

Module 8

Working With Other Organisations

The fight against crime and the prevention of crime involves everyone in the community. Community Patrols of New Zealand is only one organisation that contributes to crime prevention. We work primarily with police but at times we interact with other organisations.

Organisations You May Liaise With

As a Community Patroller you may need to exchange information with people from other organisations. There are many organisations, some large and some very small, but they all do their part in making communities safer and more secure. We will look at a few of the main organisations.

Community Organisations

In your role you may have to liaise with people from other community organisations. This liaison generally involves an exchange of information which can be both written and spoken. This information is likely to include details about:

- What happened
- Where it happened
- When it happened
- Who was involved
- How many people were involved

The information must be accurate, factual and unemotive.

Privacy And Confidentiality

At all times when Patrollers are liaising or working with other agencies you must observe appropriate requirements regarding the information you are sharing. Patrollers should observe the requirements stated in **Module 6 - Police Security Awareness for Community Patrollers**

Purposes Of Liaising With Others

There are three main reasons to liaise and exchange information with other organisations.

These are to make:

- Requests for information sharing. It is recognised that the best way to prevent crime in the community is for organisations to share information and work together
- Requests for assistance - from emergency services other than the Police
- Referrals to other organisations - such as community groups, local body organisations or the Maori and Pasifika Wardens

The information that needs to be exchanged will change from one situation to another. Situations that may require you to exchange information could include:

- Passing on information gathered from observations made of suspicious persons or vehicles
- Informing building owners or caretakers of suspicious behaviour and/or potential security breaches
- Describing incidents and/or accidents that happen while on duty
- Passing on information about the welfare of Maori or Pasifika who may need the support of a Maori or Pasifika Warden
- Providing instructions to keep an area safe and/or taking preventative measures to make an area safe

Procedures For Liaison

When liaising or exchanging information with other organisations, there will be procedures that you need to follow. If you have a request from another organisation, ensure you gain the authority or advice from your Police Liaison Officer (PLO) to ensure you are not breaching any privacy or confidentiality requirements.

Considerations include:

- Finding out who needs to be contacted and exchanging information through the correct channels
- Passing on the information in a timely manner
- Following any protocols of the organisation you are exchanging information with. Where there are rules, these must be followed.
- Giving information that is concise and factual. This means the information is kept to just the facts:
 - What happened
 - Who was involved, e.g. victims/witnesses/patrons
 - When it happened
 - Where the situation took place
 - What was seen
 - What was heard
- Recording the information that is passed on. This means recording the time, the people involved and what information was exchanged. (e.g. sending a copy to the patrol leader or PLO)

When you provide information in writing, you need to ensure that you use an appropriate reporting method. This should not be the patrol report document but a document that you develop for the purpose it is intended. Where you provide information orally, you need to

ensure that you have reported the correct information to the right person.

Consequences Of Not Following Procedures

Consequences when procedures for passing on information are not followed can include:

- Inaccurate information is acted upon
- Poor reputation where your patrol is viewed in a negative way
- Loss of credibility and standing in the community and with Police

Roles Of Other Organisations

You exchange information to prevent breaches of security, manage incidents and reduce risks to people and property. It is important that you know the role of the organisations that you exchange information with so that you can provide information that is relevant and meaningful.

As a Community Patroller, you may need to exchange information with:

- NZ Police
- Fire and Emergency NZ (FENZ)
- Civil Defence
- Search and Rescue
- Coastguard
- Neighbourhood Support NZ
- Local Body organisations
- Maori and Pasifika Wardens
- Business Associations

NZ Police

The NZ Police is the lead agency responsible for reducing crime and enhancing community safety. Policing services operate 24 hours a day. The majority of these services operate from community-based police stations around the country. They work to:

- Keep the peace
- Maintain public safety
- Enforce the law
- Prevent crime
- Provide community support and reassurance
- Manage emergencies, including 111 calls

Why Might Community Patrollers Liaise With Police?

The police need your support and help in keeping communities safe. The police may have provided patrols with information that will enable the patrol to support them. This information may be:

- Criminal activity or groups working in the areas you patrol
- Car registrations of stolen vehicles that you can watch for
- Suspicious activities in your area that you need to be aware of
- To pass on information if you are the first on the scene
- To uplift equipment to assist Police
- When a criminal act has taken place

Fire & Emergency NZ (FENZ)

FENZ main function is to reduce fires and the consequence of fire. They help people, businesses and communities protect what they value. FENZ provides the following services.:

- Respond to fires
- Attend vehicle accidents and incidents
- Respond to natural disasters by providing services around disaster relief
- Respond to incidents involving hazardous chemicals and materials
- Respond to bomb threats
- Deliver education programmes on fire prevention, fire safety and putting out fires.

- Provide professional services for building owners on fire prevention, evacuation procedures and fire safety

FENZ operates 24 hours a day and the majority of their services operate out of community-based fire stations around NZ.

Why Might Community Patrol Volunteers Liaise With Fenz?

