



**Neighbourhood
Watch SA**

a safe and connected community

AREA COORDINATOR GUIDE

Supporting volunteer leaders to build safer and
more connected communities

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SOUTH AUSTRALIA POLICE
SAFER COMMUNITIES



**Government of
South Australia**

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01 Introduction

This reference guide is designed to assist you in your role as an **Area Coordinator** by describing the key responsibilities of the role and providing some hints and tips.

Neighbourhood Watch SA (NHW) is a South Australia Police (SAPOL) community crime prevention program delivered in partnership with the NHW Volunteers Association of SA Inc (NHW VASA).

The NHW vision is to **build a safe and connected community**.

NHW Areas are spread across South Australia and are managed locally by community-minded volunteers.

NHW volunteers drive the NHW vision in their local area through crime prevention initiatives and activities. They also hold regular public meetings to develop strategies to address local crime issues and develop community connections.

02 Definitions

Police Volunteer Program (PVP) – SAPOL’s volunteer program. All volunteers undertaking NHW or SAPOL business, except for those who **only** deliver NHW newsletters, must have ‘PVP status’, which means they have undertaken SAPOL volunteer training and have agreed to abide by the SAPOL Volunteers Code of Conduct.

NHW Police Volunteer – a NHW volunteer with PVP status. For more information see ‘NHW role requirements’.

NHW Supporter – a NHW volunteer who has completed a NHW Supporter application but does not have PVP status and is therefore only allowed to deliver NHW newsletters. For more information see ‘NHW role requirements’.

NHW volunteer – either a NHW Police Volunteer or a NHW Supporter.

Police Coordinator – a police officer who is the main SAPOL representative for a specific NHW Area.

District Community Engagement Section (DCES) – A section based in each SAPOL District (metropolitan) that develops, delivers and supports innovative crime prevention initiatives to meet local needs.

Crime Prevention Section (CPS) – A section based in each SAPOL Region (country and remote) that develops, delivers and supports innovative crime prevention initiatives to meet local needs.

Quorum – The minimum number of members required to be present at a meeting for it to be legally valid and for decisions to be officially made.

03 What is a NHW Area Coordinator?

A **NHW Area Coordinator** is a volunteer leader who serves as the primary point of contact for a designated NHW Area. The Area Coordinator plays a vital role in supporting crime prevention and building connected communities in partnership with SAPOL and is a key figure in maintaining the integrity, visibility, and effectiveness of the NHW program within their community.

04 Area Coordinator tasks and responsibilities

- Contact person for the Area including listing on the NHW section of the SAPOL website.
- Responsible for ensuring all volunteers have PVP status, unless they are NHW Supporters and deliver newsletters only.
- Work collaboratively with the Police Coordinator and office bearers.
- Organise, coordinate and chair the Area's NHW meetings.
- Ensure the Secretary's report is submitted on the NHW section of the SAPOL website after each meeting.
- Take a lead role in the Area's activities.
- Ensure the Area's NHW newsletter is approved by the Police Coordinator or, if the Police Coordinator is not available, the relevant DCES or CPS, prior to distribution.
- Maintain a record of the Area's NHW Police Volunteers and Supporters and their years of service.
- Liaise with the Area's Police Coordinator to organise years of service awards when due.
- Advise the Area's Police Coordinator and DCES/CPS of any changes to the Area's status or office bearers.
- Attend District/Region NHW meetings to:
 - obtain information to pass on to the Area from SAPOL, State Councillors and the NHW VASA Board of Management
 - take part in the annual election of State Councillors so the Area is represented at State Council meetings.
- Support the Police Coordinator.
- Promote and demonstrate the values of NHW and SAPOL.

05 Volunteers Code of Conduct

All NHW Police Volunteers receive the SAPOL Volunteers Code of Conduct as part of their PVP training and must abide by the Code of Conduct to ensure trust and high standards across the NHW program. They must:

- act with honesty and integrity
- conduct themselves in a manner that promotes a safe and harmonious work environment
- carry out volunteering activities promptly and be receptive and responsive to instructions from SAPOL staff
- perform duties in a diligent and competent manner
- respect diversity within the community and the workplace by recognising that all people are entitled to courtesy, fair and equal treatment
- avoid and report any possible conflicts of interest.

