

## Camera Base

Ahead of the Rugby World Cup in 2011 which brought an influx of overseas visitors to Wellington's central city, CCTV cameras were installed in the main entertainment precincts. Following their use for this purpose they became part of the city's everyday crime prevention toolkit. But of course, they needed to be monitored if there were going to be of any value. Which is where it all started for us.

### Our involvement

To begin with we volunteered our time to get this initiative up and running. This was our way of giving back to our community, which is an important to us in our business. As time went on however it became clear that our documentation, process mapping, training and development skills could be utilised to a fuller extent. Additionally, as the stakeholders began to understand how useful the base could be, demand for the service increased, leading to a need for a more formal structure.

### Highlights

1. Promotion of the base to community, stakeholder employees and associated organisations
2. Recruitment and selection of volunteers, including initial supervised visits
3. Training, which included induction, camera operation and knowledge of police processes
4. Organising mentoring and sign off to complete the training
5. Management of volunteers to promote engagement, interest, and happiness
6. Monitoring shift coverage and organising for empty shifts to be filled
7. A weekly volunteer newsletter
8. Arranging ongoing training including topics such as gang awareness and imagery analysis
9. Development of instructions and processes for the base following international best practise
10. Introduction of roster software for volunteer management and ease of shift booking
11. Organising thank you functions for the volunteers in conjunction with the mentors
12. 48 highly skilled and trained volunteers who were heavily invested in the work of the base.

Almost 8 years on when the Camera Base transitioned to its new format the dream had been fully realised. The contribution it had made to the local community was huge and it will live on as one of the great safety initiatives of its time.

