continuous improvement.

**Silver badge**

The recipient must be an 'active participant' in NHWQ for a minimum period of five years and have received a bronze badge.

**Gold badge**
To qualify for a gold lapel badge, the recipient must be a volunteer who has shown additional commitment to NHWQ beyond that of being an 'active participant'. The recipient must have greatly exceeded the requirements of a silver badge (five years), and have a longer period of involvement.

Additional commitment may include:

- Attending and actively participating in NHWQ Divisional, District, and State Conferences.
- Being an active office holder and participating in local (online or face to face), divisional, district or regional NHWQ committees.
- Initiating and managing NHWQ projects to promote community safety and crime prevention.
- Demonstrating a commitment to work in partnership with other NHWQ stakeholders including community, government and business.

The application for awards recipients should contain:

- Detailed information from the NHWQ group and/or NHWQ stakeholders explaining how the nominee has greatly contributed to the program and is suitable for various awards.

The assessment is done by the DCPC and a copy of the supported nomination must be forwarded to the District Officer for noting. The gold, silver and bronze lapel badges are to be issued by DCPCs.

A copy of the noted and supported nomination is then forwarded electronically to the CPPU by the DCPC.

A Gold Lapel Badge application template (Appendix A) and Gold Lapel Badge nomination form (Appendix B) will assist you through this process.

Certificates of appreciation

NHWQ stakeholders who support local NHW groups should be recognised by presentation of NHW certificates of appreciation.

5.13 Evaluation of NHWQ groups

Evaluation of the active NHWQ groups and blogs should be done by the OIC of the police division outlining:

- What outcomes the NHWQ group and/or blog achieved for the year (dot point).
- Priorities for the next 12 months (linked to NHWQ Strategy).
- Contact details of all committee members or authorised bloggers.
- Current financial balance (if required).
- Any suggestions to improve the NHWQ program in QLD.

5.14 Closure

The decision to close a NHWQ group and/or blog should be taken after consultation with the local community, those managing the blog and other local stakeholders. Once a decision has been made to close a NHWQ group and/or blog, the OIC of the relevant police division should consult with the DCPC and the community and develop a process for closure.

The mandatory requirements for group and/or blog closure:

- Financial resources (money, assets and promotional material) are returned to the local DCPC for distribution to other NHWQ groups, the district NHWQ committee and/or a non-profit organisation/s.
- NHW email address lists must be forwarded to the DCPC and any copies must be destroyed.
- NHWQ blog logins, passwords and any other social media access must be revoked.
- The CPPU (via the DCPC) is notified (e-mail or report) of the reasons why the NHWQ group and/or blog has closed (dot points).
- Close the local NHWQ blog (if applicable).

Although a NHWQ group and/or blog may close, community members who are interested in making difference can still participate in the NHWQ program by joining online and continuing to engage with their local community.

NHWQ recognises that not all people in Queensland live within active NHWQ areas and individuals should be given the opportunity to participate and learn ways to keep themselves, their families and property safe.

NHWQ groups that are incorporated need to comply with any other requirements outlined on the Office of Fair Trading Queensland website at www.fairtrading.qld.gov.au

Street signs once erected will remain in place as a visual reminder of NHWQ to the community.

5.15 District NHW plan
To enhance the effectiveness of NHWQ, each police district is encouraged to develop a district NHW plan in consultation with NHWQ stakeholders, OICs, DCPCs and SCCROs which will govern the way NHW operates. The plan should outline QPS support for the roles and responsibilities of NHW in that district.

Each plan should be ongoing and flexible to ensure NHWQ keeps pace with the challenges of the modern environment.

6.0 Key Roles and Responsibilities

6.1 District Officer (DO)

The responsibilities and functions of a District Officer are:

- To support community and divisional police in efforts to implement NHW within the district.
- To facilitate the training process for police involved in NHW within the district.
- To attend (or delegate) the launch of NHWQ groups/blogs within the district.
- Allocate programs (in consultation with the DCPC) on a needs basis, ensuring that program implementation covers areas of concern as outlined in the district goals and objectives.
- To ensure effective monitoring of NHW programs on a continuing basis with the DCPC.
- To identify and allocate personnel to the district coordination area.
- To ensure that all NHWQ groups/blogs are monitored on a regular basis.

6.2 District Crime Prevention Coordinator (DCPC)

The responsibilities of the DCPC include:

- The management and support of NHW in the District.
- Assisting the Divisional OIC in the maintenance of each NHWQ area within the district/divisional boundary.
- Attending Divisional NHWQ meetings and providing support to Divisional OIC.
- Conducting suitability checks on all new NHWQ volunteers.
- Facilitating ongoing NHW and crime prevention training to volunteers.
- Maintaining up to date records in QPRIME in relation to the current status of all NHWQ groups/blogs in the District.
• Implementing a risk management plan (6 monthly) to check volunteers are linked to QPRIME and are still suitable to be a NHWQ volunteer.
• Storage and distribution of householder resources and street signs in the district.
• Nomination and awarding NHWQ Lapel Badges in the District.
• Taking charge of any other actions which may be considered necessary in the best interest of the NHWQ program.

