

Kaimanaaki

Neighbourhood Support Guide



neighbourhoodsupport.co.nz

Kia Ora!



We are delighted to welcome you into the growing Neighbourhood Support whānau.

At Neighbourhood Support we believe that a well-connected community helps to improve safety, resilience, and wellbeing for all.

Being involved in Neighbourhood Support comes in many forms. You might attend street meetups, stay connected online or by email, host street barbeques, organise kai swaps, or undertake community beautification projects.

As a member of Neighbourhood Support you'll be able to receive emails keeping you up-to-date with what's happening in your community, access tips and tricks to improve the safety of your home, learn how to get prepared for emergencies, and so much more!

By supporting each other we can solve local issues and make our neighbourhoods safe and welcoming for all.

To learn more visit neighbourhoodsupport.co.nz.



Know Your Neighbours

The most important action you can take to make your community safer is get to know the people who live around you. People who know each other are more likely to offer, accept, and ask for help when needed.

3 Ways To Connect With Your Neighbours:

- **Reach Out**

It just takes a wave! Say ‘Kia ora!’ or introduce yourself. There are many ways to make your street welcoming to people of all backgrounds and cultures.

- **Look Out**

Help keep your community safe by looking out for your neighbours. If something doesn't look right, let someone know or get help.

- **Help Out**

It's the little things that make a big difference. Have a chat with someone who lives alone, or bring in the mail for a neighbour who is away.

Check out our Neighbourhood Support Plan for ideas on how you and your neighbours can connect.



Community Wellbeing



Physical, mental, and emotional wellness are all equally important to our overall sense of wellbeing.

To create safer, more caring communities, we need to look after ourselves and those around us. If you suspect someone close to you is experiencing harm (be that physical, verbal, or emotional), it's okay to offer support.

- You could start by asking them, “Are you OK? Is there anything I can do?”
- If someone opens up to you, listen and take what they are saying seriously.
- If you believe someone is in danger, phone 111 immediately.

No one experiencing harm should go it alone. There are free resources and services out there to support you and those around you, to get the help they need.

For more resources and advice visit [mentalhealth.org.nz](https://www.mentalhealth.org.nz), [health.govt.nz](https://www.health.govt.nz), [areyouokay.org.nz](https://www.areyouokay.org.nz) and [police.govt.nz](https://www.police.govt.nz).



Keeping Property Safe

Here are some top safety tips from the New Zealand Police to help protect your home and belongings:

- Always securely lock up. Burglars can enter through unlocked doors and windows.
- Put away tools and ladders which could be used to help a burglar break in. Garden sheds and garages should also be secured.
- If you're planning to be away for an extended period, notify a trusted neighbour who can look after your place, collect mail, and report any suspicious behaviour.
- Don't have personal details such as your name, number, or address on your keys/key chains.
- Consider making security upgrades such as installing better locks, window stays, sensor lights, and alarms.
- Mark or engrave your valuables and keep a record of serial numbers.

For more advice visit [police.govt.nz/advice](https://www.police.govt.nz/advice).



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa



Vehicle Safety & Security

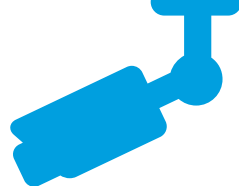
There are simple steps we can all take to keep our vehicles safe and secure:

- Always lock your vehicle when you leave it.
- Take keys with you when you leave your vehicle.
- Don't leave items (especially valuables) in your vehicle. If you must leave items in the vehicles, then hide them out of sight.
- Park in well-lit areas if possible.
- Install a car alarm, steering lock, or good quality chains for extra security.
- When at home, ideally keep all vehicles in a garage or out of sight.
- Protect your vehicle number plates from theft by replacing plastic screws with stainless steel ones.
- Keep in contact with your neighbours and let one another know if you notice any suspicious behaviour around vehicles in your neighbourhood.

For more advice visit [police.govt.nz/advice](https://www.police.govt.nz/advice).



CCTV



CCTV (closed circuit television) is becoming increasingly common. There are a few things you need to know about how it can be used.

You can record anything on your private property, with a few exceptions:

- If part of your CCTV footage captures a neighbour's property, you must ensure that it only includes areas that are publicly visible from the road.
- If you are a landlord who is renting the property out, you must disclose and receive consent if you are using CCTV. Areas where individuals would expect privacy (such as the inside of the home) must not be recorded.
- It is illegal to setup CCTV in public places such as footpaths or local parks.

