



ACT Neighbourhood Watch Association Incorporated

Annual General Meeting 2025

14 October 2025

ANNUAL REPORT TO MEMBERS

Introduction:

It has been a busy and productive year. We have welcomed new members and been presented with new ideas whilst progressing our core business.

The emphasis has been on strong communication and on-going engagement with our members, stakeholders and partners (Crime Stoppers, ACT JaCs, ACT Police) and the community.

It is a progressive journey rather than a destination and it can only be managed with the involvement of members and volunteers. Thank you all.

1. Board of Management:

Thanks are given to:

- the NHWACT membership;
- Area Contacts, their committees and members;
- NHWACT Facebook Administrators and Moderators;
- Our partners ACT Policing and Act & Region Crime Stoppers; and
- Various support personnel.

A special thank you to the NHWACT Board of Management and Executive. They have provided support, guidance and direction to the organisation and assisted in progressing the activities outlined in the Strategic and Operational Plans.

I have particularly appreciated the support which has been provided to me since I became President, initially in an interim capacity in December 2024 and then as President since June 2025.

At the end of the 2024-25 financial year the Board of Management comprised the following members:

President:	Jude Bowman
Vice President North:	Clare McGrath OAM
Vice President South:	Albert Orszaczky
Secretary:	Angela Di Pauli
Treasurer:	Lily Wang
Public Officer:	Angela Di Pauli
Regional Representative Gungahlin:	Sep Westerhuis
ACT Policing Representative:	A/g Inspector Anna Daw

Advisory Members

Media Adviser:	Ian McLean
Membership Secretary:	Jude Bowman

2. Strategic Planning and Activity:

The NHWACT Executive met in late January to review our Strategic and Operational Plans and assess progress and the budgetary position.

Two significant initiatives have been brought to fruition:

a. Developing a new constitution:

During the course of the financial year and in the lead up to this AGM, work has been progressed to develop a new Constitution. This has been in the pipeline for several years and a draft was circulated earlier this year to members for comment.

The new Constitution is a simplified document and is based on the ACT Model Rules.

We appreciate the significant contribution made by members and in particular a small group of dedicated and interested volunteers who have helped us to navigate the legal and compliance requirements.

The final version of the document was circulated to participants in advance of this meeting and will be the subject of a members' vote under item 7 of the AGM Agenda.

Members attending in person and on-line will be asked to vote on adopting this new document. A 75% majority in favour of the revised constitution is required for it to be ratified.

b. Membership Database Review:

The review of the Membership Database, previously identified as a priority has now been completed. Further comment on this work is provided below under item 4b.

3. Public Events and Functions 2024-25:

NHWACT has participated in a wide range of community events, frequently in conjunction with our partners from ACT Policing and ACT & Region Crime Stoppers.

15 July 2024	NHWACT Members Forum
26 July 2024	NHWACT and ACT Policing attendance at MCCA Chinese Seniors meeting
1 August 2024	NHWACT and ACT Policing attendance at MCCA Indian Seniors meeting
2 August 2024	NHWACT and ACT Policing attendance at MCCA Vietnamese Seniors meeting
6 August 2024	NHWACT and ACT Policing attendance at MCCA Serbian Seniors meeting
27 August 2024	NHWACT and ACT Policing attendance at MCCA Italian Seniors meeting
25 September 2024	COTA Seniors' Expo
2 November 2024	Bunnings Belconnen
2 November 2024	Bunnings Tuggeranong
5 December 2024	Bunnings Belconnen Christmas Markets
1 February 2025	NHWACT Strategic Planning Day
21 – 23 February 2025	Royal Canberra Show with ACT Policing and ACT & Region Crime Stoppers
28 March 2025	Volunteering ACT Expo
30 March 2025	Watson Day
2 April 2025	NHWACT Members' Forum
5 April 2025	Africa in the Park
17 April 2025	Aus India Fair with ACT Policing
10 June 2025	Host delegation from University of Singapore

4. Other significant activities:

Other items worthy of note include progress on accommodation, membership, TROVE, repository of photos and stories, NHWACT Street Sign renewal Program, Managing IT, social media and website.

a. Accommodation:

In May 2025, after lengthy negotiations, NHWACT secured a lease for space at 2 Grattan Court Wanniassa. The 5 year lease, through the ACT Government, covers a meeting room and storeroom.

Previous arrangements relating to this space were at no cost to NHWACT.

The new lease incurs a rental fee of approximately \$600/month with an annual increase of 3% from 1 July for each year of the lease.

A generous meeting table and chairs have been donated to NHWACT for use in the meeting room obviating the need to purchase these items. For the first time, this provides flexibility to conduct meetings and small gatherings on site.

b. Membership:

With much of our communication now being progressed electronically, it is essential that our records accurately reflect our membership.

