

# COMMUNITY START-UP KIT

A Guide To Starting Neighbourhood Support In Your Community



Creating safe, resilient and connected communities.



# WHAT IS NEIGHBOURHOOD SUPPORT?

**Neighbourhood Support is a community initiative that connects neighbours with each other so that our neighbourhoods are safer and more caring places to live.**

## How Does It Work?

- Households form local groups with the people living and/or working in their locality. Groups can include businesses, schools and other community facilities.
- They share names and contact details, as well as the skills and resources in their household.
- They may choose to organise street events or meetings. The level of contact is up to each group.
- They may choose to have a Street Contact to help coordinate the group.
- They are kept informed by their local Neighbourhood Support organisation via regular newsletters and alerts when there is an emergency.
- Households and groups can access Neighbourhood Support resources, such as street or fence signs, letterbox stickers and information to help you keep you and your household safe.

# SETTING UP NEIGHBOURHOOD SUPPORT IN YOUR COMMUNITY

## The ABCD Method

We believe that it is important that local communities are able to organise Neighbourhood Support in the ways that work best for them, while still maintaining the principles and values of NSNZ.

**A.**

**Engage your  
community**

**B.**

**Join NSNZ**

**C.**

**Setup a  
Neighbourhood  
Support entity**

**D.**

**Start  
connecting!**

## A. ENGAGE YOUR COMMUNITY

**It is easier to get set-up if you have support from your local community.**

**There are a variety of ways to do this. You could:**

- Talk to some key local partners, such as NZ Police, your Council, Civil Defence, Fire and Emergency NZ and Community Patrols NZ.
- Service groups, such as Lions and Rotary, and resident's associations may also be keen to help.
- Organise a community meeting. Invite local people and local community partners.
- Neighbourhood Support NZ is happy to come along and explain how it works.
- Organise some community events, e.g. street barbeques, to talk to people about Neighbourhood Support and hear their ideas about what they want for their communities.

From these meetings or events form a group or committee that is prepared to get the organisation that will run your Neighbourhood Support up and running.

## B. JOIN NEIGHBOURHOOD SUPPORT NEW ZEALAND

**Once you have a coordinating group or committee up and running you can apply to join Neighbourhood Support New Zealand (NSNZ).**

It is FREE to join, and only organisations that are members' of NSNZ are able to call themselves Neighbourhood Support and use our logo and marketing resources.

There are other benefits to being a member of NSNZ, such as:

You become part of a network of other people and organisations involved in the same work, enabling you to share ideas and resources.

NSNZ is organised into 12 Districts, with each having an elected District Representative who helps connect NSNZ member organisations in their area.

You are able to access our Neighbourhood Support branded marketing resources, such as street signs and window / letterbox stickers.

Your organisation can also apply to NSNZ for funding grants.

You will be part of our national Memorandum of Understanding (MOU) with NZ Police.

This enables us to work alongside our Police partners so that we can share information and intelligence, and have free office space in local Police stations if that is available.

You will receive information, support and advice from our National Office in Wellington.

This includes access to the Members' Toolkit in the Members' Only section of our website.

NSNZ can work with you to help you get set up. To join, complete the NSNZ Membership Application Form and return it to NSNZ National Office. The NSNZ Board considers and approves applications for membership.

## C. SETUP A NEIGHBOURHOOD SUPPORT ENTITY

**In order to run Neighbourhood Support in your community you will need an organisation of some sort to coordinate and administer the work.**

**There are two main options for this:**

- **Set up a new organisation**
- **Partner with an existing organisation**

**Formal or Informal?**

It is possible to coordinate Neighbourhood Support in your area through an informal group. While this may seem easier initially, it is often not a sustainable option in the long term. Running Neighbourhood Support through a formal, legal entity enables you to apply for funding from grant-makers and can make it easier to keep things running when people in lead roles move on.

The option you choose will depend on what works best in your community. If you decide to set up a stand-alone organisation, the NSNZ Toolkit has a range of resources that can help you decide which legal structure will suit you best. Usually organisations choose to become either an Incorporated Society or Charitable Trust. National Office can provide you with advice on writing your Constitution or Trust Deed.

In addition to deciding on which structure will suit you best, the coordinating group will have some other important decisions to make:

- Who is going to help set up Neighbourhood Support groups in your area? Some NSNZ members are entirely run by volunteers and others employ a staff member to coordinate, promote and administer operations.
- What tools will you need to run Neighbourhood Support? At a minimum you will need access to a computer so that you can maintain a database of the households and groups that join, and the ability to email and communicate with them.
- How will you manage funds? You may need to set up an independent bank account. You will also need to think about what budget you will need, and where this income will come from.



*Neighbourhood Support groups come in many shapes and forms!*

## C. SETUP A NEIGHBOURHOOD SUPPORT ENTITY

Some examples of how Neighbourhood Support can be run...

### Neighbourhood Support Waitakere

Neighbourhood Support Waitakere is an Incorporated Society which was set up to run Neighbourhood Support in the west Auckland area of Waitakere.

It has a governing committee of volunteers who employ two staff members to carry out day to day operations.

The staff work out of the local Police Station.

### Connecting Communities

Connecting Communities is a not-for-profit organisation that was set up in Masterton to coordinate a network of support services and initiatives to help strengthen individuals and their neighbourhoods. Neighbourhood Support is one of the services it runs. They employ a Neighbourhood Support Coordinator who works out of their Masterton offices.

### Hastings Neighbourhood Support

Hastings District Council runs Neighbourhood Support in their area.

They employ a dedicated staff member to coordinate Neighbourhood Support.

### Neighbourhood Support Western Bay of Plenty

Neighbourhood Support Western Bay of Plenty is an umbrella organisation that coordinates Neighbourhood Support operations in their area, including Tauranga, Te Puke and Papamoa.

Rather than each community setting up their own entity they are organised under one entity and employ a manager to support volunteer groups in each location.



## D. START CONNECTING

**When you have things set up you will be ready to start connecting neighbours in your community.**

There are no hard and fast rules about how to go about it, but most NSNZ Member Organisations follow a process that looks something like this...

### Promote

Get the word out that Neighbourhood Support is up and running and invite people to join. Some effective promotional activities include:

- Leaflet drops in streets
- Driveway meetings
- Street events, e.g. BBQs
- Have a stall or BBQ at a local place or event.
- Media, e.g. your local newspaper, radio, Facebook, partner's newsletters.

### Sign Up

When households want to join, ask them to fill in a Sign Up form.

Connect them with other households in their street or help them set up a new street group.

Give each new household a Welcome Pack.

Enter new households into your database.

### Maintain

Keep your households and street groups informed through regular communications.

Organise, or help organise, events and promotions that keep people connected and promote safety and prevention messages.

E.g. Our monthly National Campaigns and Neighbours' Day Aotearoa.

**The NSNZ Members' Toolkit has further resources that can assist member organisations.**



# QUESTIONS?

Contact our Community Advisor,  
Kelsey Scarr:

0800 463 444

[kelsey@neighbourhoodsupport.co.nz](mailto:kelsey@neighbourhoodsupport.co.nz)

**Creating safe, resilient and connected communities.**