



BEYOND THE SAFE CITY STRATEGY 2014-2017

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Beyond the Safe City Strategy 2014–17

Introduction

Over the last two decades, the City of Melbourne has built a strong foundation on which to respond to issues of community safety. The first Strategy for a Safer City, developed in 1996, has been reviewed regularly since that time.

The strategy in its various iterations tells the story of how a capital city council, with its partners including Victoria Police, can rise to the challenge of managing the complexities of community safety issues in ways that achieve both recognisable and sustainable change.

In 2000, the City of Melbourne achieved recognition as an International Safe Community by the World Health Organisation Collaborating Centre on Community Safety Promotion, and was redesignated in 2006 and 2014. Melbourne was the first capital city in the southern hemisphere to achieve this status. It remains the only Australian capital city to be a member of this wide reaching network of almost 300 members from 30 different countries.

In 2013, the City of Melbourne was also ranked the world's most liveable city for the third time in a row against a range of criteria set by the Economist Intelligence Unit Survey.

This new strategy marks an innovative step in City of Melbourne's community safety journey. To build and plan for a safer future we need to look beyond a focus embedded in conventional responses. While these approaches to the building and promoting of community safety have their place, they have limitations.

Safety issues will be approached in an integrated and sustainable way. The focus of this strategy will be to address the underlying causes of safety issues, not just the management of their impact. Factors that have a positive influence on community safety – such as social justice and equity, inclusiveness, connectedness, and resilience are integral to looking beyond the safe city.

The City of Melbourne will continue to be a safe city in comparison to other capital cities in Australia and around the world. The strategy will build on existing infrastructure and programs already in place that have helped us achieve and maintain our internationally recognised status.

Beyond the safe city

In 2008, the City of Melbourne developed Melbourne's Policy for the 24 Hour City. The first policy of its kind, the City of Melbourne understood and acknowledged the need to manage the city's late night identity within the context of the city's 24-hour cycle. This foundational document articulates the economic, cultural, and social opportunities and challenges for community safety, and placed a particular focus on identifying local solutions that could help balance the competing needs of an increasingly vibrant, mixed use city.

In recognising the need to challenge the existing behaviours and culture that can impact on safety in the city, especially at night, the Strategy for a Safer City and Melbourne's Policy for the 24 Hour City have been merged to form a single strategic plan titled Beyond the Safe City 2014–17.

Integrating the two documents will ensure that issues associated with the 24-hour city are sustainable and firmly embedded in the core business of City of Melbourne. This includes the way we build safety and accessibility into the design and management of our public spaces, local services, community programs and events.

The City of Melbourne's commitment to being a leader in building and promoting safe and inclusive communities is evidenced by our shift in conceptualising issues of safety in major urban cities. We are exploring and implementing ways to inspire new ideas and opportunities for safer communities.

The role of local government in community safety

As a local government, the City of Melbourne plays an essential role in community safety through its responsibility for the design and management of the public realm (including waste management; provision of street lighting; public events management; local human services; and community recreational services), and its planning and regulatory functions (including the establishment of alcohol-free zones and outdoor dining permits)¹.

City of Melbourne also plays an important role in providing safety related information and education and collaborating and facilitating partnerships to achieve effective outcomes to complex issues.