06 Key contacts

Police Coordinator

Each Area is assigned a Police Coordinator who is your link to SAPOL. As an Area Coordinator you will work closely with your Police Coordinator. The Police Coordinator will provide you with useful demographics and historical information about your NHW Area. You should contact your Police Coordinator and introduce yourself as soon as you start your role.

If you are not sure who your Police Coordinator is, please contact your District Community Engagement Section (DCES) (metropolitan area) or Crime Prevention Section (CPS) (country or remote).

District Community Engagement Sections (DCES) and Crime Prevention Sections (CPS)

Your DCES/CPS is responsible for community engagement in their District/Region, and they support the NHW program at a local level. You can contact them by calling your local police station and asking for the Community Engagement or Crime Prevention Section.

SAPOL NHW team and NHW State Coordinator

The SAPOL NHW team, located in SAPOL Headquarters, coordinates the strategic administration of the program.

Office bearers

Each NHW Area has a committee with PVP-accredited office bearers who are responsible for the efficient management of the Area. The office bearer roles are:

- Area Coordinator – organises the Area.
- Secretary – manages correspondence and takes minutes at meetings.
- Treasurer – manages finances and provides financial reports at meetings.

Your Area may choose to create other roles such as Newsletter Editor or Marketing Officer. An Area must have, as a minimum, an Area Coordinator and Secretary. If an Area holds funds, a Treasurer must be appointed.

07 Area meetings

Your Area's NHW meetings are attended by your committee members, who are all required to have PVP status, and are open to members of the public who are not required to have PVP status or any probity checking. Areas are required to hold at least four meetings per year. The venue and frequency of the meetings should be determined in partnership with your Police Coordinator. Meetings should be publicised at least two weeks prior to each meeting.

Meetings discuss local crime prevention initiatives. They are also attended by your Police Coordinator who provides a local crime report.

A quorum is achieved when half of the Area's committee members attend. A quorum must be achieved for every Area meeting. If a quorum is not achieved, the meeting must not progress.

Meeting location

Your Police Coordinator must approve your meeting venue.

The meeting venue should be inclusive of all potential participants. Appropriate venues include community halls and schools. Meetings should not be held in licenced premises during trading hours. The venue should have adequate disability access and toilets.

NHW meetings must not be held in private homes.

Meeting format

NHW meetings must be well managed, effective and documented.

All meetings should include:

- an agenda
- a welcome to attendees, noting of apologies and a list of attendees' names

- a review of the minutes/notes from the previous meeting and any business arising
- a review of relevant correspondence, both received and sent
- a Treasurer's report, if the Area holds funds
- a check for potential conflicts of interest.

Your Police Coordinator (or their proxy) should attend meetings to provide a local crime report. Plan your NHW meeting dates in consultation with your Police Coordinator to align meetings with their roster pattern.

Guest speakers

Guest speakers are permitted but should be apolitical, uncontroversial and aligned with the values of NHW. If they are politically affiliated, you and the Police Coordinator must ensure they are not attending in their political capacity and the information they are providing is completely factual, is not promoting their party and is not controversial or against the values of NHW.

Online meetings

If your NHW Area wants to allow online attendance, Microsoft Teams is the only platform that should be used. If you have online attendees, make sure their backdrops are appropriate and they mute microphones unless they are speaking.

Record keeping

Minutes

Minutes are written records of points discussed at a meeting. They enable the reader to understand what occurred but should not be a transcript of the meeting. Meeting minutes must be kept for seven years in either hard copy or electronic format. Minutes should be distributed to all committee members as soon as possible after the meeting to ensure actions are followed up and they should be ratified at the next meeting. The Secretary of your NHW Area is responsible for keeping accurate minutes.

Agenda

A meeting agenda is a structured outline of topics and activities to be discussed or acted upon during a meeting. An agenda helps participants prepare, stay focused, and manage time effectively. The agenda is prepared and circulated at least seven days prior to the meeting to allow attendees to prepare for discussion items. NHW meeting agendas are usually prepared by the Area Coordinator and/or the Secretary.

Secretary's Meeting Report

Secretary reports give the SAPOL NHW team and DCEs/CPSs some visibility as to what is occurring at NHW meetings. From these reports, the SAPOL NHW team and DCEs/CPSs can determine how often meetings are occurring, how many people are attending meetings, whether Police Coordinators are attending and whether there are guest speakers.

