

## 2024/25 FINANCIAL YEAR IN REVIEW

### 1. Recruitment of Volunteers Continues

During the 2024/25 financial year we were able to recruit over 40 new volunteers for our NHW.. This does not represent a net increase in our numbers because all of the recruits were filling vacancies in our volunteer force. We currently have 675 volunteers on our database, about 500 of whom are actively involved in NHW activities. We still need to recruit about 30 additional helpers to fill all of our vacancies and spread the workload more evenly.

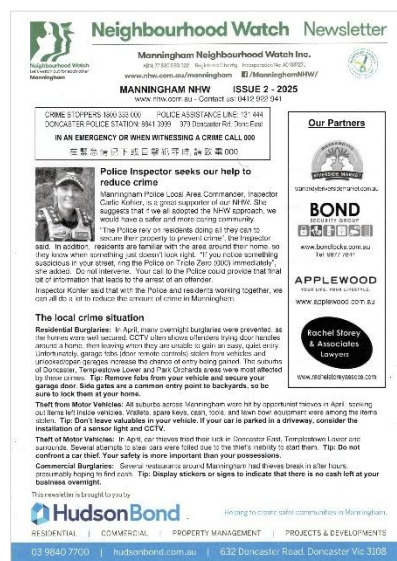
### 2. The Challenge of Keeping the Community Informed

The main way of keeping the local community informed is with our regular deliveries of our printed newsletters. We distribute over 28,000 copies of each edition of the newsletter which reach about 70% of the homes in Manningham. In February 2025 there was a 25% increase in the cost of printing the newsletters. The increased cost was beyond our means and so we decided to change from six to five editions of the newsletter per year. The newsletters contain an overview of the crime situation and articles on how residents can reduce their chances of becoming a victim of crime. We continue to include on the front page, a short crime prevention message from the Manningham Police Inspector to our community.

We are continuing to work with the young adults who are clients of Burke & Beyond, who help with the delivery of some of the newsletters in East Doncaster. The work gives these people experience in life skills which enhances their future independence. We also have a few volunteers who are clients of the NDIS. They, with their carers, deliver the newsletters in their area, with the same enthusiasm but perhaps a slower pace than most of their NHW colleagues.

There are now over 2,000 followers of the Manningham NHW Facebook page which has frequent posts on crime related subjects or items of local interest. We also have over 430 subscribers to our monthly E-News which contains six pages of crime prevention information. The numbers of subscribers to these sources of information have increased over the past year. There have been a number of attempts to markedly increase the number of E-News subscribers but so far they have been unsuccessful.

A number of NHW articles on crime and its prevention have been used in the coloured local community magazine, Manningham Life and on its web site.



We are also using connections that we have established with other community organisations such as the Chinese Senior Citizens Club of Manningham, the local community libraries and Manningham Healthy Ageing, to spread the crime prevention message.

### 3. Major Community Programs

a. As indicated earlier, a major task of Manningham NHW is to provide information to residents to reduce the chance of them becoming a victim of crime. Most of our volunteers are involved in **delivering the printed newsletters** widely in the municipality.

b. To maintain the interest of our volunteers in our crime reduction activities and enhance their feeling that they are part of a large team, we now hold **Manningham-wide volunteer meetings**. The volunteers hear interesting speakers and meet their NHW colleagues. Over the year we had well-attended presentations from a cybercrime expert, on “what to do until the ambulance arrives”, and on power storage for our homes.



Our major gathering of volunteers is our annual Christmas Morning Tea. This gives our NHW “family” a chance to meet up and celebrate the end of a successful year. In 2024, our guest speaker was NHW volunteer Tess Bianco who spoke about her unique involvement in the Paris Olympic Games.

c. **Operation Safe Plate** involves fitting car number plates with theft-resistant one-way screws to reduce the chances of the plates being stolen for use in other crimes. This financial year we held two Safe Plate events at the Doncaster Park n Ride and one in the carpark behind the Council Offices. The move of venue was caused by the reconstruction of the Park n Ride as part of the Eastern Freeway roadworks. At these events we had about 15 NHW volunteers, a few of whom were from NHW Boroondara. We were ably supported each time by four to six volunteers from the SES. We serviced up to 160 vehicles at each event. The donations from the public at these events are used to support our other crime reduction activities.

d. Each month except December and January, the **Letterboxing Team** travels to crime hotspots identified by the Manningham Police to distribute crime prevention brochures to the homes in the area. Up to 800 brochures are normally distributed at the event over an hour or so. Both the Police Crime Prevention Officer and the Criminal Investigation Unit provide input on the crime hotspots. Occasionally, a Police patrol drops in at the start of the event. Although we normally use no more than eight volunteers at these events, we now have a pool of 14 people from whom to choose.