You may need to liaise with FENZ to:

- Provide information to FENZ personnel or the Comms Centre should a fire break out in areas you are patrolling. Information you may need to give includes:
 - The scene location
 - The numbers involved
 - The size and type of fire, for example, a fire in a building, kitchen or car
 - The location of the fire, for example, basement, upper storey
 - How to get to the fire, for example, street directions or the part of the venue where the fire is located
 - Any health and safety risks they should know about, such as chemicals

You may also be required to assist with:

- Moving crowds to safety
- Securing the scene
- Act as a witness in any investigation over the fire

Fires are extremely dangerous. You must pass on accurate information quickly to minimise damage and maintain safety. It is important to remember that:

- Not having enough fire trucks and personnel can mean there is

widespread damage, harm and even death

- Having too many fire trucks or personnel is a waste of resources. It can potentially mean there are not enough to attend other emergencies

Ambulance Services

Public ambulance services in NZ are mostly run by St John and the Wellington Free Ambulance Service. St John provides ambulance services for approximately 90% of New Zealand's population, and Wellington Free provides ambulance services in the Wellington and Wairarapa Region. Ambulance Officers care for and save the lives of thousands of New Zealanders and visitors to the country.

They provide the following services:

- Medical attention, first aid and transport to people who may be sick or injured
- Assistance to Police and fire services in emergency situations
- Response to 111 emergency calls
- Attendance at events (for example, sporting and music events), where there will be large crowds
- Set up of emergency centres in areas where natural disasters or major incidents have occurred.

Both ambulance services operate 24 hours a day, seven days a week. They have ambulances, four-wheel drive vehicles, Rapid Response Units and motorcycles. During events such as the America's Cup down at the Auckland Viaduct, they also had mobile patrols on pushbikes

Why Might Community Patrol Volunteers Liaise With Ambulance Services?

The role you are performing will determine the way you liaise with the ambulance service. If

you are working at a venue with crowds, the ambulance personnel will already be present at the site. This may mean that all communications are passed through Security Officers, Police or through a designated communication channel. You will need to know and follow the protocols.

While on patrol, if you come across a person who is unwell or injured, you will need to contact an ambulance by dialling 111. Provide the following information about the situation:

- Where—the location they need to come to, including directions on how to find you
- What—the situation, for example, workplace accident, car accident, or medical emergency such as a cardiac arrest
- Who—the people involved and the number of people involved
- Health and safety information, such as fire, chemicals or live wires.

The ambulance personnel may also provide you with information on what you should do to:

- Provide first aid or support
- Keep other people involved in the incident or accident safe

Civil Defence And Emergency Management (CDEM)

CDEM responds to natural disasters and other emergencies. Local authorities (councils) are responsible for civil defence in your area. Local councils work in partnership with emergency services and other organisations to ensure the effective delivery of civil defence emergency management within its area. Each council will have its own emergency plan on how it will deal with civil defence emergencies.

Civil Defence services include:

- Supporting people and businesses to plan and be prepared for an emergency
- Providing education on how to prepare and what to expect in a civil defence emergency
- Providing essential information on survival and first aid kits for emergencies
- Working with businesses and neighbourhoods to initiate community awareness and ways to protect the people and their community in the event of a civil defence emergency
- Providing designated Civil Defence centres. These are activated by volunteers in the event of a civil defence emergency.

Why Might Community Patrollers Liaise With Civil Defence Staff?

During an emergency and/or natural disaster you may be asked to:

- Monitor unsecured premises
- Relay information about the emergency in your area, such as:
 - The layout of the building
 - The number of people in the building
 - How many people were able to evacuate

Remember, any information you pass on must be clear, accurate and factual. Not passing on accurate information can result in people being in dangerous or vulnerable positions at a time when they need help.

Civil Defence staff may also give you instructions on what to do in the event of a civil defence emergency. They may ask for your input into planning and preparing for emergencies.

Neighbourhood Support NZ

Neighbourhood Support aims to make people's homes, streets, neighbourhoods and communities safer. Neighbourhood Support also works closely with the Police and many other organisations, such as local councils and security companies to:

- Reduce crime
- Improve safety
- Help people be prepared to deal with emergencies and natural disasters.

Services provided by Neighbourhood Support NZ include:

- Sharing information that will help reduce crime
- Reducing graffiti, vandalism and violence
- Improving the safety features and appearance of the neighbourhood
- Assisting with any civil emergencies that may occur
- Knowing when and how to contact Police, other emergency services or support agencies
- Liaising and cooperating with other community groups.

Why Might Community Patrol Volunteers Liaise With Neighbourhood Support NZ?

- To provide information about crimes and/or potential situations that could lead to crime occurring
- To share information to prevent future crime occurring
- To help with solving crime
- To receive information about suspicious activity or crime that is occurring
- To keep you and others safe
- To allow you to more closely monitor problem areas
- To prevent crime and maintain security

Where you need to pass on information, you must use the correct communication channels and share the information in a timely and accurate way. Failing to pass on timely and accurate information can mean that community safety is put at risk and the needs of the community are not met.

