

Draft Redlands Coast

Community Safety Action Plan

2026–2028



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Acknowledgement of Traditional Custodians and Country

Redland City Council respectfully acknowledges the Quandamooka People as the Traditional Custodians of much of the Redlands Coast. Council also recognises the Danggan Balun (Five Rivers) People of the Southern Redland City Area. Council is committed to working in partnership with Traditional Custodians and First Nations Community Groups in the Redland City area.

Introduction

Redland City Council (Council) is committed to building strong communities, liveable neighbourhoods, and a prosperous economy through our Corporate Plan. A key part of this work is fostering a safe community, one of the pillars of a strong, vibrant and liveable city.

Safe communities provide the everyday conditions and stability people need to come together, access local services, enjoy public spaces, and benefit from opportunities – supporting our strategic goals and a lifestyle we can all share.

The *Redlands Coast Community Safety Action Plan 2026-2028* provides a framework to strengthen Council's community safety programs and initiatives for the city. It sets out our vision and approach by defining clear priorities, guiding actions, and how we will work collaboratively with partners to deliver practical, lasting improvements.

The plan has been shaped by listening to residents, business, government agencies, and community groups about their perceptions and experiences of safety on Redlands Coast. The engagement findings, supported by benchmarking and crime data, provide valuable context and insight into local safety priorities, and inform the deliverables of this plan.

As social and environmental challenges emerge and our population grows, Council's role in supporting a safe community is more important than ever. Our strong community bonds and standing as a safe city provide a platform to work together with the community, Queensland Police Service (QPS), and other partners towards our vision.

Vision for Community Safety:

To foster a city where communities thrive – supported by planning and partnerships that promote safe spaces, connection, and wellbeing – so everyone can live, work and play with confidence and ease.

Policy framework

The policy framework provides the context and direction for this plan, ensuring it aligns with broader strategic and operational priorities for the city.

Measuring What Matters Framework 2023 (Cth) is designed to monitor and improve the wellbeing of Australians, with a focus on equity and fairness measured through five core themes: Healthy, Secure, Sustainable, Cohesive and Prosperous.

Queensland Police Service Strategic Plan 2025-29 sets out the organisation's purpose as keeping Queensland communities safe and feeling safe through the delivery of effective policing and community safety services.

Human Rights Act 2019 (Qld) is designed to safeguard and advance human rights, foster a Queensland public sector that respects and upholds those rights, and promote discussion about the nature, meaning and scope of human rights.

Crime Prevention Through Environmental Design (CPTED) Guidelines for Queensland encourage the integration of CPTED principles into the planning, design and management of the built environment.

Our Future Redland City: Corporate Plan 2026-2031 outlines Council's strategic direction and how progress toward our vision will be measured. Informed by long-term financial and asset management strategies, it guides decision-making, aligns resources with key priorities, and provides the basis for annual operational planning and budgeting.

Stronger Communities Strategy 2024-2027 guides how Council will plan and deliver approaches and initiatives that strengthen the social fabric of our city and safeguard our naturally wonderful lifestyle, connected communities, and openness to opportunities.

Young People's Action Plan 2024-2027 outlines key actions to help build safe, strong and self-reliant communities where young people have access to the social infrastructure, services, housing, sport, recreation, cultural, educational, and job opportunities they need.

Community Safety Policy outlines Council's commitment to deliver community safety and crime prevention initiatives, fostering a safe, vibrant, and liveable city in collaboration with the Queensland Police Service, government agencies, and the community.

Security Cameras Policy guides how Council uses security cameras to gather evidence of property crime in Council-owned or controlled public spaces and buildings, and supports the regulation of local laws and customer service functions.

Homelessness Policy aims to reduce homelessness and strengthen responses for people experiencing or at risk of homelessness in the city, working in partnership with state and local service providers. It aims to ensure that public spaces are safe and accessible for everyone.