6.3 Officer in Charge (OIC)

The officer-in-charge of a police division in which a NHWQ group/blog is situated will be responsible for the following:

• Supervision of the program at the Divisional level.
• Ongoing program maintenance after the launch of a NHWQ group/blog.
• Appointing an officer to act as a SCCRO.
• Rostering the SCCRO to attend NHW functions and promotional events.
• Organising regular (quarterly) Divisional NHW meetings/crime forums.
• Attending (or delegate) the Divisional NHWQ meeting/crime forum and providing relevant and up to date feedback.
• Upon closure of a NHWQ area/blog, ensure all issues contained in this guide concerning program closure are addressed.
• Ensuring details of new NHWQ areas are entered on QPRIME, along with amendments to existing programs.
• Attending new NHWQ group/blog launches.

6.4 Station Community Crime Reduction Officer (SCCRO)

The SCCRO role commenced in 2012 and is stipulated in s.1.7.9 of the OPM. The responsibilities and functions of a SCCRO in relation to NHW are:

• Engaging with local neighbourhood watch groups and develop strategies to renew the neighbourhood watch program.
• Maintaining a full contact list of NHWQ with the support of the DCPCs.
• Attending NHWQ (if required) or at least email contact with area coordinators, social media coordinators or events coordinators.
• Liaising with NHWQ volunteers as a first point of contact to assist in addressing any crime trends or concerns that may have in their suburb/area.
• Providing guidance and assistance to members of the public wishing to start a new NHWQ group (after approval has been gained from the Divisional OIC) or joining the program online.
• Monitoring the formation process for each new NHWQ group/blog.
• Advising members of the community involved in NHW of current crime prevention methods for residential and personal security.
• Linking all volunteers to their established or new NHWQ group on QPRIME.
• Filing all Volunteer Application Forms in accordance with station record management procedures.
• Liaising with local councils in relation to approvals for the installation of new and replacement NHWQ street signage.

6.5 Neighbourhood Watch Queensland - Liaison Officer (NHWQLO)

The responsibilities of a NHWLO (if one is attached to a NHW group/area/blog) include.
• Attend the public launch of new NHWQ group/s or blog/s.
• Monitoring day-to-day operation of their NHWQ group/s.
• Attending their NHWQ area/group meetings (OIC discretion).
• Providing any other information concerning crime and crime trends which is relevant and appropriate.
• Assisting in the management of a NHWQ group’s blog (where applicable) and providing continuing support (offering local crime incidents, advice, and assistance).
• Ensuring the OIC of the division is kept up to date on the activities of the NHWQ group/s;
• Being familiar with their NHWQ group’s boundaries.
• Ensuring that no alterations to NHWQ area boundaries occur without prior consultation with the DCPC.
• Maintaining current records on QPRIME of NHWQ volunteers for their respective NHWQ group/area/blog.

7.0 Queries and assistance

Any queries or assistance required in relation to this document should be forwarded to the State Coordinator, NHWQ. Local queries should be
directed to your District Crime Prevention Coordinator (DCPC) in the first instance.

Further training is available through the CPPU for police and community members who need upskilling or refreshes in social media. To organise training, please contact the State Coordinator, NHWQ for suitable dates and times.
## Gold Lapel Badge Application

**APPLICANTS NAME & NHWQ AREA** .........................................................................................................................

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>Further information/examples (Attach additional paperwork if required)</th>
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</thead>
<tbody>
<tr>
<td>Supports and promotes the local NHW through meetings, forums and meetings</td>
<td></td>
</tr>
<tr>
<td>Actively participates in local NHWQ projects, events and activities</td>
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<tr>
<td>Actively communicates with the local community via face to face and/or social media contact.</td>
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<tr>
<td>Supports the vision and mission statement of NHWQ</td>
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### ADDITIONAL COMMITMENT

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<table>
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<tr>
<td>Actively participates in NHWQ District, Regional and State Conferences</td>
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<tr>
<td>Effectively holds an appointed position and participates in local, district or regional committees</td>
<td></td>
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<tr>
<td>Demonstrates close working relationships with the community, police, government and business</td>
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<tr>
<td>Initiates, facilitates and/or manages projects to advance the objectives of NHWQ</td>
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<tr>
<td>Other</td>
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**NOMINATION MADE BY**

...........................................................................................................POSITION ..............................................

**I agree that the applicant meets the criteria for a Gold Lapel Badge as outlined above.**

**DISTRICT OFFICER**

...........................................................................................................SIGNATURE ..............................................

**REGIONAL ASSISTANT COMMISSIONER**

...........................................................................................................SIGNATURE ..............................................
Gold Lapel Badge Nomination

<table>
<thead>
<tr>
<th>NHWQ Group:</th>
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<tbody>
<tr>
<td>Nominee:</td>
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<td>Address:</td>
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For eligibility and the definition of ‘active participant’ and ‘additional commitment’ see Gold Lapel Badge application.

The nominee has been an ‘active participant’ as described below:-

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The nominee has shown ‘additional commitment’ as described below:-

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(Further information can be attached)

Please forward to your District Crime Prevention Co-ordinator

SUBMITTED BY ________________________________

For the ________________________________ NHWQ GROUP