2022-2023





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1. Acknowledgement

We acknowledge the traditional custodians of the land where we live, the Arrente people, and pay our respects to their Elders past, present and their future leaders. We acknowledge and respect their continuing culture and the contribution they make to the life of Mparntwe/Alice Springs and this region. We also acknowledge the Elders past, present and future of all communities and cultural groups of Central Australia.

Lhere Artepe Aboriginal Corporation is the organisation that represents the Native Title Holders of Alice Springs. They are the landowners and the custodians. Show Respect.

The Alice Springs Social Order Response Team expresses its gratitude to everyone that has engaged with the team to discuss their concerns, provide ideas and solutions, and willingness to work together to deliver a whole of community response.

ASB	Anti-Social Behaviour
CBD	Central Business District
CCTV	Closed Circuit Television
DCMC	Department of the Chief Minister and Cabinet
ОСМ	Office of the Chief Minister
TFHC	Territory Families, Housing and Communities
AG&J	Attorney-General and Justice
DoE	Department of Education
DoH	Department of Health
DIPL	Department of Infrastructure, Planning and Logistics
DITT	Department of Industry, Tourism and Trade
ASTC	Alice Springs Town Council
MRC	MacDonnell Regional Council
CDRC	Central Desert Regional Council
CLC	Central Land Council
CAAC	Central Australian Aboriginal Congress
GYC	Gap Youth and Community Centre
ASYASS	Alice Springs Youth Accommodation and Support Services
AFLNT	Australian Football Rules Northern Territory
СААМА	Central Australian Aboriginal Media Association
PWC	Power and Water Corporation

2. Acronyms

Related Documents
Fact Sheet – Alice Springs SORT
Mparntwe/ Alice Springs Social Order Response – Environmental Scan
No School No Service Information Pack & Collateral
Sub-plan – Active Outreach to Rough Sleepers and Illegal Campers
Workshop Report – DFSV – Social Order Response Plan
Sub-plan Licensed Premises Response Plan
Patrollers' Network Terms of Reference & Guidelines & Patrol Route Maps
Fact Sheet – Trespass on Businesses
Trespass Notice (Businesses)
Fact Sheet – Trespass on Town Camps
Trespass Notice (Town Camps)
Fact Sheet – Drinking in Public Areas of Town Camps
Fact Sheet – Last Drinks Survey
Last Drinks Survey
Statement of Commitment
Meeting Templates
Reporting Templates
Alice Springs Social Order Response – Communication Plan
Alice Springs Social Order Response – Monitoring Framework

3. Vision

Mparntwe is a safe, secure and thriving community: where everyone belongs and feels included.

4. Principles

To achieve our vision, this response will be guided by the following principles:

- 1. No tolerance for anti-social behaviour and criminal activity.
- 2. Coordination across all levels of services and agencies; Government, non-government, business and the local community will work together through a coordinated and collaborative approach to addressing anti-social and criminal behaviour.
- 3. Agencies and organisations will share data to identify issues and will respond with a sense of urgency and intervene as soon as issues are identified.
- 4. Utilising a community partnership, problem-solving methodology that leverages resources from all agencies and organisations.
- 5. Interventions must include both social service and statutory approaches.
- 6. Coordinated responses that target locations, groups and times where anti-social behaviour and crime is concentrated.

5. Context

Mparntwe/Alice Springs is the land of the Arrente people who have lived in the Central Australia desert for tens of thousands of years. Alice Springs is situated roughly in Australia's geographic centre and is the third largest town in the Northern Territory.

As Alice Springs is the regional hub of Central Australia, it attracts Aboriginal people from all over the region and well beyond, including communities from remote Western Australia, South Australia and Queensland who frequently travel to Alice Springs to utilise essential services such as doctors, pharmacies and supermarkets. Aboriginal residents usually live in the suburbs, on special purpose leases (or town camps), or further out at Amoonguna to the south, and on small family outstation communities on Aboriginal lands in surrounding areas.

The traditional owners of the Alice Springs area are the Central Arrernte people. As it is the largest town in Central Australia, there are also speakers of Warlpiri, Warumungu, Kaytetye, Alyawarre, Luritja, Pintupi, Pitjantjatjara, Yankunytjatjara, Ngaanyatjarra, Pertame, Eastern, and Western Arrernte.

