

Neighbourhood Support Auckland – Starter Pack



Tāngata Tūawhi ki Tāmaki

Management Committee

*Neighbourhood Support
(Auckland City) Inc.*

Starter Pack for Neighbourhood support
Auckland Street Group setup meetings

5/11/2012

Neighbourhood Support

Auckland City Inc.

"Help is just over the fence"



Emergency Phone Numbers **Phone 111 immediately**

Police, Fire, Ambulance

The police are here to help you – please call them if you need them

Police – to report a crime that has happened or contact Community Constables and other police 302 6400

Neighbourhood Support (Auckland City) Inc

Admin Office: Mt Albert Community Police Station

Postal Address: P.O. Box 19-190, Avondale, Auckland 1746.

Ph: (09) 815 9605 Fax: (09) 815 9602

Email: office@nsakl.org.nz

Web: www.nsakl.org.nz

"Neighbours helping neighbours"

Central Police Station 302 6400

Auckland City Council, graffiti and noise control 379 2020

Victim support 0800 842 846 (820 5757)

Remember: **If a crime is happening phone 111 immediately.** If a crime has occurred in the past phone your district police station – they will be happy to help. In Auckland City phone **302 6400**



Neighbourhood Support

Auckland City Inc.

"Help is just over the fence"



Name: Neighbourhood Support (Auckland City) Incorporated

Tāngata Tūawhi ki Tāmaki

Address: 869 New North Road, Mt Albert, Auckland 1025

Postal: P. O. Box 19-190, Avondale, Auckland 1746

Phone: (9) 815 9605

Fax: (9) 815 9602

Email: office@nsakl.org.nz

Web: <http://www.nsakl.org.nz>

Chairperson: Chairperson@nsakl.org.nz

Secretary: Secretary@nsakl.org.nz

Legal Status: Neighbourhood Support (Auckland City) is incorporated under the Incorporated Societies Act 1906 and registered with the Charities Commission under the Charities Act 2005.

Registered incorporated society:

1532598 [NEIGHBOURHOOD SUPPORT \(AUCKLAND CITY\) INCORPORATED](#)

Charities commission registration:

CC24336 [Neighbourhood Support \(Auckland City\) Incorporated](#) Registered 14/05/2008

GST Number: 91-097-842

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Mission Statement: Neighbourhood Support aims to make our homes, streets, neighbourhoods and communities safer and more caring places in which to live by fostering contact, understanding and friendliness between neighbours.

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OUR GOOD NEIGHBOUR MAGAZINE

Visit us at ... <http://magazines.nsaki.org.nz>



Send articles and stories to: GoodNeighbour@nsaki.org.nz



Welcome

We would like to thank you for forming or becoming part of a Neighbourhood Support Street Group and welcome you to the Auckland Neighbourhood Support Network.

We are sure you will find participating in a Neighbourhood Support group a rewarding and satisfying experience, not only for fighting crime and keeping yourself and your family safe, but also for the new friends you will make amongst your neighbours and the activities you can be involved in.

Making neighbourhoods friendly and safe places and bringing a positive community spirit to your area is what Neighbourhood Support is all about. Don't forget that we have the resources to help you make it work. It is up to all of us to foster friendly and safe communities, but sometimes when you are busy there just doesn't seem to be the time. If your group finds itself in this situation, please do not hesitate to call us and we will try to help.

We also want to commend to you the idea of sharing your problems with neighbours and the police. A problem shared is a problem halved they say. Just talking about crime and realising others are facing the same issues can help enormously. As can reporting all crime and suspicious behaviour. The Police are here to help us and welcome our input. We in neighbourhood support are their eyes and ears and they value us for it. Please help them to help you. **Do not be apathetic in fighting crime!**

So we wish you luck with your street group and we know that it will lead to greater community spirit and an improved sense of safety in your street.



Police Commander

For the latest information contact your local police station, our office (phone 815 9605) or visit the NZ Police website <http://www.police.govt.nz>

Community Liaison Officer

For the latest information Contact your local police station, our office (phone 815 9605) or a Police community liaison officer listed on our website <http://www.nsaki.org.nz> under Partner links & community Constables

What is Neighbourhood Support?

Neighbourhood Support New Zealand Incorporated was established in 1999 to promote and support the development of Neighbourhood Support in New Zealand. A committee of 12 elected District Delegates and deputies meet quarterly.

Neighbourhood Support works closely with the Police and many other organisations in your community to reduce crime, improve safety and prepare to deal with emergencies and natural disasters.

Aims

Neighbourhood Support aims to make our homes, streets, neighbourhoods and communities safer and more caring places in which to live.

Neighbourhood Support Groups

Neighbourhood Support Groups enable people to share information, ideas and insights.



Guidelines for setting up and maintaining a Neighbourhood Support Group

Introduction

The most vital component of Neighbourhood Support is the Neighbourhood Support Group. These groups don't take a lot of time or effort to set up or maintain but provide significant benefits. Group members are encouraged and supported to think and plan ahead to reduce local crime, respond quickly to emergencies, and solve community problems.

Each Neighbourhood Support Group has a Contact Person whose role is to act as a point of contact for group members, the wider Neighbourhood Support network and the police. The Contact Person provides the link for sharing information within the group and for passing on matters of importance.

To further enhance the sharing of information, Neighbourhood Support Groups are usually organised in areas represented by an Area Coordinator who maintains a link with several groups in the area and with the District Coordinator.



What do Neighbourhood Support Groups do?

A Neighbourhood Support Group will:

- Encourage neighbours to talk to each other
- Share information that will reduce the risk and fear of crime
- Foster community spirit
- Educate and empower neighbours to take responsibility for their own safety
- Identify the needs of neighbours and ways to assist each other such as the elderly and those living alone
- Identify the strengths and skills of neighbours to contribute to solving local problems
- Minimise burglaries and car crime in the local area
- Reduce graffiti, vandalism, violence and disorder
- Support victims of crime
- Know when and how to contact Police, other emergency services or support agencies
- Enhance the safety features and appearance of the neighbourhood
- Decide on ways to handle civil emergencies
- Liaise and co-operate with other community groups
- Send a powerful message to criminals to go away and leave the neighbourhood in peace



Steps for setting up a Neighbourhood Support Group

Step 1 Make Contact

- Contact your local Police community constable, our office (phone 815 9605) or a Contact Person listed on our website (<http://www.nsakl.org.nz>) to locate your nearest Neighbourhood Support Area or District Coordinator.
- Collect an information pack or leaflet or download one

Step 2 Find Members

- Select the neighbours you would like to join (8-10 households is recommended but choose any number to suit the particular area or situation)
- Invite your Neighbourhood Support Area Coordinator and your local Community Constable to attend. They will arrange additional attendees and information packs
- Set the date, place and time of the first meeting and advise neighbours
- Your area coordinator will help arrange a community constable and other safety personnel to attend

Step 3 First Meeting

- Hold the first meeting and distribute information packs and signs
- Elect your group or Street Contact Person
- Complete a Contact List of Members
- Send the list of members to the area coordinator or community constable.