A Secretary Report must be completed within two weeks of each NHW meeting. To complete a Secretary Report, visit [Neighbourhood Watch - Tools and resources](#), fill in the electronic form and attach your meeting minutes. The report is reviewed by the SAPOL NHW team and filed for reference/use by SAPOL NHW and the DCEs/CPSs.

Local crime report

The Police Coordinator is responsible for bringing a local crime report to each NHW meeting to update attendees on crime trends since the previous meeting. The report can be published in your NHW Area's newsletter. Some offences will not be included in the crime report because their disclosure is not in the public interest.

08 Other meetings

District/Region NHW meetings

District/Region NHW meetings provide an opportunity for NHW Area Coordinators and State Councillors within that District/Region to discuss wider-reaching initiatives and ideas. A minimum of four District/Region NHW meetings must occur annually. One District/Region NHW meeting will include the election of State Councillors and the office bearers for these meetings.

Area Coordinators are expected to attend. If the Area Coordinator cannot attend, they may nominate an office bearer from their Area to be their delegate.

Area Coordinators provide a report about their Area's activities and State Councillors share information provided by the NHW State Coordinator and the NHW VASA Board of Management at the most recent State Council meeting. It is also the forum to present information/ideas back through State Councillors to the NHW VASA Board.

Area Coordinators share relevant information from the District/Region NHW meeting, including information passed on by the State Councillors, with their own NHW Police volunteers.

Any NHW Police Volunteer from that District/Region can attend the District/Region NHW meeting, but only the Area Coordinator or their delegate from each NHW Area present can vote. In other words, each Area only gets one vote.

Office bearers for the District or Region are elected from the attending Area Coordinators/delegates. Therefore, no NHW Area has more than one representative in an office bearer role.

The meetings follow an agenda and minutes are recorded.

NHW Police Volunteers must advise the meeting organiser of their intention to attend the meeting to ensure the meeting venue is of sufficient size.

A quorum is only required for the annual District/Region NHW meeting at which State Councillors and the Group committee are elected. A quorum is achieved if the number of attendees exceeds the number of people to be elected. If the quorum is not achieved, the meeting must not be held.

State Council meetings / State Councillors

NHW State Councillors are elected NHW Police Volunteers acting on behalf of the District/Region. They are elected by NHW Area Coordinators from their District/Region at an annual District/Region NHW meeting. They hold their position for two years and have voting rights at the NHW annual general meeting and at State Council meetings.

State Council meets four times per year with the NHW VASA Board of Management and the SAPOL State Coordinator. The role of State Council is to share information between the NHW Areas, the NHW VASA Board of Management and the SAPOL State Coordinator. State Councillors are responsible for the two-way flow of information – from the Areas to the NHW VASA Board of Management and the SAPOL State Coordinator and from the NHW VASA Board of Management and the SAPOL State Coordinator to the Areas via District/Region NHW Group meetings.

If a NHW Police Volunteer wants to be a State Councillor, they can self-nominate or ask another NHW Police Volunteer to nominate them. There is not a nomination form for a position on State Council. The nomination can be emailed to the returning officer (the person appointed to oversee and manage the election) or they can advise of their interest at the District/Region NHW Group meeting.

There is an agenda for each State Council meeting and minutes must be taken and distributed.

NHW VASA Board meeting / NHW VASA Board of Management

NHW VASA has a formal Constitution, and the Board comprises of members elected from general membership, and two external community members selected through an interview process.