Vision

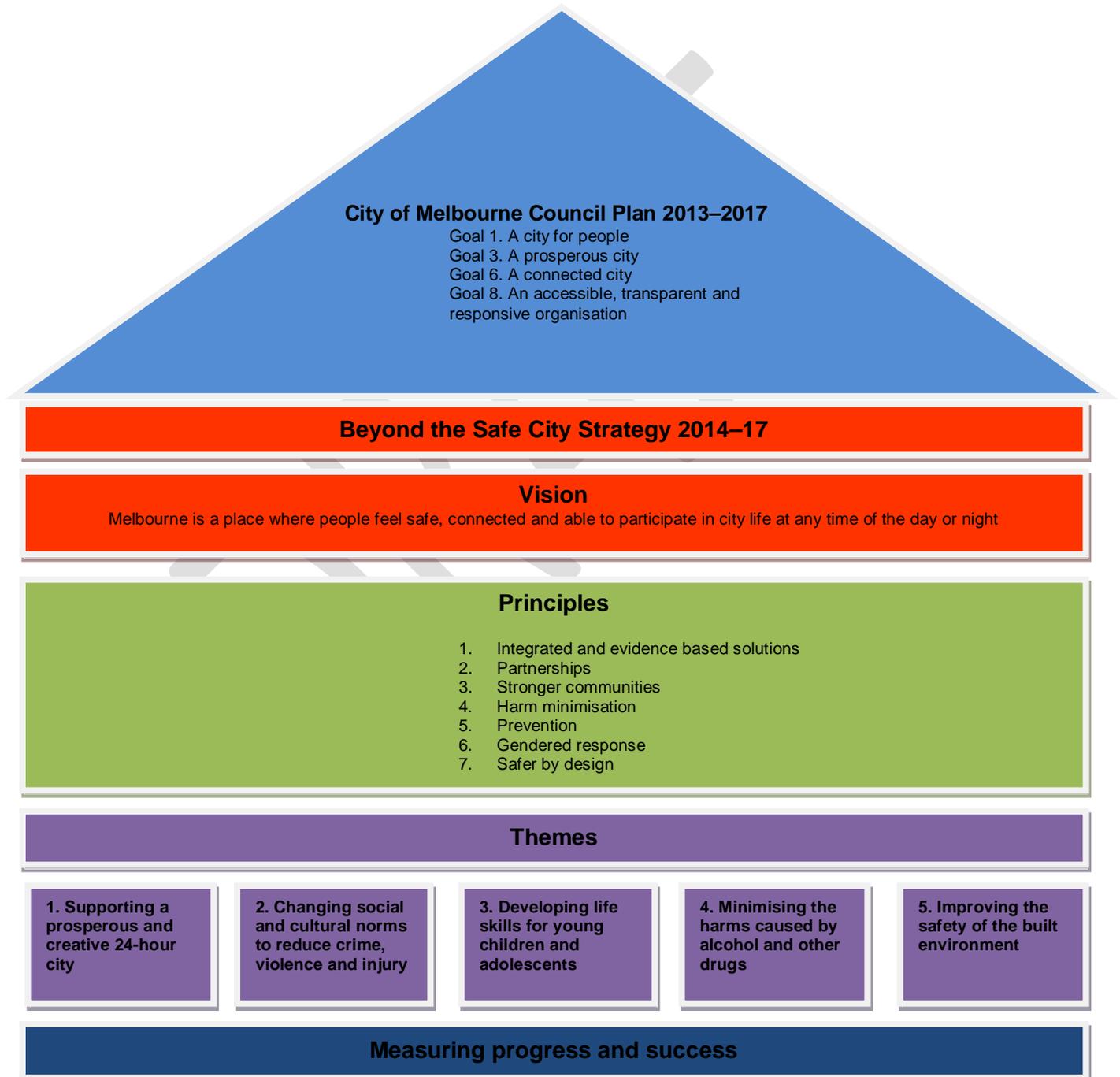
City of Melbourne is a place where people feel safe, connected and able to participate in city life at any time of the day or night.

¹ AIC (2004) *Why local government has a major role in crime prevention*. AICrime reduction matters No.19 <http://www.aic.gov.au/publications/current%20series/crm/1-20/crm019.html>