Redlands Open Space Strategy 2026 provides a citywide framework for parks and open space management, ensuring communities have access to areas for recreation, sport, and community facilities. It defines appropriate uses and sets infrastructure benchmark requirements for open space assets.

Council's role in building strong communities

The Redlands Coast Stronger Communities Strategy 2024-2027 guides Council's role in building strong communities. A key initiative of the strategy is the delivery and implementation of this plan.

Council provides a range of services and initiatives to enhance public safety and perceptions of safety in the Redland City local government area. These measures include security cameras, Crime Prevention through Environmental Design (CPTED), community safety education and capacity building, support to state-led homelessness services, and graffiti management.

Council also partners with lead agency, the Queensland Police Service, and other government and non-government organisations to deliver community safety initiatives.

The Community Safety Action Plan outlines the roles that Council will take:

Deliver	Plan, deliver and fund services and projects
Facilitate	Assist others to undertake activities by bringing interested parties together
Partner	Work with stakeholders to achieve shared goals
Educate	Share learning to support broader understanding and action
Advocate	Promote the interest of the community to influence decision makers
Regulate	Guide activities through law and legislation

Working together to achieve our plan

Creating safe, resilient communities is a shared responsibility, best achieved when we work together.

Local governments are well-positioned to positively impact everyday safety. Many safety concerns are local in nature and councils maintain close connections with their communities. By managing public spaces, enforcing local laws, participating in service networks, and supporting community programs, councils can help prevent crime, reduce the fear of crime, and strengthen neighbourhoods.

Redland City Council takes a collaborative approach to enhancing local safety and creating an environment that supports people affected by crime or at risk of offending.

Council works closely with our key partner, Queensland Police Service – the lead agency responsible for the detection, investigation and prosecution of crime – to understand local safety issues and support targeted safety initiatives.

By working together with all levels of government and the community, we can reduce risks, strengthen connections, and make Redlands Coast a safe, liveable, and vibrant community for everyone.

The roles that stakeholders and communities play in delivering this plan include:



Stakeholder	Role	Opportunity to collaborate with Council
Federal Government	• Deliver national services and programs • Develop national legislation and policy	• Provide funding and grants • Coordinate and share information
Queensland Government	• Provide essential state services including police and emergency • Provide legislation and strategic direction • Share knowledge and best practice	• Partner with Council on joint initiatives • Fund delivery of community activities
Queensland Police Service	• Lead state agency for law enforcement • Provide strategic direction • Share crime trends and safety issues	• Enforce legislation and standards • Partner to achieve strategic goals • Partner on community initiatives • Share insights on local safety issues
Research and academic institutions	• Undertake research into needs and desires of communities and populations • Share knowledge and data sources	• Partner on research into contemporary community safety trends, issues and opportunities
Business community	• Support community initiatives • Adopt community friendly business practices • Design business development with consideration to CPTED principles • Engage with relevant government agencies on safety matters	• Share community-focused practices and safety insights

Community networks	• Share information and expertise • Undertake projects that improve community safety outcomes • Support continued growth and maturity of community sector through collaboration	• Support community safety initiatives • Provide deep local context on what is important to communities • Support Human and Social Recovery efforts
Community organisations	• Identify and remove barriers to access and participation in social and civic activities • Maintain localised context of communities • Lead and/or participate in community networks	• Participate in community safety initiatives • Participate in CPTED reviews • Apply for funding to deliver initiatives that support the community sector to develop and mature
Community members	• Welcome all residents and visitors to Redlands Coast • Participate in events and initiatives in your community • Be informed about your community and neighbourhood	• Participate in community safety activities • Engage in civic participation activities • Subscribe to Council's Disaster Dashboard and other news updates to keep informed about your community

How the plan was developed

Council partnered with an independent consultant to deliver a comprehensive program of engagement and research to develop this plan. This process ensures the plan is evidence-based, locally relevant, and aligned with community expectations.