Step 4 Follow Up

- Distribute copies of the Contact List of Members to the Group
- Set up a contact list/communication system (“phone tree”)
- Plan to meet again and set a date.
- Try to get together socially once a year.
- Send an updated list of members to neighbourhood support Auckland at least once a year so we can keep you informed and engaged

Additional considerations when setting up a Neighbourhood Support Group

- You can start a Neighbourhood Support Group even if there is no existing Neighbourhood Support network in your area. Neighbourhood Support Auckland will provide you with information packs, signs, stickers, fact sheets. The contact a person listed on the internet site (<http://www.nsakl.org.nz>) or phone our office (815 9605).
- If you are fortunate to live in a low crime area it is still important to be a good neighbour, to learn safe practices and remain alert to the potential for crime and how to prepare to deal with civil emergencies.
- It is best to personally meet with and invite your neighbours if you can. It helps to establish face to face contact and get commitment.
- Don't be put off if someone doesn't wish to be involved, this is his or her choice. If there is a neighbour you don't trust, use your judgement, at least they will be aware that a group is operating in their street/area.



- There may be a very good reason for a particular family to be excluded from your group and if so it may be appropriate to explain to them the reasons why. For example, a member of the family could be a known criminal and information passed on to the family such as contact details could be accessible to this person and his or her friends.
- A relaxed friendly place should be chosen for the meeting. It may be your lounge, backyard or any suitable place.
- Time should be allocated for setting up a contact list/communication system (“phone tree”), discussing problems and strategies for crime prevention and considering when the next meeting should be held and what it might cover.
- NSAKL requires the names and addresses, phone numbers and email details of all members. If you have a special requirement for privacy please discuss that with us.



Role of a the Street Coordinator

(the Neighbourhood Support Group Contact Person)

- The Contact Person acts as a contact point for sharing information within their Neighbourhood Support Group and for passing on matters of importance to the wider Neighbourhood Support network and the police. The Contact Person does not have to be able to “see every house” and is not to be called instead of the police or if an incident is occurring that needs immediate police attention.
- It is good practise to have the group appoint a second person as a deputy who can carry out the role in the absence of the Contact Person.
- With many areas utilising computers for passing on information, it is a good idea to select as a Contact Person someone who uses an e-mail account regularly and select that person to be responsible for forwarding appropriate emails.

Maintaining a Neighbourhood Support Group

Here are some suggestions to keep your Neighbourhood Support Group active.

Crime prevention and community safety activities

- If there is a particular crime concern or issue in your area, consider contacting your local Community Constable or police station to obtain advice. Your local Neighbourhood Support network may also be able to assist and offer advice.
- Check to see if there is a Fact Sheet covering the crime concern or issue on the Neighbourhood Support web site



- Canvas the needs and interests of members and arrange suitable speakers, such as:
 - ✓ the Fire Service to talk about smoke alarms and evacuation plans
 - ✓ home security specialists
 - ✓ local council representatives (e.g., Dog Ranger or Noise Control Officer, Graffiti Vandalism) to discuss local concerns
 - ✓ a Civil Defence and Emergency Management representative to talk about preparing for an emergency and what to do
 - ✓ someone to talk about water safety
 - ✓ a police officer to speak about local issues and crime prevention
 - ✓ a demonstration and practical training in CPR and first aid
 - ✓ a discussion of issues with other essential services in the area

Neighbours phone tree/contact list

- Ensure members receive a list containing neighbour information. This includes names, addresses, home/work/cell phone numbers, e-mail and other relevant details e.g. my house has an audible burglar alarm. Try to keep this list as up to date as possible.

Emergency signals

- This may be necessary if other means of communication have been cut off e.g. in a civil defence emergency. There are a number of alarms, gadgets, air horns etc available to attract attention.



- Reach an agreement as to what sort of system is to be used. Ensure all members will recognise the signal and respond to it.

Street signs and stickers

- Put up Neighbourhood Support street signs in your street and use Neighbourhood Support stickers on your doors, windows and letterboxes.
- Street signs and stickers are obtainable through your local Neighbourhood Support network. They make others, including potential offenders, aware that your group exists and that its members are keeping a watch for suspicious activities and are prepared to help each other.

Communication activities

- For Neighbourhood Support to operate effectively there must be communication between the police, Neighbourhood Support Auckland, Coordinators, Contact People and group members.
- Encourage group members to share information about incidents and suspicious activities, either by direct contact or via the phone tree.
 - Sharing such information alerts others in the group to be vigilant, to note suspicious behaviour and to ensure their own security is in place.
 - If you think other groups need to know as well, do so via the Community Constable, local police station or the Neighbourhood Support network. (Phone our office or email: office@nsaki.org.nz)



- Members should be encouraged to advise their immediate neighbours and Contact Person when they go away.
- Replace yourself if you move and advise your Neighbourhood Support Auckland.
- Please send updated membership lists to Neighbourhood Support Auckland regularly so we have a backup in case you move or are unavailable in an emergency.

Newsletters

- Some Community Constables and/or neighbourhood support coordinators publish regular newsletters. These contain handy hints as well as information on crime occurring in your area. These newsletters should be circulated amongst your group and are useful for keeping everyone in touch and involved.
 - E-mail should be utilised for this purpose.

Social activities

- Social activities are a positive way to increase the appeal of your group.
- Neighbours are more likely to help people they know. Social activity allows people to meet on an informal basis and maintain enthusiasm.



Summary

- *Safe communities do not happen by accident.* Safer communities are only achievable if a majority of people take an active role in preventing crime happening to themselves, their families and friends.
- By communicating and getting together with our neighbours and providing support for each other, a general feeling of well being can spread through your community and make it a place where people want to live.
- Finally, remember your group has the full support of Auckland police.
- Don't hesitate to contact the police for advice on **302 6400** or **telephone 111 in an emergency.**

Crime

One of the major concerns of Neighbourhood Support Groups is crime. This section deals with strategies to deal with common crime situations.



Burglary

Understanding the criminal mind

Crime is motivated by greed, desperation, mental illness, drugs and any combination thereof.

Who burgles a house and why?¹

While it's difficult to exactly define the type of person who burgles a house, it's useful to have a general understanding of how a burglar thinks and operates. That way you can be better informed about what you can do to reduce a burglar's opportunities and, in turn, help prevent burglary.

Who are they?