Principles and themes

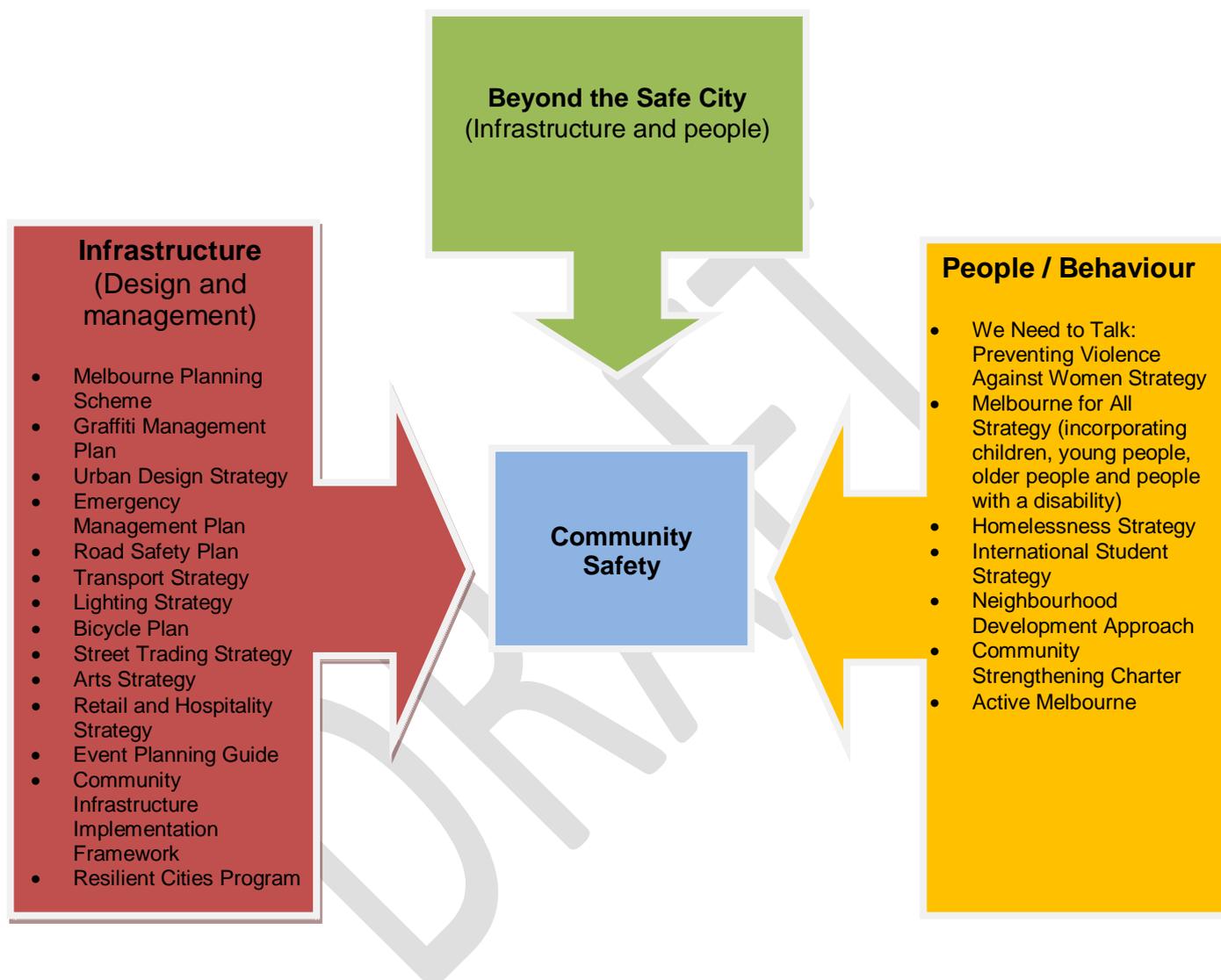
Beyond the Safe City Strategy 2014–17 contains our long term guiding principles and themes for action for the next three years. The strategy will also help achieve a number of goals within the Melbourne City Council's Council Plan 2013–17.

Link between City of Melbourne's Council Plan and Beyond the Safe City Strategy



Other City of Melbourne strategies and plans contributing to community safety

There are a number of other City of Melbourne strategies and plans which contribute to community safety. The Beyond the Safe City Strategy aims to complement City of Melbourne's existing strategies and programs.



Principles

Our approach to community safety is based on seven principles. These principles are applied in the development and implementation of actions outlined under the themes.

1. Integrated and evidence based solutions

We need to take a broad view of the causes of and solutions to crime, violence and other antisocial behaviour, injury, and drug and alcohol issues in the 24-hour city context. It is widely recognised by criminologists that reducing the incidence of crime² and injury³ in a community requires a focus on the natural and built environment as well as on cultural, social and economic factors that impact on safety and wellbeing.

Our approach to improving the safety of the municipality emphasises the social, economic and environmental impacts on health and wellbeing. A strong evidence and research base enables us to understand our population and ensure our approach is as effective as possible.

2. Partnerships

Developing proactive partnerships and ensuring coordination of our efforts is critical to the creation of a safer community. A community building approach that emphasises the importance of social capital (social justice, trust, participation, sharing common values) is crucial when working towards local solutions.