Alice Springs began as a service town to pastoral industry and the introduction of the rail line increased its economy. The largest employer in Alice Springs is now the Northern Territory Government, with 8% of employed people working in government administration, 7% in school education, and 4% in the Alice Springs Hospital. However, the local economy is somewhat reliant on domestic and international tourism, with 4% of its workforce employed in providing accommodation.

Alice Springs offers a range of festivals and events and has a strong arts and culture sector that plays a major role in reminding people of the diversity of the town as well as the rich history and cultural heritage of Alice Springs which contributes to social cohesion and a sense of identity for its residents.

Sport and active recreation are vitally important parts of the fabric of life in the Northern Territory, with benefits to health, wellbeing, social and community engagement. Alice Springs has high rates of participation in many different sports, including tennis, hockey, Australian Rules Football, netball, basketball, golf, soccer, rugby and boxing.

Many children and young people are not attending school regularly. The Department of Education provides a number of engagement strategies and resources to support students to engage in education programs every day in Alice Springs. In Alice Springs there are 12 government and 8 non-government schools. Each government school has an Aboriginal Education Officer and secondary schools also have Home Liaison Officers. These staff support students to engage in learning and families to engage with the school. The student engagement team in the region consists of 7.5 staff members who work with students, families, schools and interagency providers supporting access and engagement to education and learning and coordinating support and referrals to services such as health and allied health.

Student engagement staff work with youth outreach and re-engagement officers in relation to disengaged youth identified by police and Territory Families, Housing and Communities (TFHC), to ensure coordination of case management and education support provision and are currently working with TFHC to coordinate an approach to supporting these youth.

The Town Camp movement was catalysed by the displacement of people from their traditional lands and steadily built momentum from early 1974 with the incorporation of the first Town Camp Housing Associations. The Associations and Tangentyere Council Aboriginal Corporation (TCAC) were formed by Town Campers to support their efforts to gain access to land, housing, water, electricity, municipal services, community services and to address the shared experience of disadvantage. TCAC was incorporated in 1979 as a service provider and umbrella organisation for the Town Camp Housing Associations, and these associations are the corporate members of the Council. Tangentyere is an Arrente word meaning 'Working Together'.

There are 16 Town Camps in Mparntwe (refer to below table), which are located on the fringes of the township, home to over 600 individual members. Tangentyere Council offers service provision to more than 270 individual households in the Alice Springs Town Camps and in excess of 10,000 people from a region that covers approximately 873,894 square kilometres having strong cultural links into remote Central Australia. Town Camps are culturally and linguistically rich with more than five Aboriginal languages and cultures being spoken and practised.

Name	Alias
Akngwertnarre	Morris Soak
Anthelk-Ewlpaye	Charles Creek
Anthepe	Drive In
Aper-Alwerrknge	Palmer's
Ewyenper-Atwatye	Hidden Valley
Ilparpa	Ilparpa
Ilperle Tyathe	Warlpiri
llyperenye	Old Timers
Inarlenge	Little Sisters
Irrkerlantye	White Gate
Itwiyethwenge	Basso's
Karnte	Karnte
Lhenpe Artnwe	Hoppy's
Mount Nancy	
Mpwetyerre	Abbott's
Nyewente	Trucking Yards
Yarrenyty Arltere	Larapinta Valley

The latest crime statistics shows that commercial break-ins, house break-ins and property damage has risen significantly in the past 12 months, and more assaults, including domestic and family related assaults. This is having a significant impact on the health and wellbeing of people living in Alice Springs, as well as the economy, resulting in financial stress to business owners.

6. Identified problems

Identified problems in the Alice Springs Community broadly fall into eight main categories: (e.g.)

- Antisocial behaviour (ASB) by both adults and youth in public places, including shopping centres;
- Public alcohol consumption;
- Volatile and inedible substance abuse;
- Domestic and family violence;
- School attendance;
- Community amenity such as broken windows and poorly lit areas within the Central Business District (CBD), abandoned trollies, Wi-Fi access, rubbish and graffiti;
- Illegal camping; and
- Safety in the CBD related to late night venues.