Local Territorial Authorities

Territorial authorities are the second tier of local government in New Zealand, below regional councils. There are 67 territorial authorities: 13 city councils (including Auckland Council), 53 district councils and the Chatham Islands Council.

The following functions are generally run through local councils. They aim to keep people and communities safe. Their functions include:

- Noise Control Officers
- Dog control
- Parking enforcement

Noise Control Officers

Noise Control Officers investigate when complaints have been made about unacceptable noise in communities. Their role is to determine whether the noise is reasonable and within levels that are allowed. They may use monitoring equipment to determine if the noise is excessive (too loud).

If the noise is excessive, they may serve a written direction to reduce the noise, which is enforced for up to 72 hours. Failure to obey the notice can result in equipment being seized (taken) or a fine of up to \$10,000.

Animal Control Services

Individual councils will have by-laws that cover animal control. Animal control services vary from region to region, but generally offer services that:

- Promote responsible dog ownership
- Ensure dog registration and other regulatory requirements
- Provide education resources and programmes
- Provide animal shelters

Parking Enforcement

Individual councils will have by-laws that cover parking. Parking enforcement services vary from region to region, but generally offer services that:

- Monitor parking such as mobility parking spaces, drop off points, loading zones, bus stops and general parking areas
- Fine and/or tow-away facilities for people not following the parking signs

Other Function

Incidents or functions that a patroller might report can include but not limited to the following:

- Flooding
- Street lighting issues
- Rubbish (Fly Tipping, littering, rubbish bins overflowing)
- Freedom camping Bylaw breaches
- Water leaks
- Street signage damage or missing
- Potholes or other roading and footpath issues
- Vegetation issues (Blocking signage or visibility)
- Graffiti
- Property damage of Council owned property

Why Might Community Patrollers Liaise With Local Territorial Authorities?

In your role, you may come across situations where there is a breach of the rules of these

organisations. Where there is a breach, you will need to call for the assistance of the appropriate organisation. You will need to give accurate and timely information to that agency so that they can act correctly.

Some LTA's use an app on smartphones or tablets or have a 24 hour phone helpline or email system they use for reporting. It is important for patrollers to familiarise themselves with their local LTA reporting requirements.

Maori Wardens

Maori Wardens have specific powers constituted under the Maori Community Development Act 1962. This Act gives Maori Wardens the ability to limit unruly behaviour on licensed premises. Their philosophy is 'aroha ki te tangata' which translates as 'compassion for the community'.

The Maori Community Development Act 1962 gives Maori Wardens the power to:

- Tell bar staff to "abstain from selling or supplying liquor to any Maori who in the opinion of the Warden is in a state of intoxication, or is violent, quarrelsome, or disorderly, or is likely to become so, whether intoxicated or not"
- Remove the person from licensed premises
- Confiscate their car keys.

Services of Maori Wardens include the following:

- Discourage crime on the streets
- Assist in keeping youth and people safe
- Deliver young people home to their parents
- Confiscate alcohol in liquor ban areas

- Support people in the courts

Why Might Community Patrollers Liaise With Maori Wardens?

Where you think the situation would be better dealt with by a Maori Warden you need to refer the situation on. You may be the one to talk with the Maori Wardens face to-face or it may be directed through your PLO, who will then contact the Maori Wardens. Maori Wardens may provide information on situations occurring in their communities which may impact on criminal and/or unsafe behaviour. Community Patrollers may work with Maori Wardens during big events such as the Cricket World Cup and so on.

Pasifika Wardens

Pasifika Wardens are similar to Maori Wardens in that they are a valuable asset in working with Pasifika people. They do not have legislative powers as the Maori Wardens do, and they operate along the same lines as Community Patrols.

Why Might Community Patrollers Liaise With Pasifika Wardens?

Community Patrollers work with Pasifika Wardens in the same context that they do Maori Wardens.

Retailers And Business Associations

Retailers and Business Associations share information about what is happening in their area to help maintain security and prevent theft. They often have websites that provide information and articles about security and the latest practices.

Why Might Community Patrollers Liaise With Personnel From Retailers And Business Associations?

The retailers may have identified activities that

could cause potential problems for them and/or for others. This information can include:

- Informing you of any shoplifters operating in the area
- Passing on information of events that occurring in the retail area that may impact on people and security
- Updating you on risks and/or potential hazards that have been identified
- Providing information about crimes that have been committed in the area

You may be required to pass on information to retailers regarding:

- Any suspicious activities you have seen
- Hazards you have identified
- Acts of graffiti or vandalism
- Possible breaches in security, such as doors left unlocked or alarms not set
- Evidence that a crime may have been committed or is in the process of being planned (i.e. a broken window, jimmed locks).

Most liaison you have will be with retail owners or managers. Knowing who you communicate with is important. Any conversations you have with retail owners must be professional, accurate & factual. Inaccurate information or delays in passing on information can put the security and safety of workers, owners and shoppers at risk.