We place high value on opportunities for members of the community to provide input into the development, implementation and evaluation of our community safety strategies and programs. We will use existing consultative arrangements and develop new ones to ensure all groups in the community are represented in both the planning and the implementation of our safety strategy.

3. Stronger communities

Fostering a strong sense of connectedness, where all members of the community are equally valued and respected, is the key to creating a healthier and safer community.

The strategy aims to ensure that each community member, including those who are disadvantaged and vulnerable, feels safe and welcome and is able to participate in city life.

Responding to community safety across all settings and for all populations is critical to the strategy's success. The City of Melbourne not only supports the development and activation of the state's capital city, it provides services and support to a residential population that is currently growing at a faster rate than any other capital city in Australia. We are also nearing 900,000 daily visitors to the municipality⁴.

To meet the challenges brought by this growth in population, we will work within the context of City of Melbourne's neighbourhood development approach to support

² Geason, S., & Wilson, P.R. (1989) *Designing out crime: Crime prevention through environmental design*. Australian Institute of Criminology.

³ Dannenberg, A. L., Frumkin, H., & Jackson, R.J (2011) *Making Healthy Places: Designing and building for health, well-being and sustainability*. Island Press.

⁴ City of Melbourne (2013) *Daily Population Model 2013 final* DM: 6718560

strong, inclusive and resilient communities. We will work with neighbourhoods and communities to plan and develop local solutions and to support their capacity to respond to ongoing safety and security issues occurring within their local area.

4. Harm minimisation

We will utilise harm minimisation strategies to help reduce the adverse social, economic and health consequences of drug and alcohol use for the individual and the broader community. This approach is consistent with the Australian and Victorian Government's policies on drugs and alcohol. It encompasses three main approaches: supply control (law enforcement), demand reduction and harm reduction.

Harm minimisation strategies will also be used to reduce the likely severity of injury in the event of an incident occurring and also in the prompt and correct treatment to minimise medium and long term effects of the injury.

5. Prevention

We will use prevention strategies to tackle the risk factors that cause crime, violence and injury. This approach is more cost effective and leads to greater social benefits for the community⁵. The three levels of prevention we will apply include: (i) primary prevention, directed at changing conditions in the physical and social environment at large; (ii) secondary prevention, directed at early identification and intervention in the lives of at risk individuals or groups; and (iii) tertiary prevention, directed at prevention of reoffending, recurring injury and minimising the consequences of crime and injury.

6. Gendered response

Gender equity is an important social justice goal. The concept recognises that within all communities, women and men have different benefits, access to power, resources and responsibilities. Gender equity is the process of being fair to women and men by recognising diversity and disadvantage and directing resources and services towards those most in need to ensure equal outcomes for all. A gender equity approach therefore acknowledges that different strategies are often necessary for women and men⁶.

We will ensure gender equity in the way we plan, design and manage the safety of our city. Applying a gender analysis will help us to understand the different safety needs, capacities and experiences of women and men in the municipality.

7. Safer by design

The proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime and an improvement of the quality of life. Applying first and second generation crime prevention through environmental design (also referred to as CPTED) principles to the way we plan, design, and manage our built environment will increase community usage, improve perceptions of public places, achieve connection and integration of streets and public places, and reduce the incident of injury and opportunities for crime and antisocial behaviour.

⁵ Institute for the Prevention of Crime (2008) *Making Cities Safer: International Strategies and Practices*. Number 1 www.prevention-crime.ca. University of Ottawa.

⁶ Gender Equity in Local Government Partnership (2012) *Ten ways local government can advance gender equity: Fact sheet one – Why gender matters*.

Themes

Since the development of the foundational Strategy for a Safer City in 1996, the City of Melbourne has focused its community safety efforts on improving perceptions of safety and minimising crime, violence, intentional and unintentional injury, and drug and alcohol related harm. All of these issues impact on individuals and communities who reside, work, study and visit our city by day and night.

We propose to respond to these issues by focusing on five themes:

1. Supporting a prosperous and creative 24-hour city.
2. Changing social and cultural norms to reduce crime, violence and injury.
3. Developing life skills for young children and adolescents.
4. Minimising the harms caused by alcohol and other drugs.
5. Improving the safety of the built environment.