7. Our Response

The Northern Territory Government, in partnership with Lhere Artepe, the Alice Springs Town Council and the Chamber of Commerce are implementing a range of measures to support the community and improve social outcomes. However, family dysfunction, crime and antisocial behaviour continues to have a significant impact on the local community, businesses and families in Mparntwe/Alice Springs, and more needs to be done. This response focuses on three key areas to improve safety, support stronger families and engage young people. This work aligns with existing strategies, the Lhere Artepe Cultural Protocols and is aimed at delivering direct improvements in these areas.

Community Amenity					
We will:	Timeframe	Partners	Integration Lead	Measures	
• Improve safety through environmental design, including construction of safety zones, and improved lighting and wayfinding.	Annual review By March 2023	DCMC DIPL ASTC Chamber of Commerce DITT	DIPL	Review of 2018 CPTED audit and lighting audit. Implementation plan for priority safety zones, lighting & wayfinding.	
• Support businesses to implement beautification projects, repairs and graffiti removal.	By March 2023	DCMC DIPL ASTC Chamber of Commerce DITT	ASTC	Identify grant funding sources and street art programs. Enforce statutory and compliance resources to manage unsightly and unsafe sites.	
• Enhance community amenity through promoting the Neat Street App and enforcement of Council By-laws.	By March 2023	ASTC PWC	ASTC	Deliver an awareness and uptake program for Neat Streets Collect and enforce by- laws for shopping trolley management (or other effective measures)	
 Support the development of WiFi hubs in public places, public housing and Town Camps to improve access to online services. Use this platform to push education and awareness messaging to the community. 	March 2023	TFHC Tangentyere ASTC Media Outlets Tourism NT DoH NT Libraries Businesses	TFHC	Implementation plan for roll out of WiFi hubs in Town Camps and public housing. # of WiFi Hubs at Town Camps & Public Housing # of WiFi hotspots in public places. Comms plan developed # of video message developed	

 Coordinate collective responsibility for improved public amenity, rubbish disposal and public area maintenance in Town Camps. Corrections work crews to assist residents to improve amenities. DIPL to work with Corrections and ASTC to respond to public dumping of rubbish. 	December 2022	Tangentyere TFHC CHCA AG&J ASTC DIPL	TFHC DIPL	Town Camp amenity initiative implemented ongoing. Corrections Work Crew proposal developed and implemented. Public dumping of rubbish response developed. Amount of rubbish collected by site.
 Support community engagement, activation, promotion and place- making through Activate Alice, which provides leadership and coordination through a schedule of events, programs and activities. 	February 2023	Activate Alice is guided by a Working Group, with membership to include DCMC, ASTC, TCA, Chamber of Commerce, Hospitality NT, Lhere Artepe Aboriginal Corporation and DITT	DCMC	 Measures of success for the first 6 months of the project include: Establishment of the Working Group. Establishment of central source of information. ongoing calendar of programmed events and activation. Grant program and guidelines. Developing and managing the Activate Alice brand and evaluation framework. Improved community sentiment.

Priority Social Order Responses					
We will:	Timeframe	Partners	Integration Lead	Measures	
• Improve the coordination of cross-government, business and community patrols.	September 2022	DCMC NT Police Talice Security TFHC ASTC Tangentyere Lhere Artepe NIAA DoE (School Engagement)	NT Police	Review ToRs for Patrol Leaders' Meeting and for the Patrollers' Network Commence Patrol Leaders meetings twice per week Commence Patrollers' network meetings daily in public spaces in the CBD # Patrol Leaders Meetings % attendance of patrol partners at meetings	
 Integrate and regionalise CCTV monitoring and virtual patrols. Implement a patrollers' group communication network. 	March 2023	NT Police Talice Security ASTC Chamber of Commerce Yeperenye Shopping Centre	NT Police	Business case developed CCTV integrated at a single point of control Patrollers' communication network commenced	
 Implement a patrol hub and patrol directive for: Foot patrol; Business engagement; Youth engagement; Late night venues; and Public reassurance. 	September 2022	NT Police Talice Security TFHC ASTC Tangentyere Lhere Artepe DoE (School Engagement) LNT	NT Police	Patrol Strategy Developed # of patrols by type, location and patroller role	