Benchmarking with other South East Queensland local governments revealed how Council's current approach reflects good practice in community safety, and highlighted areas where we can grow and improve.

Analysis of Queensland Police Service crime data provided detailed insights into local offence trends, hotspots, and emerging issues across the city, to guide our plan priorities.

We consulted residents and key stakeholders using a variety of feedback tools and activities, including a survey, community workshops, and focus groups, to gather diverse input and views. Strong participation provided valuable perspectives on local needs, priorities, and lived experience.

Together, these elements guided the development of the plan, ensuring it is realistic and achievable, while establishing a robust framework to enhance safety and wellbeing across the region.



416 Surveys completed



5 Community workshops



4 Stakeholder interviews



3 Focus groups



1 Council Officer workshop

What crime data tells us

Overwhelmingly, Redlands Coast is regarded as a safe place to live, work and play.

Queensland Police Service data shows that Redland City experiences a lower crime rate than comparable local government areas. While crime data provides a useful snapshot of reported incidents, it doesn't reflect every trend or occurrence. Community and stakeholder feedback therefore played a key role in developing a nuanced understanding of local crime and safety perspectives.

From 2019 and 2024, the most reported offences in Redland City were breach of domestic violence order (8.7%), drug possession (7.2%), theft from or unlawful entry into vehicles (6.8%), and shoplifting (5.7%) per 100,000 population.

Recognising these statistics and patterns is vital to highlighting the issues that most commonly affect residents and guiding collaborative approaches and interventions.

Although criminal law enforcement is not a Council responsibility, Council partners with and advocates to other levels of government to address the safety challenges that most impact our community.

What our community told us

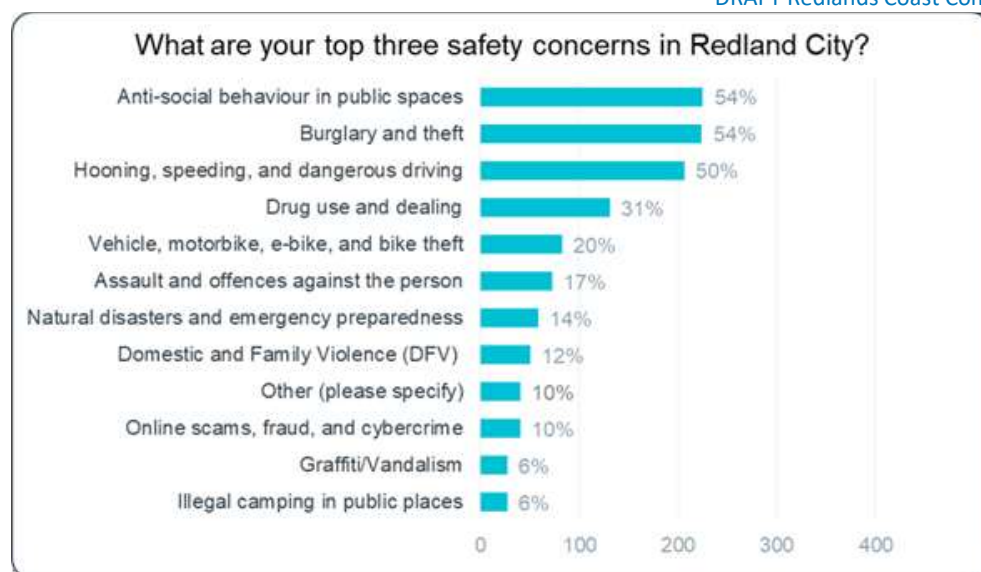
Nearly 500 pieces of feedback were collected across all feedback channels from a range of participants who generously contributed to shaping the plan. Most participants said they like living on Redlands Coast and value our strong sense of community.

