



Strategic Plan
2025-29

Last updated: 3 Feb 2025

NHW ACT Strategic Plan 2025-29

1. About Neighbourhood Watch

Neighbourhood Watch ACT (NHW ACT) is a community-led safety and crime prevention awareness program that is run in close association and partnership with ACT Policing. It is run by local people for people in their local area to increase safety, security and instil a sense of quality of life for everyone.

2. About this document

This document is a three-year rolling Strategic Plan. The Strategic Plan sets longer term organisational objectives. This plan is about setting our direction to accomplish our mission. It defines objectives and identifies outcomes that achieve our mission.

This Strategic Plan informs the Operational Plan which defines activities that support achievement of the strategic objectives.

3. Foundation

Our Mission

“To foster the safety and security of neighbourhoods and connected communities in partnership with ACT Policing.”

Our Vision

To be the leading community-based organisation promoting safety and security across the whole ACT community.”

Goals

To build and maintain effective relationships with Government, Industry and not-for-profit organisations to enable us to achieve our mission.

To be well connected with our partners, members and the community.

To be a well-managed and compliant not-for-profit organisation.

To build and maintain aware and engaged communities.

4. Strategic Objectives

OBJECTIVE ONE

Effective Governance of Neighbourhood Watch ACT:

- Document management to be centralised and retrievable
- Financial control – centralised management of funds
- NHW ACT Policies – cycle of development, maintenance and review
- Review NHW ACT structure/ operating model

OBJECTIVE TWO

Increase awareness of, and involvement in Neighbourhood Watch across the ACT:

- Improve communication (two way)
 - NHW ACT Web page
 - Social media
 - Email
 - Letterbox/newsletter
- Events
- Media
- Partners and other stakeholders
- Marketing/advertising
- Maintain membership records and develop member services/capability and activities

OBJECTIVE THREE

Effective and up-to-date communications:

- Managed IT System
- Shared on-line data/ documents
- Centralised information management
- Two-way communications/feedback
- Engagement through diverse channels

OBJECTIVE FOUR

Maintain currency of knowledge and information:

- Working with partners and other stakeholders
- Training and support for new members, existing members, office holders
- Training to be – introductory, online, operational, on-going
- Sharing knowledge and information with all members and the wider community
- On-line presence for NHW/across the community

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