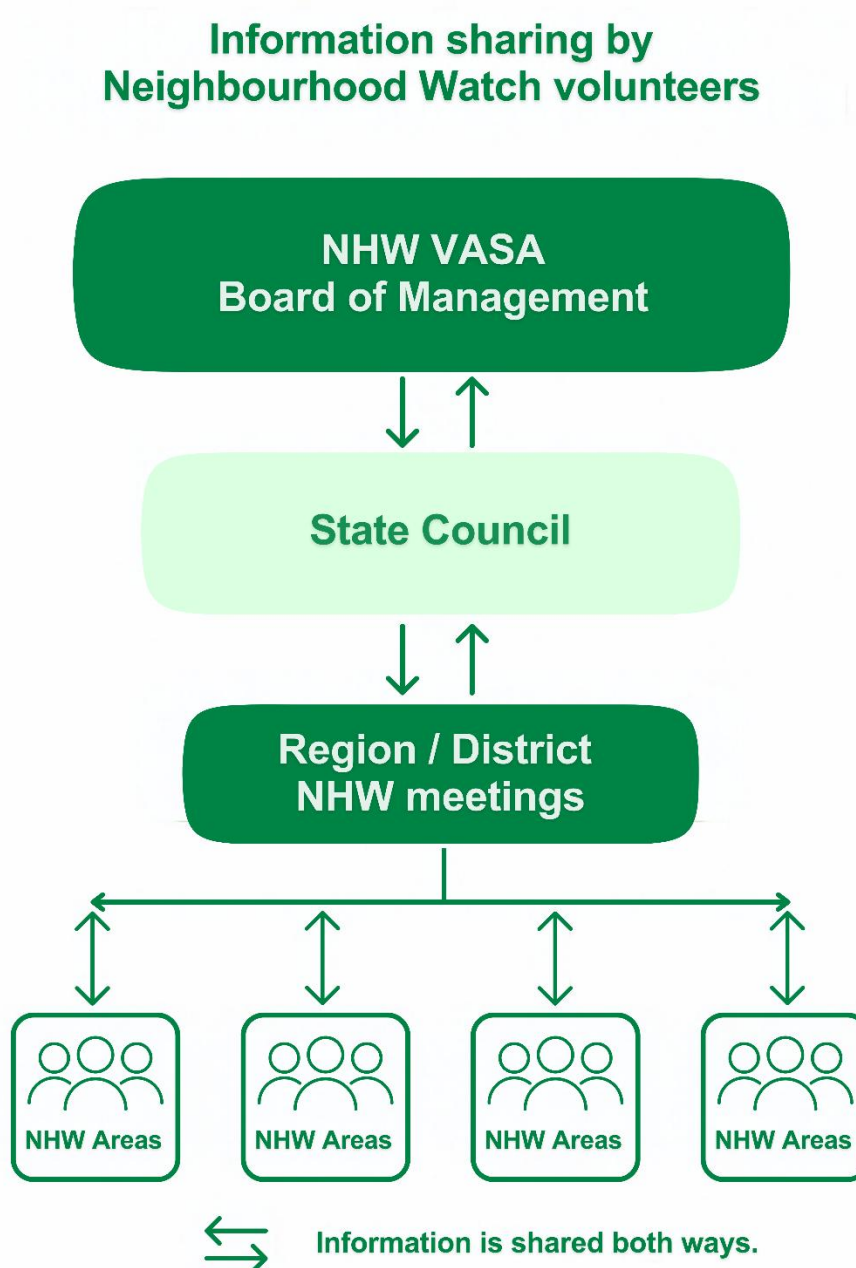
All elected positions become vacant on a two-year cycle and members are elected at the annual general meeting held in November each year.

Board office bearer roles are President, Vice President, Secretary and Treasurer.

Area Coordinators do not attend Board meetings. This is a closed meeting.

Information sharing within Neighbourhood Watch

The following diagram shows how information is shared between NHW Areas, District/Region meetings, State Council and the NHW VASA Board of Management. Information flows both ways, ensuring local issues and ideas can be shared upwards while key information is communicated back to NHW Areas.



09 Running an Area

Opening a new Area

A new NHW Area can open when a community demonstrates a desire for and a commitment to sustaining a NHW Area. This is usually determined through SAPOL-hosted public meetings and petitions. Once the decision is reached to form a new NHW Area, office bearers are elected at a minuted public meeting.

To start a new group, a police officer must complete an RF2215 form – ‘Application for new NHW Area’ – that includes:

- launch date
- NHW Area name
- NHW Area’s geographic boundaries
- Police Coordinator details
- Area Coordinator details
- Secretary details.

Prior to the NHW Area’s first official meeting, proposed office bearers must obtain PVP status.

A NHW Area must have a Treasurer if it has any funds. Money must be held in a recognised bank or financial institution in a NHW account. Funds must not be held in personal accounts.

New NHW Areas are eligible for a small grant from NHW VASA to assist with start-up expenses such as stationery or printing. Email SAPOL.NeighbourhoodWatch@police.sa.gov.au for information.