Community survey snapshot

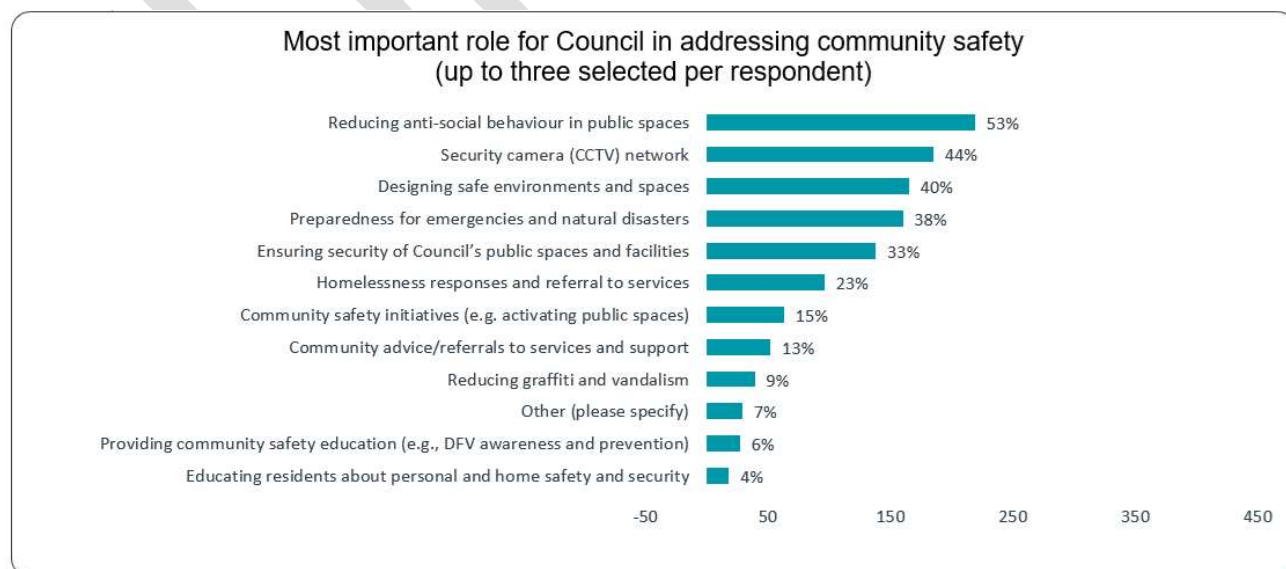
The survey explored experiences and perceptions of safety, as well as views on Council's role in supporting community safety. Over half of respondents had lived on Redlands Coast for more than 10 years, providing them with a strong connection to the region and awareness of local issues.

More than half of survey respondents reported feeling safe living on Redlands Coast, however 61% felt less safe than they did three years ago, while only 3% felt safer. This decline in the overall perception of safety was largely shaped by personal experience.

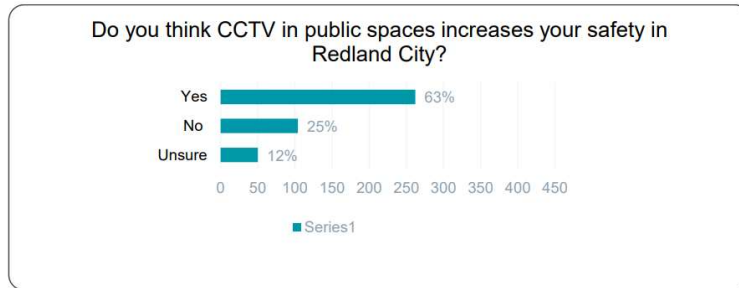
Key areas of concern were antisocial behaviour in public spaces (54%), burglary and theft (54%), and driving offences (50%).



Survey respondents identified reducing antisocial behaviour in public spaces as Council's most important contribution to community safety.



Most respondents (63%) felt that CCTV in public spaces would be effective in increasing their safety and 25% felt it would have no impact.



Beyond the survey findings, broader engagement feedback also highlighted the community's desire to feel safe in public spaces. Other themes included creating more safe spaces and activities for young people, supporting programs for people experiencing homelessness, and developing culturally safe partnerships with First Nations stakeholders to understand local priorities and needs.