Over the next three years we will focus our efforts on implementing a range of actions that will contribute to city users' sense of safety and improved connection with and access to the city. The action plan on page 10 provides a description on each of the themes, activities we plan to deliver, as well as outcomes we hope to achieve.

An annual report will be prepared acknowledging key achievements and outcomes of the strategy.

Planning for action

In collaboration, we will work on implementing a range of activities which respond to issues identified under five key themes.

Theme one: Supporting a prosperous and creative 24-hour city

Melbourne's vibrant night time economy is a major contributor to its status as a world leading cultural city. However, as the city stays awake longer, there is a need to make policy and operational decisions to manage the competing demands of the groups who visit the city, as well as those who live and work there.

Beyond the Safe City Strategy 2014–17 integrates the innovation first developed through Melbourne's Policy for the 24 Hour City. In recent years, City of Melbourne's plans and programs have been developed with the intention of balancing growth and creative and economic prosperity while managing community safety and wellbeing across our municipality, including a specific focus on our central city late at night. This strategy further develops our vision for a 24-hour city that acknowledges and addresses the varying needs of city users.

The intention is to set out a positive vision for our late night economy that balances activation with regulation and thereby promoting a safe, vibrant and inclusive city that extends from the day into the night. City of Melbourne will enhance its commitment to advocate for improved governance, policy and service area provision to ensure a holistic approach is taken to addressing the issues associated with the 24-hour city.

The term 'late night' means different things to different people (young families, older people including baby boomers, and young adults). Late night activities occur between dusk to dawn and match the needs of these different groups. For example, the New Year's Eve fireworks for families are at 9pm.

In looking to the future, we need to build and develop opportunities for everyone to interact with our environment. We need to provide a mix of arts, cultural and social activities to facilitate people coming together. Promoting a sense of both real and perceived safety means we need to ensure people of all ages, gender, abilities and cultures feel valued, important and understood.

At the same time we need to understand and allow for an element of risk taking in the city as this is a form of learning, exploring and having fun.

What we will do:

- Explore the development of a web portal where city businesses can promote their late night events.
- Invest in late night programs during low season activity times to complement premier events.
- Advocate for improved late night transport options, for example, during Melbourne's premier events.
- Work with late night quick-service restaurants, convenience stores and Victoria Police, to improve late night safety and amenity in and around Melbourne's late night entertainment precincts.
- Conduct research into young people's connection with and uses of the city late at night to better understand their needs.

- Support young people to plan and deliver activities for young people in the central city and surrounding neighbourhoods.
- Encourage late night activities that are free or low cost and not alcohol focused, and cater for diverse groups, for example older people (aged 50 plus), families with children, young people.
- Work with services such as libraries, youth services, recreational centres, and drug and alcohol services to explore the feasibility of opening extended hours.
- Continue to monitor the impacts and growth of our late night economy.

Intended outcomes:

In supporting a prosperous and creative 24-hour city, city users will be able to enjoy a diverse range of social, cultural and retail activities, programs and events throughout the day and night. By enhancing city users' experiences of the city, and providing opportunities for communities and individuals to connect it is more likely that a diversity of people will feel welcome, included and valued. This will also allow people to feel more confident and safe being in and moving around the city, and in sharing the city's public spaces.

Theme two: Changing social and cultural norms to reduce crime, violence and injury

Social and cultural norms are highly influential in shaping individual behaviour, including the use of violence. Norms can protect against violence, but they can also support and encourage the use of it. For instance, cultural acceptance of violence as a normal method of resolving conflict is a risk factor for all types of interpersonal violence. Social tolerance of violent behaviour is likely learned in childhood, through the use of corporal punishment or witnessing violence in the family, in the media or in other settings. Interventions that challenge cultural and social norms supportive of violence can help reduce and prevent violent behaviour and other associated crime⁷.

We will look to support a culture that respects diversity and difference and enables effective issues resolution.