- They can be male or female
- They act on easy or tempting opportunities
- They burgle houses during the day or night
- They break in especially when it is obvious no one's home or the risk of being seen or caught is low
- They operate alone or as organised groups
- They may be on foot
- They could use a vehicle to check out your neighbourhood looking for easy opportunities
- They often burgle nearby houses
- They generally don't stray too far from their own home
- They like familiar territory
- They are always on the look-out for opportunities along the way

The following crime information is generously supplied by Neighbourhood Support New Zealand, NASKL committee members and the New Zealand Police. This information is available by contacting the neighbourhood support Auckland office. For download and much more information see NSNZ factsheet (<http://www.nsakl.org.nz>) from which this material was drawn



- They don't burgle too close to home in case someone recognises them
- They may look out of place in your neighbourhood
- They rely on people not taking notes of suspicious activity or even ringing the Police to report such activity

Why do they pick your place?

- **They are NOT picking on you!**
- They like houses where it looks like no one's home. You should
 - leave some lights on at night
 - open curtains during the day
 - Don't leave mail and newspapers to in the letterbox so ask a neighbour to clear your mail if you're away
 - lock windows and doors
- They like houses where people can't see in from the street. Trees and shrubs may block the view
- They like houses by alleyways or back onto parks, reserves or green belts
- They like houses where items of value are left outside overnight, like a bike
- Don't leave garage doors open so they can see your car isn't there or there's something valuable inside, like a lawnmower
- They like houses they've been to before
- If they've burgled a house once, it's likely they'll try it again when valuable items have been replaced.

If something about a house catches a burglar's eye, then there is more likely to be attempt a burglary right away or they will note it for a later job.



How do they operate?

- usually looking for cash or small, valuable items they can easily carry and quickly sell such as jewellery, videos and stereo equipment
- often they steal to order
- may have a car nearby to help with their 'get away'
- sell stolen property to people who like to buy things cheaply
- go onto a property and knock on the door to see if anyone is home
- if someone is home, they make up an excuse for being there
- burgle as quickly and quietly as possible
- sometimes hide property nearby and collect it later

What don't they like?

- houses with alarms
- neighbours who look after and watch out for each other
- neighbours who report suspicious activity to Police and are able to give good descriptions of who and what they've seen
- dogs or guard dog signs on fences and gates
- houses with good locks on doors, windows and other entry points
- a car in the driveway
- lights, TV or stereo on

Mark valuable property with serial numbers and keep a record of those numbers



Reducing the burglar's opportunities

Knowing how a burglar thinks and operates is good background information to help put things in place to prevent you or someone you know becoming a burglary victim.

The following information outlines some practical and simple steps to reduce the risk of being burgled:

- Set up or join a Neighbourhood Support Group in your area and advertise the fact by displaying Neighbourhood Support signs and stickers.
- Make sure doors, windows and other entry and exit points from your house have good quality, effective catches and locks - deadlocks if possible. Get into the habit of always using these locks
- Always lock doors and windows at night, even if you're out in the garden or going out or away. Don't leave a door key hidden outside - burglars know all the places to look
- Keep garden sheds and garages secure and lock away tools and ladders
- Have an alarm system professionally installed and consider having it monitored by a reputable security company
- Install sensor lights on access paths or around main external doors
- Install a 'peep-hole' in a front door so you know who's visiting you
- Ask unannounced visitors who they are and what they want. If you're not satisfied with their answer, don't open the door to them
- Trim trees or remove shrubbery which might 'hide' a burglar's activity



- Get to know your neighbours and develop plans to deal with problems or suspicious activity. Exchanging phone numbers or emergency contact details is a good start.
- If you're going away, neighbours can collect your mail or newspaper and make your place look occupied, for example by turning on lights, parking a vehicle in your driveway, hanging washing on your line or mowing lawns
- Mark valuable property with serial numbers and keep a record of these numbers
- Consider placing "Beware of Dog" signs on gates or fences
- If you have an answer phone, don't record a message that suggests you're out or alone.
- Police are always interested in suspicious activity. Don't hesitate to call Police to report something out of the ordinary and, if you see a crime being committed, call 111.

Above all, remember burglars like easy, tempting opportunities. DON'T overlook the obvious and DO all you can to reduce the risk of being burgled.

If you, or someone you know has been burgled, it is best to take immediate action to improve the security of your home and reduce the risk of being burgled again.

If you do see someone acting suspiciously in your neighbourhood ask yourself the following questions.

- Have I seen this person in the neighbourhood before? [If you live in a cul-de-sac or a more rural location a non-local will be immediately obvious]
- Does s/he look comfortable doing what they're doing?



- Is there a sense of purpose to the person's activity? Do they look like they're going somewhere? Are they hesitant or even loitering?
- What does the person appear to be looking at and why?
- How did the person come to be in the area? Is there a car nearby, and if s/he is some distance from it, why? What's the car registration number?

Answering these questions and even taking notes about the person's appearance, clothes, height or other distinguishing features can go a long way toward identifying a crime suspect and making your neighbourhood a safer place to live.

Serial Number Recording - a wise precaution

Dishonesty offending amounts to around 60 per cent of reported crime and includes burglaries and thefts from vehicles. The goods most attractive to burglars and thieves, sometimes referred to as “hot property”, are usually small, valuable, easily taken and concealed, and quickly disposed of because they are popular and sought after, e.g. jewellery, tools, CD and DVD players, CDs and DVDs, iPod and other MP3 players, mobile phones, handheld and laptop computers, game consoles and video games, digital and video cameras.

Police recover thousands of dollars worth of stolen property every year. Unfortunately many items can not be returned because the owners did not record the serial numbers or mark the property so it could be identified as belonging to them. Worse still, the property may have to be left with the thief.

People who are able to provide the serial numbers of stolen goods to police have a much greater chance of having items returned. Some



insurance companies waive the no claim excess for clients who are able to provide serial number records when they report a loss. There are a number of ways you can identify your property. These include engraving valuable property with your driver's licence number and making photographic records of property that can't be engraved. Police suggest keeping valuation certificates or purchase receipts and descriptions of your property in a safe place for future reference.

In some places, Police and Neighbourhood Support are promoting "Operation SNAP" (Serial Number Action Project). This is an initiative of the Insurance Council of New Zealand and the Police, and also involves some second hand dealers and property recording companies. The initiative aims to increase the recording of serial numbers and other particulars of property.



When you have engraved your valuable property in your home or recorded the serial numbers of items, Neighbourhood Support can provide you with a WARNING sticker to put on a window. This helps reduce the risk of burglary because criminals know they face a much greater risk of getting caught or traced if they handle and attempt to sell identifiable goods.



There are several businesses offering to record serial numbers, take photographs and store valuable identifying information. This may be a good option for some people.

Microdots are becoming a popular way of discouraging theft of property and unlawful taking of motor vehicles. Microdots are the size of a pin head and are printed with a code that is unique to your property or vehicle. They are brushed or sprayed on to the property to be protected. Their presence on recovered property assists to identify it and return it to its owner.

You can also make your own [property record](#) (40 KB PDF) downloadable from <http://www.nsaki.org.nz>. This is the kind of information you need to record: item, make, model, serial number, colour, identifying features, date purchased, where purchased, price paid, identifying number (driver's licence).