Analysis of survey data, along with feedback from workshops, focus groups, and interviews highlighted three key focus areas across all channels, which underpin the deliverables of this plan.



Demographic snapshot

Redland City is home to more than 170,000 residents and covers approximately 537.1 square kilometres including six residential islands.¹ The city is projected to experience population growth of 11.1% by 2036.²



27.7%

Percentage of older people aged 60 years and over living on Redlands Coast.

11.4%

Percentage of young people 15 to 24 years

43 years

Median age of residents on Redlands Coast.

¹ Australian Bureau of Statistics 2021, *Census of Population and Housing, 2021 (Usual Residence Data)*

² Queensland Government Population Projections Summary (2023 edition)

Outcomes and actions

This section sets out the practical steps that Council will take to achieve our shared vision for community safety on Redlands Coast. It translates the priorities identified through community engagement and evidence review into priority outcomes and achievable actions that strengthen the conditions for a safe, inclusive and resilient community. It highlights the value of strong partnerships and collaborative networks, recognising that lasting safety and resilience are made possible when agencies, organisations, and community members work together.

1

Redlands Coast communities are safe, welcoming and respectful

Social cohesion supports community safety because connected communities are better able to prevent and respond to local safety issues. Strengthening cohesion involves having programs and services that build the capacity of key community sectors to work together in addressing safety concerns.

Ref.	Action	Council Role
1.1	Advocate for a state funded Critical Response Team to coordinate and deliver support services for people experiencing homelessness in the Redland City local government area.	Advocate
1.2	Participate in Youth Justice Conferencing and restorative justice processes to support and empower young people to make positive choices and help them understand the impact of their actions on the community.	Partner
1.3	Implement and support initiatives that increase awareness of Domestic and Family Violence (DFV) services on Redlands Coast and collaborate on prevention education programs to strengthen the community's capacity to identify and reduce DFV.	Deliver, Partner, Educate
1.4	Advocate for enhanced services and outreach support for residents experiencing homelessness, drug and mental health issues, and other complexities, to support psychosocial health and wellbeing.	Advocate
1.5	Develop and deliver community safety messaging that is relevant to residents, helping them understand and act on issues that affect their everyday safety.	Deliver
1.6	Collaborate on initiatives that promote the safety and wellbeing of First Nations people, fostering inclusive, resilient, and culturally safe communities.	Partner

2 Public spaces are safe, accessible, and vibrant: inspiring community confidence

Effective management of public spaces can help create safer communities and encourage people to use parks, facilities, and public open spaces. Applying crime reduction design principles can reduce opportunities for crime and make spaces feel welcoming and secure for everyone.

Ref.	Action	Council Role
2.1	Support communities through Crime Prevention through Environmental Design (CPTED) principles to enhance safety and security in civic open spaces. Consider approaches that are place-based and tailored to site conditions to improve lighting, sightlines, access control, and maintenance of public spaces.	Deliver, Partner
2.2	Partner to increase the activation of public open spaces across the city by encouraging regular appropriate use, which in turn provides passive surveillance.	Partner
2.3	Take a balanced and sustainable approach to current and future CCTV program direction by assessing needs, setting priorities, and considering financial and legal requirements.	Deliver, Partner
2.4	Leverage planning and infrastructure opportunities for the Brisbane 2032 Olympic and Paralympic Games to embed sustainable community safety measures, and ensure future CCTV, security, and safety needs are integrated into all stages of preparation and delivery.	Deliver, Facilitate, Partner, Advocate
2.5	Deliver graffiti management, prevention education, and good practice approaches, as well as participate in key networks to reduce the negative impacts of graffiti on our public spaces and communities.	Deliver, Partner, Regulate

3 Strong partnerships and collaborative networks enhance safe and resilient communities on Redlands Coast

Effective and sustainable community safety programs rely on strong partnerships and connections. Developing relationships with key stakeholders supports resource and knowledge sharing and improves visibility and collaboration across the wider system to address safety concerns.