What we will do:

- Carry out gender analyses and gender equity audits of public spaces and City of Melbourne services to help identify, understand and address the different safety needs and issues for women and men.
- Recruit volunteer city pride ambassadors to contribute to the safety of our city streets and neighbourhoods.
- Work with and encourage community groups and neighbourhoods to report on and promote local initiatives which have improved city users real and perceived safety.
- Support and, where necessary, develop public awareness and community safety promotion campaigns that address current social issues including road safety for vulnerable road users, violence against women, elder abuse, men's use of coward punches, and misuse of alcohol and other drugs.
- Encourage pro-social bystander action to address sexist, discriminatory and violent behaviours by delivering education and training to City of Melbourne staff, targeted communities, neighbourhoods and workplaces.
- Support people with a disability and older people to develop a public awareness campaign that helps the broader community to understand their access needs and perceptions of safety within the city.
- Work with community to develop programs to improve connections within neighbourhoods and identify issues of concerns and actions to address.
- Support businesses and community groups to develop and implement local projects that build safety and resilience with the use of City of Melbourne grants and sponsorship opportunities.
- Encourage the use of sustainable transport options to support local connections and promote confident and safe travel within neighbourhoods.

⁷ World Health Organization (2010) *Violence prevention the evidence: Series of briefings on violence prevention – Briefing 6*. WHO Press.

- Deliver the Share Our Streets road safety campaign to promote positive road safety messaging, support road safety behaviour changes and enforce compliance with road rules.

Intended outcomes:

All available evidence indicates violent behaviour is strongly influenced by cultural and social norms so efforts to prevent violence must consider how social pressures and expectations influence individual behaviour.

Changing social and cultural norms through the use of public awareness campaigns, targeted education and training, and gender equity auditing of services, facilities and public spaces will help city users experience and observe less crime, violence and injury and engage in more pro-social behaviour. Introducing more community and neighbourhood development programs will also help city users feel a sense of belonging in their neighbourhood.

Being socially connected includes experiencing improved social, emotional and physical wellbeing and reduced rates of anxiety, depression and antisocial behaviour.

Theme three: Developing life skills for young children and adolescents

Factors such as poor social competence, low academic achievement, impulsiveness, truancy and poverty increase individuals' risk of violence⁸. Developing children's life skills can help protect them from crime and violence, both in childhood and later in life. Interventions for developing life skills can help young people to avoid crime and violence, by improving their social and emotional competencies, teaching them how to deal effectively and non-violently with conflict and helping them to find training pathways and employment.

Evidence shows preschool enrichment programs (which aim to increase children's school preparedness and chances of academic success by providing them with early academic and social skills); and social development programs (which seek to provide children with social and emotional skills to solve problems, empathise and deal with conflict) can reduce aggressive behaviour and violent crime in childhood and later in life⁹.

This approach also supports the City of Melbourne's commitment to fulfilling children's rights to: influence decisions about their city; express their opinion on the city they want; participate in family, community and social life; receive basic services such as health care and education; drink safe water and have access to proper sanitation; be protected from exploitation, violence and abuse; walk safely in the streets on their own; meet friends and play; have green spaces for plants and animals; live in an unpolluted environment; participate in cultural and social events;

⁸ World Health Organization (2010) *Violence prevention the evidence: Series of briefings on violence prevention – Briefing 2*. WHO Press.

⁹ World Health Organization (2010) *Violence prevention the evidence: Series of briefings on violence prevention – Briefing 2*. WHO Press.

and be an equal citizen of their city with access to every service, regardless of ethnic origin, religion, income, gender or disability¹⁰.

What we will do:

- Support local family and youth services to deliver life skills programs to children and adolescents.
- Support child care centres and kindergartens and encourage schools and universities to deliver respectful relationship programs.
- Encourage and support the delivery of community resilience programs in disadvantaged neighbourhoods.
- Encourage parents and carers residing within the municipality to access City of Melbourne's Family Services to help improve their parenting skills and support their children's health and wellbeing.
- Work with Victorian Government and local agencies to deliver life skills and health and wellbeing programs to families and individuals at risk of or experiencing homelessness.
- Work with Victoria Police and legal services to deliver community education and training to vulnerable groups and newly arrived communities about their individual safety rights and responsibilities.

Intended outcomes:

Developing social and life skills for children and young people will support better participation in school, work and social life. It will also improve their understanding of available choices in managing stress and dealing with conflict. Most importantly it will encourage a sense of being valued and part of the community.

Working with parents, carers and educators in the delivery of this skill based learning will ensure these skills are reinforced in all settings, that is – home, community, school and workplace.