Protecting your vehicle

Vehicle crime is made up of a number of different but often related activities. Theft **of** vehicles and theft **from** vehicles are the two most common crime types in New Zealand.

Vehicles can be stolen for a number of reasons, including 'joyriding', to commit other crimes or to be broken up for parts for sale on the black market.

Theft from vehicles, also known as 'theft ex car', involves the theft of property such as wheels, stereos and personal items - bags, briefcases, laptop computers, wallets, parking meter money...etc. Thieves gain entry to vehicles primarily by forcing locks or smashing windows.

There are a number of things you can do to reduce the opportunity of having your vehicle stolen or broken into:



- Keep your vehicle keys with you. Keep spares keys at home or work.
- Don't hide a spare key on the car - thieves will find it.
- Always lock your car, including the boot and, if applicable, the sunroof.
- Park in busy, open, well-lit areas.
- Use an attended, secure parking building if possible.
- If you garage your vehicle at home, ensure the garage and car is locked.

Protecting car contents:

- Don't leave things on display.
- Keep valuables (money, mobile phone, cheques, credit cards) on you or at home - not in the glove box or under a seat.
- Keep bags, luggage, coats etc locked out of sight in the boot.
- Keep a record of car stereo serial numbers.

Additional security options:

- Install a car alarm and electronic engine immobiliser (which prevents the vehicle from being started).
- Use a steering wheel club or lock, lockable fuel cap and wheel nuts.
- Etch your registration or Vehicle Identification Number (VIN) on windows, windscreens and headlights.

Preventing motorcycle theft:

- Keep your keys on you at all times.
- Use an ignition or steering lock.



- Use a strong, thick chain and 'U' lock. Keep the chain off the ground to make it harder to cut.
- Secure your motorcycle to something solid that can't be moved.
- Keep your helmet with you or use a helmet lock.
- Install an alarm or other anti-theft/immobiliser device.
- Etch or mark your motorcycle with your registration or Vehicle Identification Number (VIN).
- Garage your motorcycle and lock both.
- Use a motorcycle cover.

Follow these simple tips and you can reduce the opportunity, frustration, expense and inconvenience of vehicle crime. Your insurer may also give you premium discounts for doing so.

Giving a good description

You and your neighbours can help Police by providing a good description of anyone you see acting suspiciously or committing a crime.

If you see someone acting suspiciously **write down** what you see as soon as possible. Make a note of the most obvious features by which this person can be identified.

If you do see a crime being committed, dial 111 immediately and ask for Police. Keep calm, give your name, address and telephone number. Report where and what is happening. Stay on the phone and, if you can safely, keep watching and write down any further description.



It's important to try and build up a complete picture of a person from head to toe. Write down the following details on this form or a separate piece of paper:

<input type="checkbox"/>	Male or female
<input type="checkbox"/>	Age group
<input type="checkbox"/>	Race (Pakeha, Pacific, Māori, Asian)
<input type="checkbox"/>	Height (compare height against some fixed object if possible)
<input type="checkbox"/>	Body type (thin, medium, muscular, fat)
<input type="checkbox"/>	Hair cut (long, curly, short, shaved, balding)
<input type="checkbox"/>	Hair colour (fair, black, brown, red, grey)

Clothing can be distinguishing and helpful in providing a good description. Things to look for are:

- headwear (cap, beanie, balaclava),
- tops (distinctive logos, colours and styles)
- pants (shorts, jeans, colour)
- footwear (shoes, boots, sandals, barefooted),

If you have the opportunity to observe the person in detail look for:

- Facial features (shape of face, including mouth, nose, chin)
- Facial hair (moustache, full beard, goatee beard)
- Eye colour (black, blue, green, hazel, grey, brown)
- Glasses (reading glasses or sunglasses)
- Tattoos
- Jewellery, face studs & piercing



Were they carrying anything e.g. a weapon? Were they smoking?
Were there any other characteristics of note about the person? If you heard them speak, did they have an accent or speech impediment?
What did they say?

If a vehicle is involved, **write down the registration number**, colour, make and model. Observe if it was damaged or rusty. Did it have any writing on it? Which way did it leave the area?

Also remember to keep a record of the time and date of your observations. These details can be very useful when giving a statement to Police and can help piece together the chain of events. To download witness forms in PDF format (76 kB) goto <http://www.nsaki.org.nz>

Identity theft

Identity theft has become an increasingly common and widespread crime overseas. It is also on the rise in New Zealand.

Identity theft occurs when a criminal uses another person's personal information to take on that person's identity. This mainly involves stealing personal details to commit theft or fraud.

Theft of your personal information takes many forms, from stealing your wallet to intercepting your mail.

Once the thief has successfully assumed your identity there are many things they can do with it, from buying and using a mobile phone to writing cheques and opening a credit card account in your name. Identity theft can ruin your good name and credit rating, which can be very time-consuming and expensive to rectify.

The following items can be used to obtain and assume someone else's identity:

- Credit card
- Drivers Licence
- Firearms Licence



- Birth Certificate
- Passport
- Any other card or documentation carrying personal details such as a bank statement, power or phone bill.

The following tips provide practical advice for reducing the opportunity of identity theft.

- Keep you personal information secure (see the fact sheets on [cheque](#), [credit and Eftpos](#) card fraud)
- Order a copy of your credit report at least once a year and check it carefully
- Restrict the number of people you share personal information with either in person, over the phone or online
- Shred or burn bank and credit card statements and other items with personal information before putting them out with the rubbish
- Put a lock on your letterbox
- Check you are receiving credit card statements or bills regularly and on time (someone may have changed your address details)
- If providing personal information, ask why it's needed, how it will be used and how it will be kept safe
- Only make telephone transactions when you have instigated the call and are familiar with the company

Online Internet trading and e-mail scams are also common ways of obtaining bank account or credit card details for fraudulent means, so:

- Know who you're dealing with online. Check the website you order from has a physical address, phone and fax number. Make a note of all details, including the company's name and Internet



address, amounts to be charged, shipping costs, and the time and date you placed the order

- A secure server is usually used to send confidential information across the Internet. This information is encrypted and can only be decoded by the host site that requested it. Secure sites generally advertise this fact and provide information about the security of their server. Sending personal identity information over the Internet to an insecure server is not recommended
- Use virus protection software, install a firewall programme or password protect personal documents on your computer
- Delete personal information if you dispose of your computer
- Avoid using publicly accessible computers for online transactions. There have been instances in New Zealand of people installing keystroke recording software, returning to the computer after it has been used and retrieving other people's access codes, personal and account information
- Never create access codes with numbers that may be easily discoverable, such as your phone number or car registration
- Change access codes frequently and delete them when no longer required
- Never respond to email messages that include Web-links or shortcuts for you to Logon to your bank. (normally a fake Website that harvests your Password)

If you ever need to obtain proof of identification from someone, a photo driver's licence or passport should be the only form of identification accepted. Document details should be recorded. Even then be wary, as some fraudsters have obtained a photo driver's licence or passport using the birth certificate of someone they are pretending to be or intend to steal from.