For more information on opening a NHW Area, read the ‘Starting a Neighbourhood Watch Group - checklist for community members’ available in the ‘Tools and resources’ section of the NHW website – www.nhw.sa.gov.au.

Closing an Area

All options for keeping an Area open should be exhausted before closing an Area. Potential closure should be thoroughly discussed with the Police Coordinator and the DCES/CPS before any decision is made.

What to think about before closing an Area

Sometimes a small change in how you run your group can make a big impact. If you are struggling to get people to come along to your meetings, try holding them at a different time. If people are time poor, hold less frequent meetings. And if people can’t get to the meetings, offer them the option of attending online using Microsoft Teams.

Consider why the group is seeking to close. If it is because there is a lack of awareness, SAPOL NHW can assist with promotion through local media stories, newsletter articles, social media and posters. Contact the team at SAPOL.NeighbourhoodWatch@police.sa.gov.au for support.

If promotion hasn't resulted in more interest, rather than disbanding completely, find out if you can amalgamate with another Area nearby.

If you do decide to close, keep in mind that your NHW Police Volunteers and Supporters may want to keep volunteering. Let them know they can join a neighbouring NHW Area using their existing badge.

If the decision is made to close

Please complete each of the following steps:

1. Schedule a final meeting with your Police Coordinator, DCES/CPS, office bearers and volunteers from the NHW Area.
2. At the final meeting, ensure meeting minutes are taken and retained for final recording purposes – minutes must note that the NHW Area is closing and to where remaining funds will be dispensed.
3. At the final meeting, collect ID badges from NHW volunteers who do not wish to continue volunteering in another NHW Area or in another SAPOL volunteer role and return them to your Police Coordinator or DCES/CPS.
4. Ask your Police Coordinator for a 'RF2215 Neighbourhood Watch SA – Change of Details' form. Complete the form and provide it to your Police Coordinator.
5. Dispose of physical assets/equipment that don't belong to SAPOL in the following ways:
 - sale (with the money obtained added to Area finances)
 - donation to another NHW Area
 - donation to another community organisation.

Note: Physical assets/equipment must not be given to private individuals for personal use.

6. Return SAPOL-owned assets to your Police Coordinator, DCES or CPS.
7. Dispense any NHW Area funds by providing them:
 - to another NHW Area
 - to the local Region/District NHW committee
 - to the NHW VASA Board of Management for re-distribution to other NHW Areas.

Note: Funds **must not** be donated to other community organisations or charities. They must remain within NHW.

8. Provide a copy of the minutes of the last NHW Area meeting to the bank where the NHW Area funds are held. The minutes must state that the NHW Area is closing and to where remaining funds will be dispensed.
9. Organise current signatories of any bank accounts to sign off and close the accounts.
10. Provide your Police Coordinator and DCES/CPS with meeting minutes, including those from the final meeting, and any other documentation.

11. Provide your Police Coordinator and DCES/CPS with a list of all the Area's volunteers that clearly identifies who is continuing as a SAPOL volunteer (either with a different Area or in a non-NHW capacity) and who is to be deregistered from the SAPOL volunteer database.
12. Provide your Police Coordinator and DCES/CPS with a list of the Area's Supporters.
13. Contact the Area's Supporters to advise them of the Area's closure.

10 NHW role requirements

There are two types of NHW volunteers – NHW Supporters and NHW Police Volunteers. They have different roles and have gone through different application processes. The two different roles should be explained clearly to any community member interested in volunteering for NHW.

NHW Supporters

Supporters are newsletter deliverers and are not authorised to undertake any other NHW activity. They have a Supporter badge and lanyard. The Supporter role is no longer available as an option for new volunteers.

NHW Police Volunteers (PVP status)

To become a NHW Police Volunteer the volunteer must attain PVP status. The following steps are undertaken:

- Application form is completed.
- Identification is verified by a police officer.
- Probity checks are undertaken to assess whether an individual is a 'fit and proper person' to be a NHW Police Volunteer representing SAPOL - a role that involves public trust, responsibility and alignment with the SAPOL values.
- Complete a training session that includes information about insurance, health, safety, welfare and performance management policies.
- Agree to comply with the PVP Code of Conduct.
- Sign a SAPOL Volunteers Agreement.