Ref.	Action	Council Role
3.1	Advocate for increased police presence and intelligence-sharing with the community sector and support agencies to enable data-informed and appropriate responses.	Partner, Advocate
3.2	Contribute to Service Integration Group (SIG) initiatives that support Redlands Coast residents to connect with service agencies addressing homelessness and housing support.	Partner
3.3	Deepen strategic collaboration with QPS through regular engagement, to strengthen shared understanding of local safety issues and coordinate proactive responses.	Partner
3.4	Analyse emerging trends in crime and safety to develop and support appropriate responses that enable timely, targeted action and improved community outcomes.	Partner
3.5	Partner with government and non-government sectors and business to assist in the delivery of community safety objectives and initiatives.	Deliver, Partner
3.6	Proactively seek and establish agreements with key safety-focused partners – including emergency services, law enforcement, health and social service agencies – to strengthen coordinated community safety efforts across the city.	Deliver, Partner
3.7	Participate in the South East Queensland Local Government Safety and Security Network to monitor emerging safety trends, share intelligence, foster innovation, and ensure the region adopts progressive approaches to community safety.	Partner
3.8	Partner to improve road safety education and legal compliance through E-bike and E-scooter safety (Personal Motorised Devices) education and awareness.	Partner, Facilitate

4 Redlands Coast residents foster safer communities through active participation

Raising community awareness of safety issues and encouraging active participation helps build community capacity. By providing information and education, residents can learn how to respond to unsafe situations and share positive messages that reduce fear of crime.

Ref.	Action	Council Role
4.1	Partner with QPS to deliver community safety education and engagement along with crime prevention messaging, to promote a safer and more cohesive community.	Partner
4.2	Collaborate with Crime Stoppers, Neighbourhood Watch and volunteer groups to encourage residents to be aware and report crime through trusted channels, to build more informed and responsive communities.	Partner
4.3	Identify and apply for external government funding to deliver programs addressing local community safety priorities.	Deliver, Partner
4.4	Fund community events and initiatives that promote community safety awareness, foster social connections, strengthen resilience, and nurture a sense of belonging and wellbeing.	Deliver, Facilitate
4.5	Conduct workshops with residents and businesses to raise awareness of CPTED and gather local input on safety concerns.	Deliver

Glossary

Capacity building – is a continuous process of enhancing skills, knowledge, and resources that strengthen the foundations, expand capabilities, and ensure service capacity that supports individuals and organisations to thrive.

Civic participation – focuses on active involvement in shaping the decisions that affect us through the formal characteristics of our communities and governments.

Crime Prevention Through Environmental Design (CPTED) – CPTED involves the ongoing consideration of the built environment to deter crime and foster a sense of community safety and wellbeing.

Community organisation – a not-for-profit entity that delivers charitable or community-based activities to benefit the community or a specific group, such as local community groups, sports clubs, churches or advocacy bodies.