Bankcards should not be accepted as ID, because it's possible for a fraudster to remove the original hand-written signature and replace it with a signature in their own handwriting.

If you believe you are a victim of identity theft, contact your bank or credit card provider immediately and explain the circumstances. You should also notify Police.

To minimise the risk of identity theft, remember to manage your personal information wisely and cautiously.

Cheque Fraud

The theft of cheques is a common crime in New Zealand. So, too, is the associated fraud.

While Police work closely with banks and retailers to prevent this type of fraud, there are a number of simple things you can do to assist.

If someone unknown to you wants to pay for a good or service by cheque, then:

- Ask for identification. A photo driver's licence or passport should be the only form of identification accepted. Even then be cautious. Fraudsters have been known to obtain a photo driver's licence or passport using the birth certificate of someone they are pretending to be.
- A problem with accepting some bankcards as I.D is that it's possible for a fraudster to remove the hand-written signature on the back, replacing it with a signature in their own handwriting.
- Have the person sign the cheque in front of you and don't accept a cheque signed by someone other than the person presenting it.
- Compare the signature on the cheque against the identification.



- Ask the person presenting the cheque to write their full name, address and phone number on the back and identification details e.g. driver's licence number. Verify these details in the phone directory. Honest people won't object to you doing this.
- Don't accept single cheques you haven't seen being torn from a chequebook. It is common for cheque thieves to steal one or two cheques from the middle or back of chequebooks so the theft and subsequent usage aren't immediately obvious.
- Refuse cheques written in pencil, signed illegibly or with obvious signs of alteration e.g. the cheque amount may have been altered.
- Be wary of cheques pre-stamped with the name of a business. Instead, ask for a personal cheque.
- Look out for incorrectly or incompletely filled out cheques. This can include post-dated or stale (older than six months) cheques.
- Don't give change on a cheque.

A major fraud problem in recent years has involved the use of completely 'bogus' cheques produced on computers to resemble bank cheques. As most people are not overly familiar with bank cheques, offenders have passed these for large amounts, usually to purchase cars.

Such fraudsters operate by showing interest in a vehicle advertised for private sale. They then purchase the car with the fraudulent cheque, often on a Friday afternoon or at the start of a long weekend after the banks have closed. The offenders then sell the car at a bargain price on the roadside in a different part of town or another town.

WARNING: The rise of good quality home printers, scanners and easy to use software mean people should always be wary that the cheque being presented might not be legitimate.



If you can't be certain the cheque is legitimate, or if you're unlikely to be able to trace the person, then refuse to accept the cheque. Don't give your merchandise or property away for a valueless piece of paper.

If you use cheques to make payments then:

- Keep your own chequebook secure and separate from your signed credit card.
- Cross any cheques you write with the words 'not (or 'non') transferable'. Never pre-sign cheques.
- Regularly inspect your chequebook to see if any cheques are missing. Thieves sometimes remove cheques from the middle or back of a book.
- Don't leave your chequebook in the glove box of your vehicle. A large percentage of stolen chequebooks are taken from cars.
- If you close an account, destroy any remaining cheques relevant to that account.
- Consider moving to telephone or Internet banking as an alternative to writing cheques.

It's your responsibility to protect yourself or your business from cheque fraud.

Credit and Eftpos card fraud

The theft of credit and Eftpos (ATM) cards is a common crime in New Zealand. So, too, is the associated fraud.

While Police work closely with banks and retailers to prevent this type of fraud, there are a number of simple things you can do to assist.

Credit and Eftpos card account and Personal Identification Numbers (PINs) must be guarded carefully. They are the lock, and key, to your personal finances.



- Keep your own credit or Eftpos card safe. If it is stolen or goes missing, inform your credit card company or bank and cancel it immediately.
- Don't have an easily guessed PIN e.g. your birth date; the first set of numbers on the card itself; or sequential numbers such as 1234.
- Try and memorise your PIN, if you can't then never keep your PIN and card in the same place.
- Use different PINs for different cards.
- In no circumstances reveal you PIN number to anyone. There is no legitimate reason why anyone requires your PIN. Even during an investigation by bank staff or Police your PIN is not required.
- Always keep your PIN number well hidden when entering it - whether at a money machine, in a shop or other busy place.
- Keep an eye out for 'shoulder surfers' - people who watch you enter you PIN, then look for an opportunity to steal your card - especially in crowded places.
- Never let your credit card out of your sight - even in a restaurant. Fraudsters are often the most charming people and frequently seek work with high public contact.
- Ensure you get your card back after every transaction.
- Destroy manual credit receipts, never throw out.
- Destroy expired cards and sign new cards immediately.
- Match credit card statements with your receipts.
- Keep a record of the card account number, expiry date and any numbers to call if your card is lost or stolen.
- Tell your bank or credit card company if you change your address, so replacement cards are sent to the correct place.
- Use a second Debit card for online transactions to minimise loss of details stolen.



- Be on the look out for "skimming" devices that can read and store the encoded information on the magnetic strip of your card. These small devices have been found attached to money machines and in venues where credit cards are frequently used.

If receiving payment by credit card, it's good practice to do the following:

- Check if the card has been tampered with or altered in any way, particularly the signature panel.
- Check the expiry date on the front of the card.
- Check the account number on the front of the card matches the back.
- Compare the signature on the card and the sales slip.
- Check the 'hot card' list for every credit card sale.
- Obtain a telephone authorisation for sales exceeding the floor limit or if you are suspicious of the person's identity or behaviour.
- Ask for photo identification, such as a driver's licence.

Be wary of a customer who:

- is nervous, trying to hurry things up or buys a wide range of expensive items on a newly valid card;
- looks at the card before signing the transaction slip or signs awkwardly or slowly;
- has a large number of cards in their pocket and attempts to use several before one is 'approved';
- purchases an unusual amount of expensive items indiscriminately. A fraudster with a stolen credit card may not carry out the normal pre-purchase activities a legitimate buyer makes when purchasing expensive items e.g. product comparisons, warranty questions, technical questions or queries on cash discounts ...;
- makes random purchases with little regard to size and quantity;



- purchases large items and insists on taking them immediately;
- buys a large number of a single item;
- watches closely during authorisation request;
- can't provide photo identification when requested;

Internet or phone transactions:

- Know who you're dealing with online. Check the website you order from has a physical address, phone and fax number. Make a note of all details, including the company's name and Internet address, amounts to be charged, shipping costs, and the time and date you placed the order.
- Only make telephone transactions when you have instigated the call and are familiar with the company.
- Never respond to Emails from your bank to confirm or change your password online(the Bank will never Email you this request)
- Never respond to phone calls from the Bank asking you to logon.

REMEMBER: if you haven't done everything you can to protect your credit card or PIN, you may have to pay for illegal purchases made on your card.