Young People					
We will:	Timeframe	Partners	Integration Lead	Measures	
• Reinvigorate the 'No school, No service' campaign by working with business owners to support the re- engagement of young people in school.	September 2022	DoE TFHC NT Police Talice Security ASTC Chamber of Commerce/ Businesses	DoE	Collateral and fact sheets developed Packages delivered to business # of businesses registered for the NSNS initiative # ongoing engagement visits with businesses # students re-engaged with school School attendance rates	
 Commence a Youth ICG that integrates and coordinates the work of the youth services sector, in Alice Springs, including: Youth Services Sector Mapping Project; The NTCOSS led youth voice project; Development of the NTCOSS Service Directory for youth in Alice Springs; Finalisation of the Alice Springs Youth Action Plan 2023 plus; Development and oversight of school holiday programs and afterhours youth programs; and Work with service providers to deliver wrap around services outside 	By 2022 By December 2022	DCM TFHC NT Police DoE ASTC GYC Tangentyere NTCOSS CAAC Headspace Saltbush ASYASS Other youth services	ASTC DCMC	ToRs for YICG endorsed NTCOSS survey Directory reviewed and updated for Alice Springs School holiday program developed Continuation of youth services after hours and over summer	

school hours and over the summer/xmas holiday break.				
 Family Responsibility Agreements 	September 2022	TFHC DoE NT Police Youth Services	TFHC	# of FRAs developed # of shared FRAs by Lunar and DFSV Network
 Implement Restorative Community Service with a sense of urgency following an incident. Support Lhere Artepe to be included in the Restorative Youth Justice Conferencing panel contract for Mparntwe Review Youth Diversion services and funding to have a responsive regional 	March 2023	TFHC Lhere Artepe NIAA NT Police GYC JSS MRC CDRC Chamber of Commerce/Busin esses	TFHC and NT Police	Restorative Community Service included in youth diversion options Lhere Artepe included on panel contract for RYJC Youth Diversion programs for central Australia streamlined, regionalised and funding reviewed with a view to increased funding for MacDonell regional council

	Sport and Recreation					
We	e will:	Timeframe	Partners	Integration Lead	Measures	
•	Promote and support community health and wellbeing by connecting sporting bodies and organisations to support Town Camps.	March 2023	Peak sporting bodies TFHC Tangentyere	TFHC	# of connections between individual town camps and sporting bodies	
•	Work with communities and AFLNT to support community football on communities. Review and consider opportunities to enhance sports and recreation programs in communities.	March 2023	TFHC AFLNT	TFHC	 # of matches played on communities # of youth sport and recreation programs # of youth sport and recreation activities 	

			Alcohol		
We	will:	Timeframe	Partners	Integration Lead	Measures
•	Work with town camps to develop Community Alcohol Management Plans and support Central Land Council to develop applications for communities wanting to be dry areas.	By June 2023	DCM DoH LNT NT Police	DCMC	# of Community Alcohol Management Plans# of applications for communities to be dry areas
•	Develop fact sheet and guidance for public alcohol consumption in Town Camps.	September 2022	TFHC NT Police Tangentyere	TFHC	Fact sheet prepared and disseminated to police
•	Work with licensed premises to improve their response to managing the alcohol consumption of patrons and monitoring problematic drinkers, and ensure compliance and enforcement of the Liquor Act 2019.	December 2022	Licensees NT Police DoH LNT (DITT) Fire & Rescue Service	DITT	Sub-plan and Ops Order developed Operation conducted # of inspections by type # of compliance breaches by type
•	Revitalise Alice Springs Liquor Accord. The Accord to consider issues such as: a) Updated Terms of Reference b) Patron and Licensee code of conduct c) Cultural awareness and RSA training d) Supply and special events management e) Other harm reduction measures.	March 2023	LNT NT Police Licensees Hoteliers Association NT Major Events	DITT	ToR endorsed Code of Conduct endorsed # training sessions by type # of compliance breaches Proportion of compliance checks satisfactory

• Develop and implement a Last Drinks Survey for Police watch houses, A&E, Patrollers, sobering up shelters.	November 2022	NT Police DoH TFHC DASA Tangentyere	TFHC	Fact sheet and survey developed Survey conducted Data analyses and dissemination
• Agencies to ensure referrals to the Banned Drinkers Register where problematic alcohol use is identified.	October 2022	DCMC DoH TFHC NT Police Courts CAAC Tangentyere	DoH	# BDR referrals by agency
 POSI Strategy to be developed and disseminated. 	October 2022	NT Police LNT Chamber of Commerce Licensees Hospitality NT	NT Police	Strategy briefed to be communicated to relevant stakeholders