During the 2024-25 financial year, work has continued to improve the quality and accuracy of membership records. The majority of the 'heavy lifting' involved in this work has now been completed.

There is a need, however, for on-going efforts to ensure our membership records are continually updated to reflect:

- new members;
- changes to details for existing members;
- advice received that members have moved out of the ACT, have passed away or wish to resign their membership of NHWACT, and
- notifications that emails sent have not been able to be delivered.

In the period 1 July 2024 to 30 June 2025:

- 61 new members were welcomed to NHWACT.
- Of this number, 46 were in North Canberra and 20 in South Canberra.
- The age distribution of new members demonstrates that although we are attracting some younger members (ages 18 -30) with 6 new members, the majority of new members are in the age groups 31 -50 (32 new members) and 51 and over (23 new members).

c. TROVE:

Australia's legal deposit legislation has been expanded to incorporate publications produced electronically and a partnership of national and state libraries has developed the National E-Deposit (NED) portal to assist publishers meet these legal deposit obligations. The ACT Heritage Library helps publishers based in the ACT to register with NED and to deposit their publications.

The ACT Heritage Library collects publications that document the social, cultural and economic life of the Territory including those produced by NHWACT and local NHW groups.

Angela Di Pauli, Secretary NHWACT has been progressing work to capture NHW newsletters from as far back as 2016 (we know some areas have newsletters much earlier than 2016). This is a significant undertaking and is being progressed in consultation with Area Contacts focussing on those areas which still produce newsletters.

In addition to ensuring we meet our legal obligations, this work will also ensure that the history of the organisation is captured and is available for future reference if required. Our thanks to Angela for her on-going contribution to this work.

d. Repository of photos and articles:

Our media adviser, Ian McLean has been capturing NHWACT participation at events and functions for many years and preparing articles for publication in the NHW Australasia journal and elsewhere. As an initial step to ensure this part of our history remains accessible, Ian has consolidated relevant photos and made them available for reference as required.

Our thanks to Ian for his on-going commitment to this work.

e. NHWACT Street Sign Renewal Program:

The NHWACT Street signs available in many Canberra suburbs are a visual message to the community about the presence of NHW.

The signs are usually placed at the main points of entry to a suburb with other locations considered on a case by case basis.

Arrangements for the supply and installation of the signs have changed over the years and the work is now carried out by an ACT Government approved provider at the request of NHWACT.

Many of the signs have been in place for more than 30 years.

Over recent years, NHWACT has progressed:

- the replacement of aged and damaged signs;
- identification of locations for new signs, including in new suburbs.

There has been significant progress with this program during 2024-25, thanks in part to information being provided to Area Contacts & NHWACT and also in response to advertising on Social Media through the NHWACT Facebook Page and local NHW Facebook Groups. Many thanks for your on-going assistance with this program.

This is an on-going program which is funded by NHWACT. Signage is quite expensive and on occasions it is necessary to rationalise requests.

f. Managing IT arrangements:

Over recent years, NHWACT has increasingly embraced information technology to help us keep pace with a rapidly changing and increasingly complex environment.

To ensure we are able to manage requirements effectively, NHWACT has engaged the services of an IT Service Provider, Ian Urquhart.

Ian specialises in providing Not-For-Profit organisations such as NHWACT with a full range of IT services. Services are procured on a fee for service basis and Ian's contribution has been immediate and significant. He has provided the Board with confidence that our IT environment is fit for purpose and suitable for the needs of the organisation.

g. Social Media:

NHWACT has been using Facebook for a number of years at NHWACT level and also with a number of local NHW Facebook Groups. After an initial period of activity and support, in recent years any NHW related presence on Facebook was largely attributed to the on-going efforts of a single NHWACT Admin and a dedicated group of local NHW Facebook contacts. Thank you for your on-going contribution.

It is clear that social media is an effective way of getting our message to the community and helps us to reach many more people than just our members.

During 2024-25 NHWACT has invested resources in growing our social media presence. The results have been seen significant growth relating to both the NHWACT Facebook Page and NHW Facebook Groups at a local level.

This work has been progressed by Sharon Leigh-Hazell in consultation with the Executive of NHWACT. There has been a sustained effort to:

- engage new/additional moderators and admins
- rejuvenate existing Facebook Groups which no longer had an admin
- establish new Facebook Groups
- grow our presence on Facebook

- provide training and support as required.

Overall, we now have more than 23,000 followers on our Facebook groups and pages.

In addition to the NHWACT Facebook Page, there are 17 local NHWACT Facebook Groups and 2 Facebook Groups providing support administered by 22 volunteers. What a great effort!

3 new Facebook Groups have been established including Hawker/Weetangera, Wanniasa/Monash and Inner South (Kingston, Narrabundah, Barton, Red Hill).

4 existing NHW Facebook Groups have been rejuvenated including Forde, Scullin, Melba/Spence and Aranda/Cook/Macquarie.