- e. For some years NHW Victoria has been looking at ways to address the concerns of residents about the **safety and security in and around high-rise apartment blocks**. Manningham Council also considered this issue. In both cases they had one-off projects. Our NHW has an ongoing program of providing succinct crime prevention information to the residents in three apartment buildings in Manningham and we are hoping to expand this to more buildings over time. Fire Rescue Victoria supported the program by providing fire safety information for residents of apartment buildings.
- f. As part of our efforts to engage with the members of the community regarding crime and how to prevent it, our NHW regularly attends **local “farmers” markets** within Manningham. In last financial year we had information stands at the Warrandyte Riverside, Tunstall Square and Park Orchards Markets. Members of the public visiting our stands were particularly interested in our brochure about scams and how to avoid them. These brochures are available in English, and Simplified and Traditional Chinese.
- g. In this financial year, our NHW has again linked up with Doncaster Secondary College to run projects to encourage **younger people to adopt NHW crime prevention principles**. The idea is to get teenagers to develop materials that would appeal to other teenagers. The International Students Program members ran two competitions for all students at the school; one involved producing safety tips for teenagers and the other creating a poster on crime prevention. Our NHW provided prizes for the competitions. Further projects to help educate teenagers and involving students from the school will be considered.
- h. As another way of spreading the crime prevention message in the community, our NHW attends the **Citizenship Ceremonies** held in Manningham. This gives us the opportunity to provide “New Australians” with crime prevention information as well as making them aware of our activities. We attended 13 of these ceremonies in 2024/25.

#### 4. Our Service Partners

The main reason for the existence of NHW is to support the crime prevention activities of Victoria Police, particularly in regard to educating the community on crime and how to reduce it. As a consequence, there has been a long standing partnership with the local Police since NHW started in Manningham in 1985.

Our NHW group has a good relationship with the Police. The support of the Police, particularly the Local Area Commander Inspector Carlie Kohler and Crime Prevention Officer, Leading Senior Constable Noni Bousfield, for our NHW activities

is very much appreciated. For our part, our NHW is constantly looking for ways that we can assist the Police by doing “unskilled” tasks which frees them to do the technical work for which they are trained.





Manningham City Council and our NHW work together on a number of projects. As mentioned previously, Council kindly agreed to our NHW using the office carpark as the new venue for our Safe Plate Days. Our NHW is a member of the Manningham Local Safety Committee where we work with other agencies on ways of improving safety in our local area. A Councillor and a former Councillor are among our active NHW volunteers.

Recently the RACV has joined us at our Safe Plate events. Whilst we have been fitting car number plates with theft-resistant screws, the RACV patrolmen have been checking the tyres and batteries of the cars that have been brought to the event. The patrolmen also volunteer their time to attend the event, and we appreciate their support.

## 5. Our Community Sponsors and Partners

For the last 12 years local Real Estate Agents Hudson Bond has generously supplied Manningham NHW with all of our newsletter paper. We use about 140,000 sheets of paper annually to produce our newsletters which would be impossible for us to fund from our own resources. Our NHW is extremely fortunate to have the company as a major supporter.

As indicated previously, we also have strong working relationship with the Manningham SES. We wish to acknowledge the considerable assistance that this organisation provides, particularly at our Safe Plate events.

However, Manningham NHW still has to fund the \$12,000 annual cost of printing our newsletters. Our Partners Program was established to finance this printing. Our partners obtain certain marketing benefits for a fee which funds our newsletters. The continuing partners are Warrandyte Riverside Market, Bond Security Group and Applewood Retirement Village. Pines Learning and ID Boutique ceased to be partners during the year. However, we were pleased to welcome Rachel Storey Lawyers as new partner. We are extremely grateful to all of these organisations for their support of our crime reduction activities in Manningham.

For well over 30 years a number of local businesses have advertised in our various newsletters. The income from these advertisements generally covers the normal running costs of our NHW such as printing crime prevention brochures and the hire of meeting venues.

Finally, mention should be made of the support provided to us by NHW Victoria. It covers the cost of the premiums for the volunteer accident insurance, public liability, and office-bearer insurance policies. The organisation also provides advice on some of our programs, and many of the articles and other relevant information which we include in the Manningham NHW newsletters, Facebook posts and E-News.

**Our Partners**



[warrandyteriversidemarket.com.au](http://warrandyteriversidemarket.com.au)

**BOND**  
SECURITY GROUP



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Tel: 9877 7844



[www.applewood.com.au](http://www.applewood.com.au)



[www.rachelstoreyassocs.com](http://www.rachelstoreyassocs.com)

## 6. Business Plan

We continue to produce an annual Business Plan to guide our activities over the year. The plan also gives us a basis for determining our budget. However, the plan is flexible and can be modified if the Police indicate that their focus has changed to different types of crime.

A copy of our current Business Plan is available on the Manningham NHW web page at <https://manninghamnhw.wixsite.com/manningham/news>

## 7. Conclusion

As the financial year drew to a close the Crime Statistics Agency released the crime figures up to the end of March 2025. The data showed that there had been a 10% increase in crime incidents in Manningham for the previous 12 months compared with the prior year. Whilst this was disappointing, this was a marked reduction compared with the 25% increase reported in last year's review.

Once again, I would like to thank our members for their enthusiasm and dedication; a major reason why our NHW is successful. I would also like to acknowledge the support and guidance provided by the members of our Management Team, particularly our office-bearers. Their efforts make my job so much easier.

Whilst our task seems to be never-ending I take some comfort in the thought that if most residents adopt the principles of NHW<sup>1</sup>, we won't need a NHW.



Geoff Kloot  
Chairman

<sup>1</sup> The principles of NHW are:

- Secure your home, car and valuables.
- Watch out for your neighbours and stay in contact with them.
- If you see something suspicious, ring Triple Zero (000) immediately.