¹⁰ Unicef (2009) Child Friendly Cities Fact Sheet September 2009
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Theme four: Minimising the harms caused by alcohol and other drugs

The harmful use of alcohol and other drugs (that is, any use that impacts negatively on the health, social and emotional wellbeing of users themselves and others) is a significant public health problem for our community and incurs significant economic costs.

Reduction of harmful alcohol and other drug use must include broad strategies to address the underlying social factors which predispose towards or protect against harmful use and strategies specifically targeting harmful use itself.

Strategies should aim to prevent or minimise the uptake of harmful use, provide safe care for those who are intoxicated, provide treatment for those who are dependent, support those whose harmful alcohol and other drug use has left them disabled or cognitively impaired, and support those whose lives are affected by others' harmful alcohol and other drug use.

What we will do:

- Work with Victorian Government and local drug and alcohol service providers to advocate for treatment services and outreach services that are available out of business hours and on weekends.
- Work with Victorian Government and local service providers to develop models of quality care, support and empowerment for individuals who have complex mental health and substance abuse issues. This includes support for carers and family members.
- Deliver a public awareness campaign that supports the responsible and non-consumption of alcohol.
- Advocate to Victorian Government for the development of a standardised intake/assessment tool for use in hospital emergency departments following critical episodes to capture information regarding types of substances consumed and location of incident.
- Work in partnership with alcohol industry and venue operators (all licensed types) to manage the impacts of alcohol use and misuse in and around licensed premises.
- Continue to deliver and improve City of Melbourne's syringe waste management service to ensure the appropriate and rapid disposal of syringes.
- Explore the development of local syringe container exchange services within community facilities to improve access.
- Continue to encourage businesses and not-for-profit organisations to participate in the Bins for Business program to encourage the safe management and disposal of syringe waste.

- Continue to monitor the effectiveness of City of Melbourne's alcohol-free zones and consider other areas where the restriction of alcohol consumption could apply.
- Collect, analyse and share relevant data and intelligence to better understand and respond to the impacts of drug and alcohol related crime and violence.
- Run joint operations/inspections with Victoria Police and the Victorian Commission of Gaming and Liquor Regulation to ensure licensees comply with liquor licensing and planning permit conditions.

Intended outcomes:

Utilising harm minimisation principles and practices including information, education, and holistic treatment will ensure city users have an increased level of awareness and improved access to appropriate and effective programs and services. City users will also be able to make informed choices about their current and future substance use.

Theme five: Improving the safety of the built environment

The design of our built environment affects all who live, work and visit the municipality. Designed well, the built environment enhances the development and wellbeing of individuals, and supports healthier and happier communities. By engaging residents and city users in the planning and design of our built environment, we can create places and spaces in our city centre and neighbourhoods that are engaging, fun, safe and accessible.

Reducing the opportunity to commit crime through the design of built environments is an important aspect of building safer communities. This approach focuses on the 'situation' as opposed to the individual, by making it more difficult, more risky and less profitable to commit crime.

Much can be done to prevent crime and make it harder for crimes to be committed, through environmental design and practical measures such as improving the physical environment (for example – better street lighting, less litter and graffiti) and applying first generation crime prevention through environmental design (CPTED) principles (that is – territoriality, access control, image, natural surveillance, incompatible land uses, movement predictors, activity support and displacement) and second generation CPTED principles (which are – capacity, cohesion, connectivity, and culture).

Transportation can also play a part in improving safety in our urban setting. The City of Melbourne's Road Safety Plan and Transport Strategy aims to improve safety by reducing the number of people killed or seriously injured on our roads, improve the attractiveness of public transport, and the safety and accessibility of walking and cycling.

The built environment also improves safety by preventing injury in public spaces and also in people's homes within the municipality.

What we will do:

- Deliver a public space improvement program that is sustainable to improve the safety, quality and use of public spaces and places by utilising the principles of crime prevention through environmental design.
- Encourage and support pilot programs and incentives that seek to improve positive activation of the public realm within the municipality.
- Plan and design public spaces, including street furniture, that are inclusive and welcoming of people of all ages, abilities, genders and cultures.
- Develop and display signage, publications and advertising that is inclusive and reflective of the diverse social and cultural makeup of our community.
- Monitor and report crime and harm occurring on our central city streets to police and other emergency services through the use of City of Melbourne's Safe City cameras program and CCTV mobile patrol.
- Enhance safe access to late night transport through the installation of new and improved management of existing Safe City taxi ranks and mega ranks.