In addition to sharing relevant messages from other sites (eg. Crime Stoppers, ACT Policing, ACCC etc) there have been significant achievements in developing our own content and providing support and assistance to ensure our on-going success in the social media space. NHWACT has recently obtained a not-for-profit licence for a publishing tool called Canva. The program, which is free to NHWACT, can be made available for up to 50 users to use in preparing newsletters and Facebook information.

Commitment to this work is on-going and ideally would be progressed by a volunteer or a small team of volunteers under the guidance of a social media manager. In the interim, this role is being capably and professionally fulfilled by Sharon Leigh-Hazell.

Our thanks go to all those involved in progressing this work.

h. Website:

Changes to the website continue to be made on an as-required basis. It can be a slow and expensive process.

We now have capacity to manage simple uploads from within the organisation thanks to our web post volunteers. This activity primarily involves uploading area newsletters and ACT newsletters.

An overview of the website indicates that:

- Search engines, especially Google, are the primary traffic driver.
- The homepage and the community safety page are the most visited, indicating strong interest in general information and safety initiatives.
- Content related to reporting crimes and contact details is among the most accessed, suggesting users are seeking actionable or support information.
- Engagement is relatively strong with an average of 58 seconds spent per active user.
- Total Page Views: 10,028
- Total Users: 3,006

- Traffic Sources
 1. Google (Organic Search): 44.66% of total traffic
 2. Facebook (Social): Approximately 10% of total traffic
 3. Other Sources: Remaining traffic came from direct visits, referrals, and other channels.
- Top 5 Pages by Views:
 1. ACT Neighbourhood Watch – Community Led Safety and Awareness
→ 26.34% of total page views
 2. Reporting a Crime → 5.44%
 3. Area Newsletters Archives → 5.16%
 4. Apply to Be a Member → 4.49%
 5. News → 4.47%

i. Communications:

As indicated previously in this report, good communication is an important aspect of how we operate. It covers our face to face community engagement, social media and website presence, newsletters and interaction with members.

Improvements to our membership database have facilitated a much-improved capacity for electronic communication.

Consistent branding and easy to read promotional materials have also been key considerations.

In all communication, it is important to provide a balance in the amount and frequency of information provided to ensure positive engagement. To this end, an annual calendar is being developed to help us better manage our communication with members in particular.

5. Awards:

There were no awards presented by NHWACT during 2024-25.

Two ACT Members have however been recognised in Honours Lists.

- Greg Blood of Florey was awarded an OAM in the Australia Day Honours List
- Clare McGrath, Vice President North was awarded an OAM in the King's Birthday Honours List in May 2025.
- Congratulations to both Greg and Clare.

NHW Australasia's Chairman Bernie Durkin was also recognised in the King's Birthday Honours List.

6. Partnerships, Corporate Membership and Representation

- a. The Australian Federal Police and ACT & Region Crime Stoppers continue to partner with NHWACT to promote safety and security across the Canberra community.

- b. Neighbourhood Watch Australasia:

In March 2025 Angela Di Pauli , Secretary NHWACT replaced Laurie Balckall as the NHWACT representative on the NHW Australasia Board.

- c. ACT Government – Justice and Community Safety Directorate (JACS):

JACS coordinates a regular forum involving ACT Policing, ACT & Region Crime Stoppers and NHWACT to discuss items of mutual interest and to identify projects on which to collaborate. NHWACT attendees include Angela Di Pauli and Jude Bowman.

- d. ACT Policing:

A/g Inspector Anna Daw continues to be the AFP Representative on the NHWACT Board of Management.

AFP has again provided an annual grant of \$25,000 to enable NHWACT to produce information, promotional material and other initiatives to support our contribution to community safety. They also provide a range of AFP specific merchandise for use at community events.

Our Memorandum of Understanding with AFP has been renewed for a further two year term and provides the framework for support and collaboration between our two organisations.

An invitation has been extended to the ACT Chief Police Officer to address the NHWACT Board.

- e. ACT and Region Crime Stoppers:

Angela Di Pauli remains the NHWACT representative on the ACT and Region Crime Stoppers Board.

We extend our thanks to Crime Stoppers for providing stocks of merchandise for use at community events.

- f. Volunteering ACT:

We have continued our membership of Volunteering ACT and welcome their CEO, Jean Giese as our guest speaker at this AGM. We look forward to growing our interaction with Volunteering ACT.

Conclusion:

The level of activity has been significant but there is more to do if we are to continue to make a meaningful and positive contribution to the community.

Our capacity to deliver initiatives will depend on our ability to engage with existing members and attract new members with skills and interests which can be used to promote safer and more secure communities.

It may not always be comfortable to embrace new ideas and ways of doing business but it is important that we are open to such opportunities and explore how they can be of benefit and how to progress them. It's a team effort.

Please contact us if you would like to join us on the journey.P

Jude Bowman
President