Transport					
We will:	Timeframe	Partners	Integration Lead	Measures	
• Explore opportunities to increase commercial passenger transport and ridesharing and identify safe pick up and drop off zones in the CBD.	By February 2023	DIPL CPV Operators	DIPL	# of CPV providers	
 Explore after-hours bus service (CBD to suburbs) 					
 Explore courtesy busses with licensees and sports clubs. 	December 2022	LNT	DITT	# of premises supplying courtesy bus service	
• Develop a proposal to pilot vehicle lockdown to CBD and options to permit taxi access to the mall to improve safety in the CBD.	By February 2023	DIPL CPV Operators Licensees Police	DIPL	Pilot proposal developed Pilot undertaken Pilot evaluation complete	
• Develop a proposal for Biz Secure to be extended to CPVs for GPS, Cameras, and barrier shields.	December 2022	DITT CPV Operators	DITT	Biz secure in place for CPV providers	

Review provision of safety		DIPL		
services at the School bus	December			Commencement of
interchange.	2022	Police	DIPL	alternate and extended transport options
Consider Transit Safety Officers for Alice Springs		DoE		

Domestic and Family Violence						
We will:	Timeframe	Partners	Integration Lead	Measures		
 Review operations and impact of Family Safety Framework in Alice Springs. 	December 2022	CAFSVAN TFHC Police	DFSV-ICRO	Review complete and disseminated.		
Urgently Review Family Safety Framework operations in Alice Springs.	November			Review undertaken & short report provided. CRAT utilised by all		
Agency responses to domestic and family violence must be undertaken with a sense of urgency.	2022 CAFSVAN TFHC Police NTCOSS DoE	CAFSVAN	NT Police / TFHC ODFSVR	agencies. Attendance at designated levels at FSF and other designated fora. Reinvestment in a multi-		
• Accountability from services and agencies, with joint reporting and demonstration of outputs.		Police NTCOSS		agency collocated response. # CRAT/RAMF, Safe &Together training		
• All agencies will use the NTG Risk Assessment and Management Framework.		DoH		sessions and attendance numbers by agency. # of referrals to and Family		
• Integrated multi-agency responses to DFSV are redeveloped and strengthened including collocation of key agencies.	November 2022			Safety framework by agency. % of accepted referrals. % of accepted referrals with shared case plan.		

Homelessness and Housing					
We will:	Timeframe	Partners	Integration Lead	Measures	
		TFHC NT Police		Sub-plan complete	
				Outreach program commenced	
Implement an active				# of services referred and delivered by service type	
outreach program for illegal campers and rough	September 2022	ASTC Tangentyere	TFHC	# of supports provided by category	
sleepers.		DoH CAAC		Outreach hours and patrols delivered by location	
				Three and six month desktop evaluation undertaken	
 Formalise the active outreach program for illegal campers and rough sleepers to be managed and undertaken by the homelessness sector Consider a centralised reporting/intake mechanism for referrals for people experiencing homelessness and rough sleeping. 	December 2022	TFHC Homelessness Sector DoH	TFHC	Program co-design complete Contract re-negotiation for provision of services by the NGO sector	
• Work with the Commonwealth to ensure Centrelink is attending regional communities, town camps and public housing to ensure they have the right entitlements.	February 2023	NIAA DCM TFHC DSS	NIAA	 # Centrelink visits by location type # or individuals receiving additional entitlements 	
Review the Return to Country and Bush Bus services to meet the needs of visitors in consultation with service provider/s and communities.	November 2022	DCMC Tangentyere Bush Bus DoH Courts CLC MRC & CRC	DIPL DCMC	Transport services to remote communities are effective and sustainable	