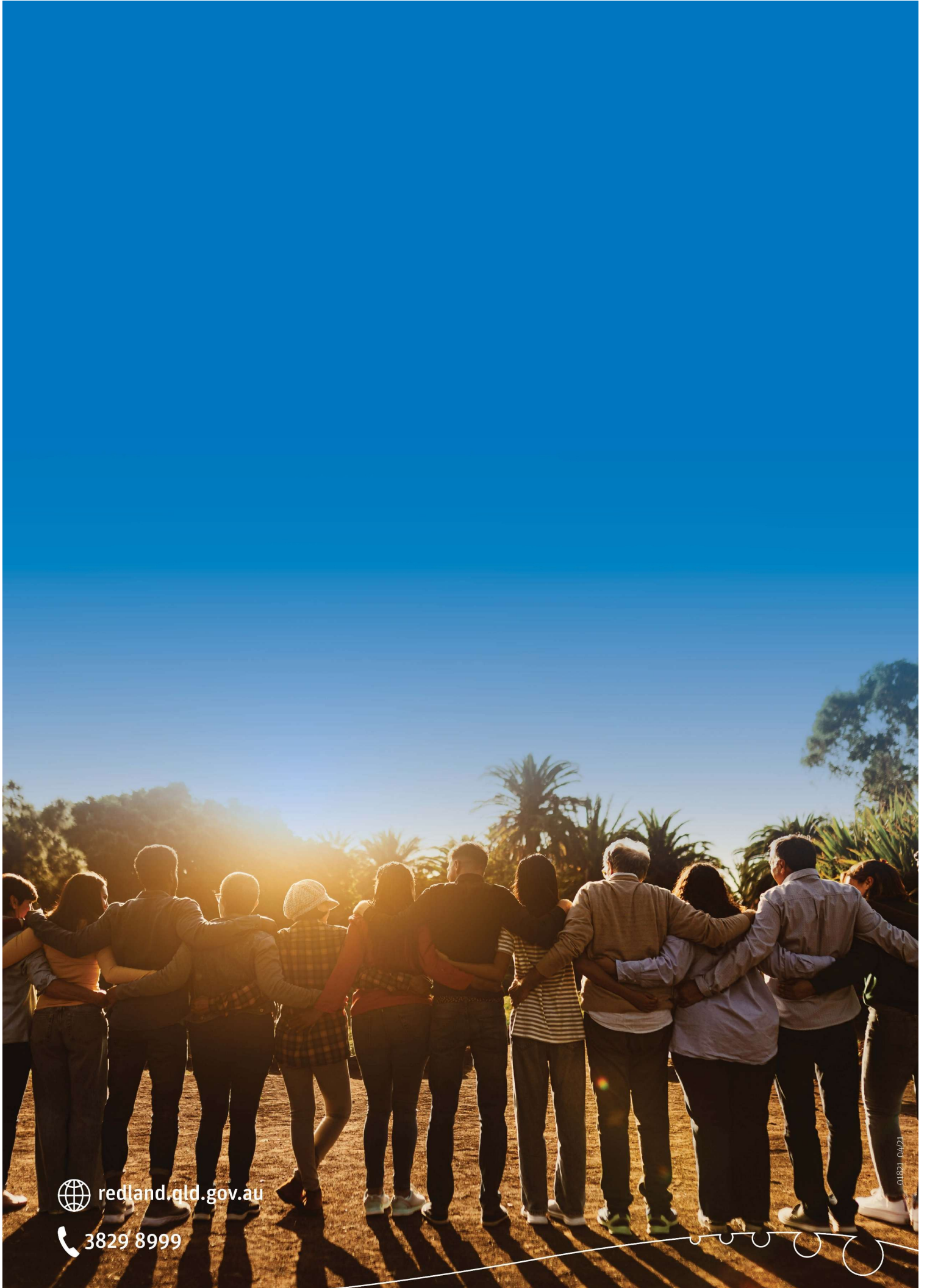
Community networks – refers to a wide range of services that support individuals and families in meeting their basic needs, improving their quality of life, and promoting self-sufficiency and wellbeing through strong social connections and networks.

Perception of safety – refers to an individual's subjective judgment or feeling about how safe they are in a given environment or situation, regardless of the actual or measured level of risk.

Psychosocial health – refers to a state of mental, emotional, social, and spiritual wellbeing as they interrelate and interact with each other and environmental factors.

Restorative justice – a practice that brings together victims of crimes and the offender to explore and address the harm caused by criminal behaviour.

Social cohesion – describes the strength of social connections, solidarity, and trust among individuals, groups, institutions, and communities. It encompasses a shared sense of belonging, commitment to the common good, and cooperation across society that helps communities stay united and resilient.



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