Your credit card provider or merchant can offer further detail on minimising mail, telephone and Internet card fraud.



Family Violence: How friends and family can help

Many people are concerned about people they know who are in a relationship that is abusive. They wonder how they can help.

It may feel difficult to help someone who stays in a relationship that is abusive; however that person needs your continuing support. You are performing an important role by staying in touch and showing that you care.

Women in violent relationships often feel ashamed and isolated, especially if they stay in the relationship. There are many reasons why a woman might stay; emotional, financial, to keep the family together, or because she is too scared to leave. While outsiders might find it hard to understand, the reasons are very real and significant for the woman involved. It is important to let her know that the abuse is not her fault. Ending an abusive relationship is a process that often takes several years.

How can you help?

- Find a safe place and time to talk about it.
- Listen and be supportive without being judgemental.
- Acknowledge the potential danger of her situation.
- Confirm her experiences, feelings and fears.
- Provide practical assistance with child care and transport.
- Discuss options for her and help her plan for her safety.
- Help her to find out what help is available in the community.
- Respect her process, her timetable and her decisions.
- Affirm your friendship whether she stays with her partner or not.
- Remind her that no one deserves to be abused for any reason and that there is help available.
- Check that the children are physically safe.
- Ask about the children. She may not be aware that witnessing abuse is harmful to children.



What is helpful to say:

- No one deserves to be hit.
- There's no excuse for abuse.
- Everyone has the right to be safe.
- You are not responsible for his behaviour.
- You don't deserve to be treated like that.
- I'm here if you want anything.
- Thanks for telling me about this.
- How can I help?

What **not** to say:

- What keeps you with someone bad like that?
- What did you do to make him hurt you?
- How long are you going to put up with this?
- You should get your life together and leave.
- If it were me, I wouldn't stay with him.
- I can't help you anymore if you're not going to do something about this.

For further assistance:

- Family Violence: [It's Not OK](#) campaign has an 0800 Family Violence Information Line (0800 456 450) which provides self-help information and connects people to services where appropriate. It is available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency.

In an emergency, if you are afraid for anyone's safety, telephone the police immediately.

Family violence is regarded as a crime and the police take it seriously. Remember that children who are not directly abused but who witness family violence are being hurt and damaged by the abuse.



Remember also that while it is more common for women and children to be the victims of violence in a relationship that is abusive, men may also be the victims and need help and support. Some of the agencies listed here can also assist men.

Older people are also vulnerable to abuse and neglect. [Age Concern](#) offers free and confidential support, advocacy and information for people facing elder abuse. Age Concern also provides education to assist people working with and caring for older people to identify and prevent elder abuse or neglect.

Violent offending, aggravated assault, robbery and homicide – general consideration

These are a completely different type of criminal than the ones we have been talking about until now, and some words of warning are appropriate. Many of the perpetrators of these crimes in our country are hardened criminals with no regard for human life. They are often drawn from (often *inter-generational*) criminal and violent families with severe drug, alcohol, welfare or gambling dependence. In addition the individuals will likely have long criminal records dating back to pre-teen years. Although these are generalisations, and there are exceptions, the warning is to be very careful when dealing with them. You have a right to defend yourself, but only exercise that right as a last resort – it is much safer to comply with what they want and remove yourself from the situation at the earliest possible opportunity.



Armed Robbery – Home & Business

An armed or aggravated robbery is a traumatic experience for witnesses and victims. All premises and vehicles that handle or carry cash are potential robbery targets.

This information sheet provides practical advice to reduce your chances of becoming a victim of armed robbery. It also tells you what you can do either as a robbery victim or witness to help Police and minimise your risk of being hurt.

Armed Robbery facts

- Armed or aggravated robberies have increased in New Zealand in recent years.
- Armed robberies usually take less than 90 seconds.
- The offender is often hyped-up, stressed and irrational - possibly on drugs.
- Offenders want quick access to cash and consider: the amount of money on the premises; how easy it will be to get away; and how 'visible' they will be while committing the crime.
- 'Armed' can mean use of a firearm, knife, club, iron bar, syringe or any other weapon.
- 'Aggravated' means the offender, at the time of or immediately before or after the robbery, causes grievous (serious) bodily harm to any person.



Be prepared

Your first concern should always be for your own safety and that of your staff, so be security aware and be prepared.

It is wise to plan for the possibility of an armed robbery. Develop a set procedure for all and certain staff to follow. This process can help minimise risk, reduce your loss, prevent injury or even death and help Police apprehend the offender/s.

- Large businesses with high cash flow should have cash collected at all times by a security company.

However, if staff carry out the banking then:

- Never let them carry large sums of money alone.
- Vary the people and number of staff who do the banking.
- Don't wear identifying uniforms or name badges.
- Carry a mobile phone or personal alarm to call Police or attract attention.
- Use different cash carrying bags.
- Conduct banking regularly but at different times.
- Use a vehicle.
- Report any suspicious activity to Police (e.g. by mobile phone).



If cash is usually kept on the premises then the opportunity for robbery can be reduced by:

- Limiting public view and access to the cash register/till.
- Having a secure cash counting area.
- Emptying the till regularly and placing the money in an on-site safe.
- Using a 'dump' safe - a safe with a slot to deposit money; or a controlled access safe with a time delay lock or dual locking system.
- Installing an EFTPOS system to minimise cash held on-site.
- Changing safe combinations (particularly after staff leave the job or are transferred).
- Advertising that attendant staff cannot open the safe.
- Not telling people where the safe key is or who has it.
- Having regular security cash pick-ups. Advertise this fact e.g. "Minimal Cash Held On Premises".
- An open, uncluttered environment providing a clear, well lit view of the sales area from the outside can be a deterrent.
- Ensure any rear doors and windows are secure.
- Secure entry into non public areas of the store.

Other methods of deterring armed robberies and minimising risk include:

- Video surveillance covering 'at risk' internal and external areas. Advertise this fact e.g. "Video Surveillance Cameras In Use".



- Monitored alarm systems. (Police grade)
- Electronic sensors that buzz or ring each time a person enters or leaves the premises.
- Minimising and controlling the number of entrances and exits or creating exit barriers (plants, furniture etc).
- Installing detector lighting around entrances and exits, car parks and routes to premises.
- Operating a 'check-out' system e.g. calling a colleague, friend or family member when about to leave the premises.
- Having more than one staff member working, especially if open 24 hours.
- Always securing the safe after use.
- Having pre-arranged cash-handling and business opening and closing procedures that all staff are familiar and comfortable with.
- Attending and/or leaving the business together.
- Re parking cars near the front of business before leaving for the evening.
- Use a mobile phone with GPS based Lone worker Alarm device or service.

In the event of a robbery

If an armed robbery occurs on your premises or you witness an armed robbery, the overall aim is to ensure the offender leaves the premises as soon as possible without injury or harm to anyone.