NHW Police Volunteers are issued a photo identification badge and lanyard. Photo identification badges are the property of SAPOL and, when a person stops volunteering for SAPOL, must be returned to the Volunteer Coordination Unit. Lost identification badges must be reported to SAPOL and the Volunteer Coordination Unit must be advised.

Office bearers

Office bearers are NHW Police Volunteers elected to positions such as Area Coordinator, Treasurer and Secretary by other NHW Police Volunteers for the relevant Area.

State Councillors

State Councillors are elected to their role during a District/Region NHW Group meeting. During their two-year term, they attend quarterly State Council meetings on behalf of their District/Region and provide information to their NHW Area from the Board and the NHW State Coordinator and vice versa.

Board members

Board members are elected for a two-year term at the annual general meeting. They attend 11 Board meetings annually and quarterly State Council Meetings. The role of the Board is to:

- provide leadership for the program
- develop and promote community engagement through the program
- develop crime prevention and community connection strategies to be implemented through the NHW program
- consult with SAPOL representatives of the Commissioner of Police on matters of resourcing, programming impact, and policy related to the program
- ensure that the principles and obligations contained in the NHW VASA constitution and regulations are followed and maintained
- ensure the constitution and regulations are updated as required to reflect current practice.

Identification badges

NHW Supporters and NHW Police Volunteers are issued an identification badge and lanyard. NHW Police Volunteer badges include a photo of the volunteer. All NHW volunteers must wear their badge and lanyard when participating in NHW business/activities. However, badges and lanyards must be removed for photos that are intended for publishing. Identification badges are property of SAPOL.

If a volunteer stops participating in the NHW program, their identification badge must be collected and returned to the Police Coordinator or DCES/CPS. Lost identification badges must be reported to a police station.

11 Asset management

Financial management

Assets purchased by a NHW Area are the property of the NHW program. Unless authorised, it is inappropriate and, in some instances, unlawful, to use program assets for any other purpose.

Volunteers should keep a written or digital register of all assets that belong to NHW. This register should include details such as the item name, description, quantity, location, and

who is responsible for it. Maintaining an up-to-date register helps track assets, prevent loss, and ensures accountability.

All assets belonging to NHW must be stored securely to prevent loss, damage, or unauthorised access. This includes keeping items in locked cabinets, rooms, or containers when not in use, and ensuring that only authorised personnel have access.

NHW Area committees and District/Region NHW Group committees may, by resolution, sell or dispose of an Area's assets that no longer have value due to age, condition or usefulness. NHW Supporters and NHW Police Volunteers can purchase assets earmarked for disposal if:

- the sale price is set by the committee and is a fair price
- the volunteer did not set the sale price.

Sold or disposed of assets must be written off in the asset register. All funds raised by the sale of an asset must be returned to the general funds of the NHW Area or District/Region.

12 NHW governance

The NHW VASA Board of Management, in partnership with SAPOL, is responsible for all NHW governance decisions. The Board of Management and SAPOL delegate the day-to-day responsibility for the operation of the program to the Area Coordinators.

Certificate of incorporation

NHW VASA's incorporation details can be provided with the approval of the Board of Management if an Area needs them for a grant application or other appropriate purpose. Email SAPOL.NeighbourhoodWatch@police.sa.gov.au to be put in contact with the Secretary of the NHW VASA Board of Management.

Conflict of interest

A 'conflict of interest' is a situation where a NHW Police Volunteer's personal interests could improperly influence their decisions or actions in their NHW role.

A conflict of interest may include:

- financial considerations
- preferential treatment
- personal bias
- accepting gifts or favours from an individual or other entity
- seeking to gain influence
- political endorsements, political campaigning and any activity that creates the perception of association with such endorsements or campaigns.

NHW Police Volunteers should avoid any actual or perceived conflicts of interest to maintain

transparency and trust in the NHW program.

NHW Police Volunteers should declare their conflict of interest and abstain from being involved in discussions and decisions relating to that topic at NHW meetings. A conflict of interest must be recorded in meeting minutes.

Public liability insurance

If you require a letter of proof of insurance for an event, ask your Police Coordinator to obtain a copy from your DCES/CPS. A new letter is issued annually.

13 Transparency and confidentiality

Minutes (once accepted), papers and other materials considered at public meetings must be made available to the public. If someone asks to see the papers, you must supply them.