If you are concerned about a neighbour's use of CCTV we recommend speaking with them first. You can also learn more about your rights by reading the CCTV guidelines on the Privacy Commission website [privacy.org.nz](https://www.privacy.org.nz).



Fire Safety



Everyone has a responsibility to keep their community safe from fire. That means being fire safe at home and in public areas.

Below are some tips for preventing or dealing with a fire in your neighbourhood or home:

- Discuss fire safety with neighbours and exchange emergency contact details.
- Ensure smoke alarms are regularly tested and working, with one in every hallway and within 3 metres of every bedroom door.
- Complete a home fire safety checklist and create an escape plan for your household.
- In the event of a fire, get out immediately, then call 111. Advise emergency personnel of the address and whether anyone is still inside.
- Remember - once out, stay out!

For more fire safety tips or to complete a checklist, visit [fireandemergency.nz/at-home](https://www.fireandemergency.nz/at-home).



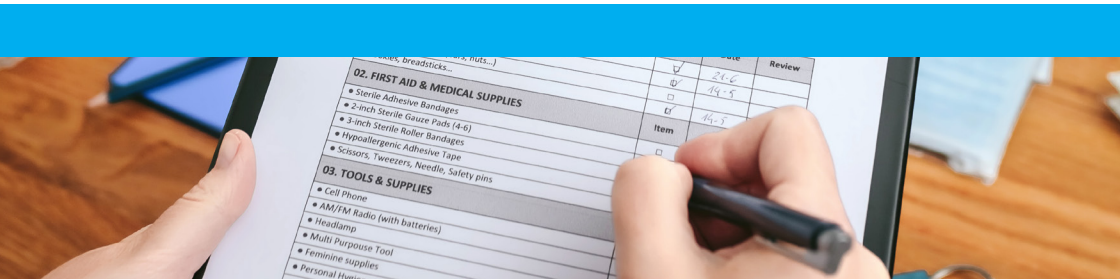
Emergency Preparedness

From earthquakes to severe storms, power outages, and even pandemics - it's important to be prepared for whatever life throws our way.

To get, and stay, prepared for emergencies you should:

- Be prepared and able to manage on your own for at least three days.
- Have a 'grab bag' ready with emergency essentials such as snack food, bottled water, a first aid kit, flashlight, radio, warm clothes, important documents, and required medications.
- Have a household plan, including where you will meet in case you're unable to get home.
- Fix and fasten! Take steps to make your home safer in the event of natural disasters.
- Get to know your neighbours, because in an emergency they are often your best point of call for support.

You can learn more at getready.govt.nz and eqc.govt.nz/prepare.



Online Safety

As our world becomes increasingly connected digitally, it's more important than ever to stay aware of potential threats to personal or financial safety online.

Here are some common tips to protect yourself online:

1. Never give out your passwords or account details.
2. Never share personal or financial information over text or email.
3. Be wary of unexpected deals or login requests.
4. Do not respond to texts from unknown numbers, or any that appear suspicious.
5. If a friend sends you a text with a suspicious link, call them to make sure they weren't hacked.
6. If a business sends you a text that you weren't expecting, call them to verify its authenticity using the phone number on your bill or their website.
7. Don't respond or click on any links to verify your account information.

For free help or advice, Netsafe is available seven days a week on **0508 NETSAFE** or by emailing help@netsafe.org.nz.



For Further Assistance



NZ Police, Fire, Ambulance in an Emergency - 111

Non-urgent Police reporting - 105

You can also report online - 105.police.govt.nz

Crimestoppers - Report anonymously - 0800 555 111

Victim Support - 0800 842 846

Family Violence Support - 0800 456 450 or
areyouok.org.nz

Alcohol and Drug Helpline - 0800 787 797

Mental Health - Call or text 1737 anytime for free
support from a trained counsellor

Healthline - Free advice from trusted medical
professionals - 0800 611 116 or health.govt.nz

Rural Support Trust - 0800 787 254

Youthline - Free call 0800 376 633 or free text 234

Seniorline - Advice for older people - 0800 725 463

New Zealand Newcomers Network - newcomers.co.nz

Tenancy Services - 0800 836 262 or tenancy.govt.nz

Contact local councils for noise concerns, dog control,
tree removal etc. These numbers can be found online.





My Neighbourhood Support Contact:

A large white rectangular area intended for a user to enter their contact information.

Neighbourhood Support New Zealand

180 Molesworth Street
PO Box 3017
Wellington 6140

Phone Toll Free: 0800 463 444
Website: neighbourhoodsupport.co.nz