 Housing – review of Visitors Park occupancy levels and duration, assess if need for structured camping options. 	^{iber} TFHC	TFHC	Assessment complete Need for structured camping confirmed or otherwise
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Cultural Authority					
We will:	Timeframe	Partners	Integration Lead	Measures	
 Support Lhere Artepe to promote their on-country protocols including; Signage at entries to Mparntwe, Todd Mall and key sites; WiFi push feeds; and Messaging via Imparja, CAAMA and other media. 	December 2022	DCMC Lhere Artepe DIPL TFHC (Heritage) NIAA	NIAA	Signage designed Signage erected # of media messages developed # of media messages broadcast	
• Support Lhere Artepe to develop and implement a Traditional Owner's day and night patrol.	March 2023	Lhere Artepe NIAA DCM	NIAA	Day patrol contracted Night Patrol contracted Lhere Artepe join Patrollers' Network	
• Expand Victim Offender Conferencing in Alice Springs to include Lhere Artepe under the RYJC panel contract.	March 2023	TFHC Lhere Artepe	TFHC	TFHC RYJC panel contract includes Lhere Artepe Staff recruited and trained Service provision commences	

Communications					
We will:	Timeframe	Partners	Integration Lead	Measures	
• Develop a communication strategy for ongoing communications in social media, commercial media and local media.	October 2022	All parties to this plan	SORT	Communications Plan complete	

8. How will we know it worked?

The following performance measures will be used to monitor outcomes:

Performance Indicator	Direction
Proportion of students attending school	
Child protection/family support services data	. ↓
PHSO complaints & responses	+
Number of assaults	+
Number of domestic violence related assaults	+
Alcohol related assaults	+
Sexual assaults	+
House break-ins	+
Commercial break-ins	+
Motor vehicle theft	+
Property damage	+
Alcohol related accident & Emergency admissions	+
Youth Crime Apprehensions	+
Public drinking & inedible substance use	+
Young people out late at night	+
Young people engaged in sport, recreation and other prosocial activities	1
Perceptions of public safety	1

9. Governance and Reporting Arrangements

The Alice Springs Social Order Implementation Council, with secretariat from the Department of the Chief Minister, will be the lead mechanism and accountable body to implement the plan and to ensure regular monitoring and reporting across Government.

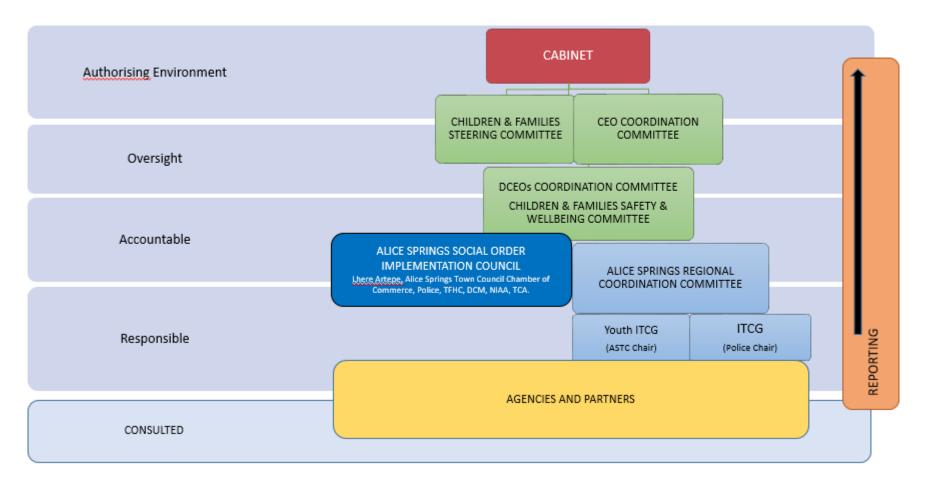
The Alice Springs ITCG and Youth ITCG, via the Regional Coordination Committee, will be the key driving mechanisms responsible for tasking and coordinating the plan.

Other agencies and organisations identified as the 'Integration Leads' are accountable for the delivery of the initiatives for which they are the lead organisation including reporting to the respective ITCG, Regional Coordination Committee and Implementation Council as required.

Monthly reporting on implementation and quarterly outcome reporting to Cabinet via the CEO Coordination Committee, Children and Families and Standing Committee and Deputy Chief Executive Committees.

The Northern Territory Social Order Response Team will maintain a monitoring, support and coordination role.

Alice Springs Social Order Response Governance and Accountability Map



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