The personal information of NHW Police Volunteers should be managed consistently with the *Information Privacy Principles Instruction - Premier and Cabinet Circular 12*. Personal information should not be collected by unlawful or unfair means, nor should it be collected unnecessarily.

14 Communications

Social media

NHW Areas must not operate NHW-branded social media accounts. NHW volunteers may manage community-based social media accounts in a personal capacity; however, the content must not suggest or imply that the account is officially part of the NHW program. Content from SAPOL's official NHW social media accounts may be shared to community-based accounts, and NHW events, including meetings, may be promoted on those platforms.

Talking to media/reporters

NHW volunteers **must not** make statements on behalf of NHW to the media unless SAPOL has vetted the information and provided formal written consent. All NHW volunteers should familiarise themselves with the NHW Media Policy.

15 NHW merchandise

The SAPOL NHW team stocks a limited quantity of NHW-branded merchandise items to engage with the public at events, promote NHW activities, encourage community members to visit the NHW website and to communicate crime prevention messages.

Merchandise is provided to the DCEs/CPSs for distribution to each NHW Area. If you require merchandise for your NHW Area, contact your Police Coordinator or your DCE/CPS.

16 Work health and safety

NHW volunteers have an obligation to comply with a health and safety duty under section 28 and section 29 of the *Work Health and Safety Act 2012*. All volunteers must be familiar with their health and safety obligations under the Act.

Reporting and incident/injury

Volunteers who have sustained an injury in the course of their volunteering for NHW must:

- seek treatment/first aid immediately
- contact a police officer for their Area to report the injury regardless of any potential future claim
- notify the Area Coordinator of the injury
- participate in any investigation of the incident to assist in developing strategies to prevent similar future incidents.

If a person reports that they have sustained an injury or suffered damage while undertaking NHW duties or participating in an NHW event, and indicates that they may seek compensation from SAPOL, the officer or NHW volunteer receiving the report must promptly notify the DCE/CPS.

Insurance cover

Approved Neighbourhood Watch volunteers are recognised as SAPOL volunteers for the purposes of the South Australian Government's insurance arrangements while undertaking approved volunteer activities on behalf of SAPOL.

If a volunteer is injured while carrying out approved volunteer activities, SAPOL may seek assistance under the Government's volunteer personal accident arrangements. Support may include benefits similar to those available to employees under South Australia's work injury scheme, including income support (where a loss of income is demonstrated) and reimbursement of certain non-Medicare medical expenses. Not all expenses are covered. For example, Medicare benefits and any gap between Medicare payments and medical charges are not covered.

The Government's insurance arrangements also provide protection in relation to legal liability arising from approved volunteer activities. In most circumstances, volunteers are protected from personal financial liability for claims arising from acts or omissions undertaken in good faith while performing their approved volunteer role.

The insurance arrangements do not cover loss of or damage to volunteers' personal property or equipment unless otherwise specifically approved.

Risk management

NHW volunteers should be aware of the possibility of risks while volunteering and be able to identify potential risks and hazards, whether they are delivering newsletters, running a meeting or organising an activity. Measures must be taken to reduce or eliminate identified risks or hazards to lessen the likelihood of loss or injury.

Insurance cover only applies if the loss or injury was sustained while or resulting from participation in approved NHW activities or while attending approved NHW events. It may be necessary to establish that the activities and events were appropriately approved and that any risks had been assessed and appropriately managed.

Risk management assessments and plans are required for all NHW activities. Police Coordinators and DCEs/CPSs can assist with these.

17 Awards and recognition

NHW VASA and SAPOL host an annual NHW awards ceremony. NHW volunteers and police officers can nominate a volunteer or SAPOL staff member for one or more of the designated categories. A panel made up of NHW VASA and SAPOL NHW team members select award recipients based on the information provided in the nomination form. For more information, see the 'NHW awards and recognition policy'.

NHW volunteers also receive years of service certificates and badges. Police Coordinators are not eligible for years of service awards but are recognised for their policing service through SAPOL's awards program.

Areas can give certificates of appreciation to businesses or individuals. These certificates are organised through Police Coordinators and DCEs/CPSs and can be presented at meetings or in other settings.

18 Thank you

The SAPOL NHW team would like to thank you for your support and enthusiasm in taking on this role. If you have any questions, suggestions or require any assistance, please contact your local DCE/CPS.

THANK YOU

for helping build a safe and connected community



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