

Kaimanaaki

Neighbourhood Support Guide



neighbourhoodsupport.co.nz

Kia Ora...



Welcome to Neighbourhood Support!

We are so happy to have you as a kaimanaaki (supporter) within our growing whānau.

At Neighbourhood Support we believe that a well-connected community helps to improve the safety, resilience and well-being of all residents.

Neighbourhood Support is a great way to get to know the people that live around you. You will receive emails and alerts that will keep you up-to-date about your community, gain tips and resources to improve your household and neighbourhood safety, learn how you can be better prepared for emergencies, and more!

By working together we can support each other, solve local issues and make our streets and neighbourhoods safer and more welcoming.



About Us

Neighbourhood Support is a nationwide community led movement that brings people and neighbourhoods together to create safe, resilient and connected communities.

We work alongside New Zealand Police and other partners to equip neighbourhoods to improve safety, be prepared for emergencies and support one another so that our communities are great places to live.

Being involved in Neighbourhood Support comes in many shapes and forms.

You could meet regularly or as needed, stay connected online or by email, host barbecues or events, volunteer to be a street contact, undertake some neighbourhood projects, or even start your own group. Whatever works best for you and your community!

To learn more, visit our website:
neighbourhoodsupport.co.nz



Know Your Neighbours



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

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 them 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.



Looking After Yourself

Physical, mental, and emotional wellness are equally important to our overall health. To create safer, more caring communities we need to not only look after ourselves but those around us as well.

Whether you, a family member, friend, or neighbour is experiencing verbal abuse, mental and emotional distress, or even physical harm - know that no one has to go it alone. There are free resources and services out there to support you and get people the help that they need.

Remember, abuse of any kind is never okay. It's a crime and needs to be reported to Police. After all, nearly half of all homicides in New Zealand are family violence related. **If someone's safety is threatened, phone 111.**

For more resources and advice, visit:

mentalhealth.org.nz | health.govt.nz
areyouokay.org.nz | police.govt.nz



Keeping Your Property Safe

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

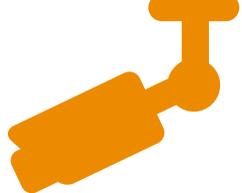
- Always securely lock up. Burglars can enter through unlocked doors and windows.
 - Put away tools and ladders which could be used to help a burglar break in. Garden sheds and garages should also be carefully secured.
 - If you're planning to be away for an extended period, notify a trusted neighbour who can look after your place, collect mail and report any suspicious behaviour.
 - Guard keys. Don't have personal details such as your name, number or address on them.
 - 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)



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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 some exceptions.

If part of your CCTV footage captures a neighbour's property, ensure that it only includes areas that are publicly visible from the road. It is also illegal to setup CCTV in public places such as footpaths or local parks. If you are a landlord who is renting the property you must disclose and receive consent if you are using CCTV and cannot do so where individuals would expect reasonable privacy (such as bedrooms and bathrooms).

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 visiting the CCTV guidelines on the Privacy Commissioner 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 as well as in our streets.

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. Remember - once out, stay out!
- **In the event of a fire, always call 111.** Advise emergency personnel if anyone is still inside.

For more fire safety tips or to complete a checklist, visit: 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. In an emergency, your neighbours are often your first responders and best chance for getting through.

To help you stay prepared, you should:

- Be able to manage on your own for at least 3 days. In case of an evacuation, have a bag ready with emergency essentials such as snack food, bottled water, a first aid kit, flashlight, radio, warm clothes and important documents or 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.

getready.govt.nz | eqc.govt.nz/prepare



Scams + Online Safety

As our world becomes increasingly connected digitally, it's more important than ever that we stay aware of potential threats to our personal or financial safety online. Scammers do not discriminate and will often prey on the most vulnerable members of our community.

Here are some common tips to protect yourself online:



1. Never give out your login or account info.
2. Be wary of unexpected deals or contests.
3. Only shop on trusted and verified websites.
4. Report abusive or harmful content.
5. Back up your data so it can't be lost.
6. Check and adjust your privacy settings.
7. Log out after using a shared computer.
8. Install anti-virus software and updates.

For free help or advice on everything from cyber bullying to scams, Netsafe is available seven days a week on **0508 NETSAFE** or by emailing: help@netsafe.org.nz



For Further Assistance



IF IT'S AN EMERGENCY, ALWAYS PHONE 111
NZ Police, Fire or Ambulance - 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

Are You OK Family Violence Helpline - 0800 456 450

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 | 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

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





My Neighbourhood Support Contact:

[Blank white area for contact information]

Neighbourhood Support New Zealand

180 Molesworth Street
PO Box 3017
Wellington 6140

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