Survival is the number one rule.



- As best you can, remain calm and exercise self-control. Don't play the hero or resist. This can put other people at unnecessary risk.
- Co-operate. Listen carefully and do what you are told without question. DON'T make sudden movements, talk to, or stare at the offender.
- If the offender has a firearm, consider it loaded. Your life and personal safety is far more important than any money.
- Without staring, note the offenders' description - physical features, clothing, weapon/s and actions (see the fact sheet on "Giving a good description").
- If it is safe, note the direction the offenders go following the robbery. If appropriate, also note vehicle details - colour, make, number plates. Don't chase the offender/s.
- Dial 111 and ask for Police as soon as the offender has left. Stay on the line to Police and provide as much information as possible about what happened.
- It's important to preserve the scene for evidential purposes. Restrict entrance after the robbery, isolate the area/s used by the offender and ask witnesses to stay until Police have arrived and spoken with them. Don't touch anything the offender may have touched e.g. doors or a demand note.

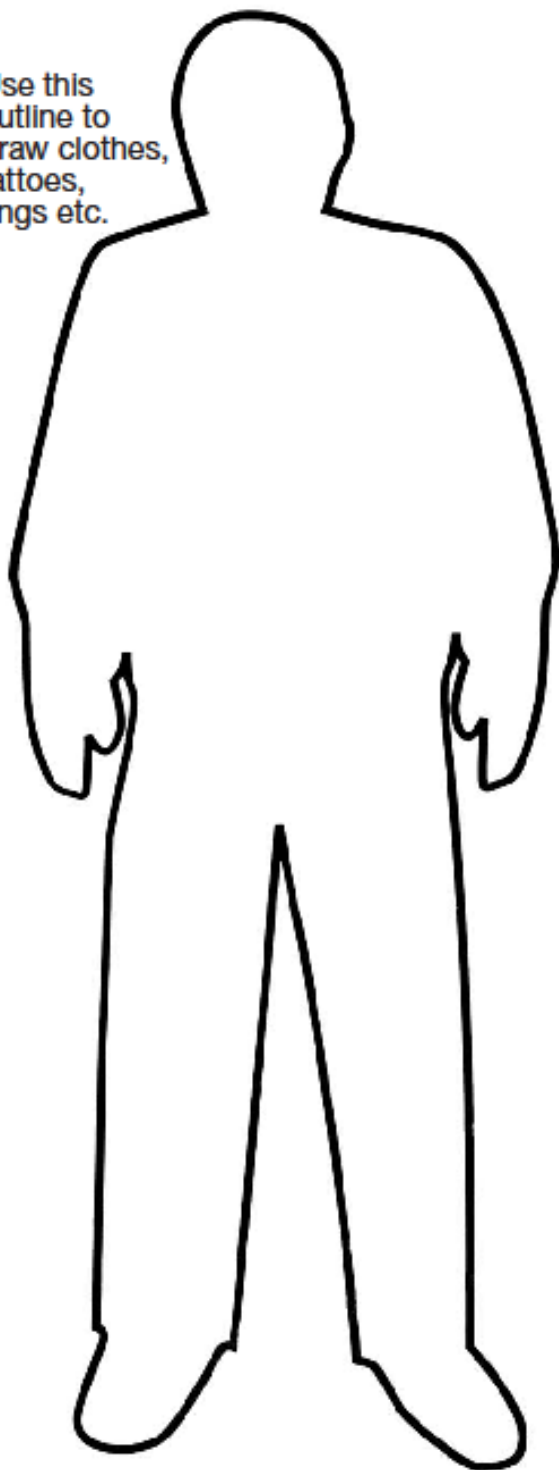
If you have specific security concerns or questions, you can discuss these with Police or a reputable security company.



VICTIM/WITNESS MEMORY ENHANCEMENT FORM: MALE

Complete this form by yourself – **DO NOT** discuss this with anyone else

Use this outline to draw clothes, tattoos, rings etc.



Witness name: _____

Address: _____

_____ Date: _____

Phone: _____

Age: _____ Height: _____

Ethnicity: _____
European, Pacific Islander, Maori, Asian, Middle Eastern, Indian etc.

Build: _____ Weight: _____
Thin, Medium, Solid, Fat

Hair colour: _____
Black, Brown, Red/dying, White, Gray, Partly gray etc.

Hair type: _____
Curly, Bushy, Straight, 1/2 collar/shoulder, Shaved, Hooding, Pony tail, Bald etc.

Face shape: _____
Oval, Square, Round etc.

Mouth-Lip Shape: _____
Thin, Thick, Prominent lower lip, Missing teeth etc.

Eye colour: _____
Blue, Brown, Green, Gray, Different colours etc.

Eyes: _____
Close/wide set, Bulging, Beady

Eyebrows: _____
Bushy, Arched, Joining, Plucked/thin

Nose: _____
Pointed, Small, Broken, Flat, Upturned

Chin: _____
Hooding, Protruding, Square, Double, Pointed

Complexion: _____
Fresh/fair, Black, Olive/skiddy, Copper, Freckled, Spotty etc.

Facial hair: _____
Full beard, Moustache, Sideburns, Goatee

Ears: _____
Different sizes, Large, Missing, Cauliflower

Clothing: _____
Describe types, colours, labels, styles, belts, buckles. Include disguise etc.

Footwear: _____
Gumboots, Sandals, Running shoes, Boots, Colours, Sole type etc.

Accessories: _____
Wristwatch, Ring, Wallet, Baggage, Glasses etc.

Peculiarity: _____
Scars, Marks, Tattoos, Amputations, Deformities, Drug habits etc.

Type of weapon: _____

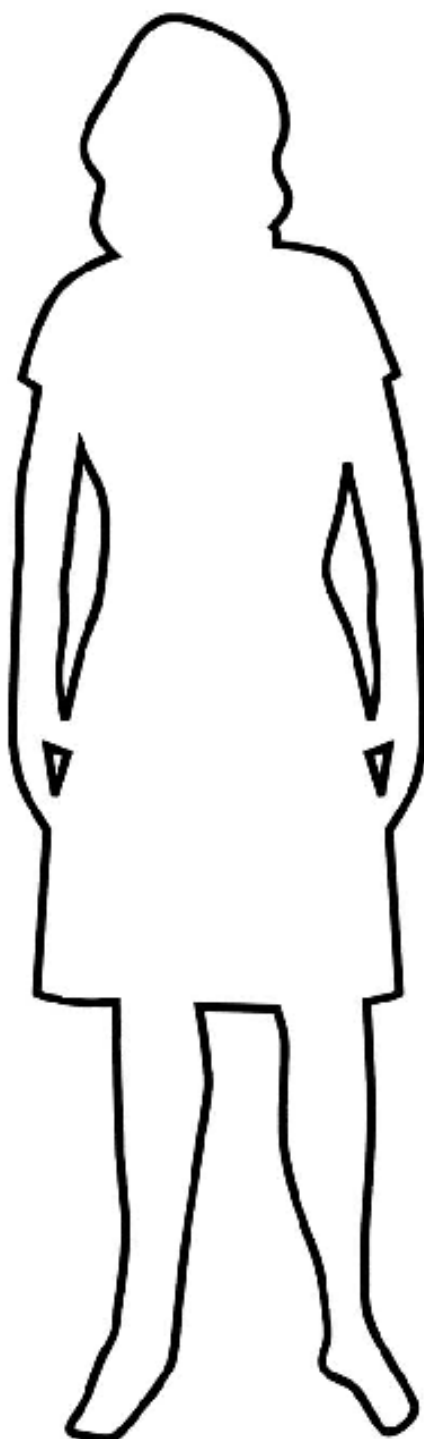
Actual words used: _____
Describe voice eg. Accent, Loud, Soft, Nasal, Rapid etc.