- Ensure the City of Melbourne's capital works program prioritises lighting and amenity improvements in areas with high crime and high volume traffic (pedestrian or vehicle) and also includes enhancements to influence positive behaviours.
- Work with residents and businesses to ensure the rapid removal of illegal and unwanted graffiti and tagging with the use of City of Melbourne's graffiti removal service and graffiti small grants program.
- Encourage young people's participation in street art through programs such as graffiti mentoring program, street art program and adopt a wall program.
- Deliver road safety campaigns focussing on vulnerable road users and high incident locations.
- Work with our cleansing contractors, local businesses and residents to ensure our streets and laneways are cleaned and maintained to a high standard by day and late at night.
- Work with key representative groups to ensure the design of the built environment supports the needs of people with a disability and older people.
- Support road safety campaigns and interventions that encourage road users to adopt safer practices, boost participation and support the understanding of how to safely navigate the roads.
- Partner with other local, state, national and global urban movements that seek to use safer by design/CPTED principles to design crime out of spaces and design people in.

Intended outcomes:

Effective planning for and management of the built environment plays a key role in reducing crime and promoting positive perceptions of safety. When the built environment is more appealing and engaging to diverse groups, city users are better able to feel confident and safe visiting the city and enjoy the many public spaces.

Providing a connected and more accessible public transport system will also enable city users to feel confident and safe travelling to and from and around the city.

Measuring progress and success

A key focus for the new strategy is to develop a comprehensive research and data knowledge bank. This will assist City of Melbourne and our partners to identify priority issues, understand why they are occurring, how best to address them and monitor the impact of our intervention.

Local crime, perceptions of safety, injury, drug and alcohol data will be regularly collated, analysed and where possible shared. We will adopt a longitudinal data analysis approach to help monitor trends and determine the level of impact of each intervention.

We will conduct small and large scale research with the use of both qualitative (for example, video ethnography, in-depth interviews, workshops) and quantitative methods (such as surveys) to ensure we gain the views and understanding of the issues from a wide variety of sources.

Impacts of the strategy will be monitored and evaluated on a regular basis. Our strategy will take into account City of Melbourne's role as a municipality, state capital city and as one of Australia's major international cultural, sporting and entertainment hubs.

As many societal issues cannot be addressed by local government alone, we will continue to establish and maintain a number of formal and informal committees and partnerships with relevant stakeholders including federal and Victorian Government, police, service providers, academic institutions, community groups, social entrepreneurs, and city users.

Join the conversation

Visit [Participate Melbourne](#) to find out more about the development and implementation of the Beyond the Safe City Strategy 2014–17.

participate.melbourne.vic.gov.au/beyond-the-safe-city

Glossary of terms

Community safety	<p>An aspect of quality of life in which people, individually and collectively, are protected as far as possible from hazards or threats that result from the criminal or antisocial behaviour of others and are equipped or helped to cope with those they do experience.</p> <p>Community safety should allow citizens to pursue and obtain the fullest benefits from their social and economic lives without fear or hindrance from crime, disorder or injury.</p> <p>Also refers to the actual and perceived safety existing in any community.</p>
City users	<p>Includes all residents, visitors, students, workers, traders, business owners of the municipality.</p>
Pro-social bystander	<p>A bystander is somebody who observes an act of violence, discrimination or other unacceptable or offensive behaviour. The term pro-social bystander is used to refer to the individual who takes action to intervene in response to the observed incident.</p>
Wellbeing	<p>A self-appraisal of being socially connected and included. Also takes into account having a sense of belonging, empowerment, good health and ability to participate in city life. Wellbeing is a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is linked to how you feel about yourself and your life.</p>
Resilience	<p>The ability to anticipate risk, limit impact, and bounce back rapidly through survival, adaptability, evolution, and growth in the face of turbulent change.</p>
Vulnerable road users	<p>Vulnerable road users are road users who are often unprotected because they have no 'shell' – these include pedestrians, cyclists and to a certain extent riders of motorized two-wheelers (motorcycles, mopeds and light mopeds). Where vulnerability is used for specific age groups, this mainly refers to children and the elderly when they are pedestrians or cyclists.</p>