VICTIM/WITNESS MEMORY ENHANCEMENT FORM: FEMALE

Complete this form by yourself – **DO NOT** discuss this with anyone else

Use this outline to draw clothes, tattoos, rings etc.



Witness name: _____

Address: _____

_____ Date: _____

Phone: _____

Age: _____ Height: _____

Ethnicity: _____
European, Pacific Islander, Maori, Asian, Middle Eastern, Indian etc.

Build: _____ Weight: _____
Thin, Medium, Solid, Fat

Hair colour: _____
Black, Brown, Red/dying, White, Grey, Partly grey etc.

Hair type: _____
Curly, Bushy, Straight, Thick, Wavy, Short, Long, Ponytail, Bald etc.

Face shape: _____
Oval, Square, Round etc.

Mouth-Lip Shape: _____
Thin, Thick, Prominent lower lip, Missing teeth etc.

Eye colour: _____
Blue, Brown, Green, Grey, Different colours etc.

Eyes: _____
Close-set, Bulging, Beady

Eyebrows: _____
Bushy, Arched, Joining, Plucked/thin

Nose: _____
Pointed, Small, Broken, Flat, Upturned

Chin: _____
Receding, Protruding, Square, Double, Pointed

Complexion: _____
Fresh/fair, Black, Olive/ruddy, Copper, Freckled, Spotty etc.

Facial hair: _____
Full beard, Moustache, Sideburns, Goatee

Ears: _____
Different sizes, Large, Missing, Cauliflower

Clothing: _____
Describe types, colours, labels, styles, belts, buckles. Include disguise etc.

Footwear: _____
Gumboots, Sandals, Running shoes, Boots, Colours, Sole type etc.

Accessories: _____
Watch, Ring, Wallet, Baggage, Glasses etc.

Peculiarity: _____
Scars, Marks, Tattoos, Amputations, Deformities, Drug habits etc.

Type of weapon: _____

Actual words used: _____
Describe voice eg. Accent, Loud, Soft, Nasal, Rapid etc.

Neighbourhood Support

Auckland City Inc.

"Help is just over the fence"



MEMBERSHIP FORM

NAME 1: Mr/Ms/Mrs

NAME 2: Mr/Ms/Mrs

MEMBERS ADDRESS: _____

HOME PH 1: _____ HOME PH 2: _____

WORK PH 1: _____ WORK PH 2: _____

HOME FAX: _____ WORK FAX: _____

MOBILE 1: _____ MOBILE 2: _____

E-MAIL 1: _____

E-MAIL 2: _____

OTHER CONTACT: _____

SIGNATURE: _____ DATE: _____

I WOULD LIKE TO MAKE A DONATION OF \$ _____

Monthly / yearly / once only for now

to help neighbourhood support further its aims of safe, friendly neighbourhoods and crime and crash reduction.

Terms and Conditions Strategic Partners of Neighbourhood Support Auckland City are: New Zealand Police: New Zealand Fire Service, Civil Defence Emergency Management: (CDEM) This information remains the Intellectual Property of Neighbourhood Support

Auckland City and shall not be passed on or used for any other purpose other than Neighbourhood Support Auckland City Incorporated and their official partner NZ Police. The collection of this information is for the express purpose of forming a community based data register to enable NSAC to deliver crime prevention and crime reduction indicatives and to facilitate the core role of NS in building safer communities. This information is to be made available to nominated Strategic Partners of NSAC only in the event of a Community Emergency situation being declared

<http://www.nsakl.org.nz>

Further Optional information.....

OCCUPATION:

SPECIAL NEED REQUIREMENTS:

SPECIAL SKILLS:

- ☐ I would like to join the Neighbourhood Support email join discussion forums.

I would like to volunteer for

- | | |
|---|---|
| <input type="checkbox"/> Anything – contact me each time and I will see if I can help! | |
| <input type="checkbox"/> Fundraising | <input type="checkbox"/> Set up groups |
| <input type="checkbox"/> Phoning members | <input type="checkbox"/> Attend meetings |
| <input type="checkbox"/> Office Work | <input type="checkbox"/> Edit Newsletters |
| <input type="checkbox"/> Attend events | <input type="checkbox"/> Coordinate areas |
| <input type="checkbox"/> Manage Events | <input type="checkbox"/> Area committee |
| <input type="checkbox"/> Look after stalls at events | <input type="checkbox"/> Providing transport |
| <input type="checkbox"/> Work with disabled members | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Web development | |
| <input type="checkbox"/> Data input and checking | |

<http://www.nsakl.org.nz>



Some tips to make your neighbourhood support group a success

- Neighbourhood Support is what you make of it.
- Remember, to keep the group active you need a motivated coordinator.
- If your street coordinator leaves or cannot continue in the role please try your hardest to find a new one and notify your area coordinator.
- If you cannot find a new coordinator please contact your area coordinator or the Neighbourhood support Auckland office and ask for help. We can help you find one or fill that role until a new one is identified.
- Keep in touch with the police.
- If there is something suspicious – **report it!**
- Some people are reluctant to call the police. If you have neighbours who are reluctant to call the police try to find out why and help them overcome their apprehension
- If you can't call the police for them and be with them if they have to be interviewed or call your area coordinator or our Auckland office for support.

Acknowledgments

This Booklet was assembled by past Neighbourhood Support Auckland chairman Kevin Hicks and edited by committee member Neville Clifton. Further contributions and donations to produce this booklet are very welcome.



Important Contact Numbers

IN AN EMERGENCY

POLICE, FIRE, AMBULANCE.....111

To report a crime over the phone 302 6400

Your Community Constable.....302 6400

Neighbourhood Support Auckland:.....**815 9605**

Fax:.....815 9602

Email:..... office@nsakl.org.nz

Website:.....<http://www.nsakl.org.nz>

(bookmark for news, contacts, crime alerts, events and more)

Auckland City Council (dog control, noise control etc): 379 2020

My Street Coordinator:

Name: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

My Area Coordinator:

Name: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

Always check our website for updated information

