

# Safe Space and TAKE Kare Ambassador program

## Report NYE 2015



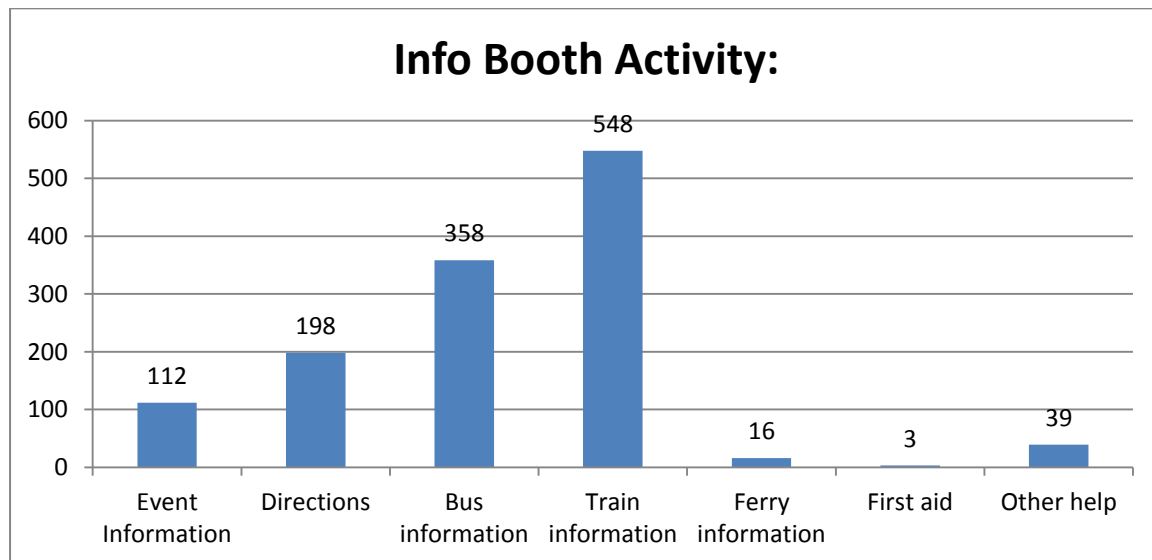
On New Years Eve 2015, in excess of 2,111 people were helped by the Safe Space & TAKE Kare Ambassador program.

There were 50 TAKE Kare Ambassadors providing support across the city and Kings Cross, operating 2 Safe Spaces, 6 Roving teams and 6 Info Booth teams.

## INFO BOOTHS

TAKE Kare Ambassadors manned the City's 6 Information Booths from 11:30pm-3am. During this time they responded to in excess of 1356 queries from the general public.

**NOTE - 1356 is the minimum amount of people that were recorded as receiving support from the Info Booths. Due to significant number of requests for support, it is estimated that the true number was larger.**

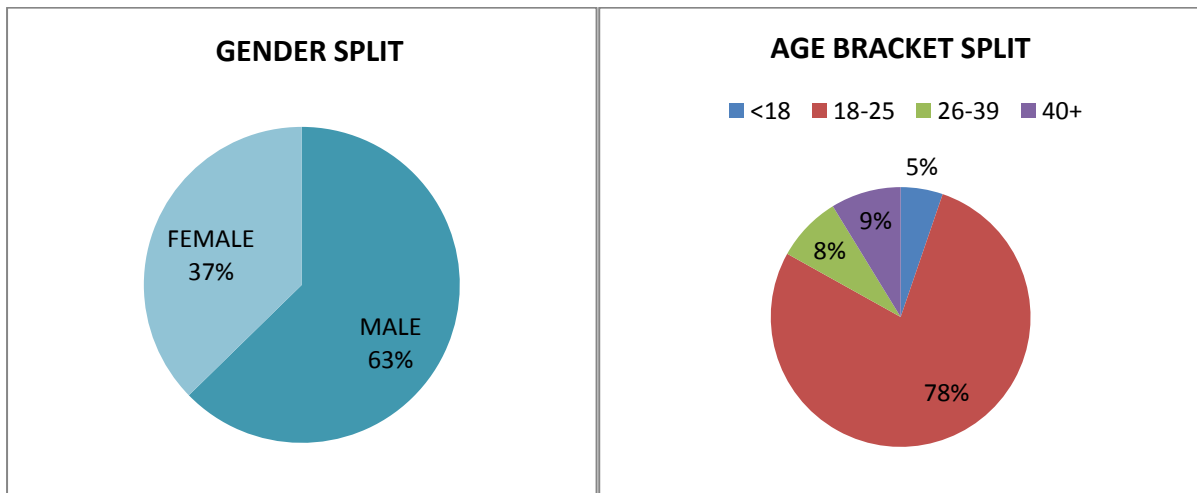
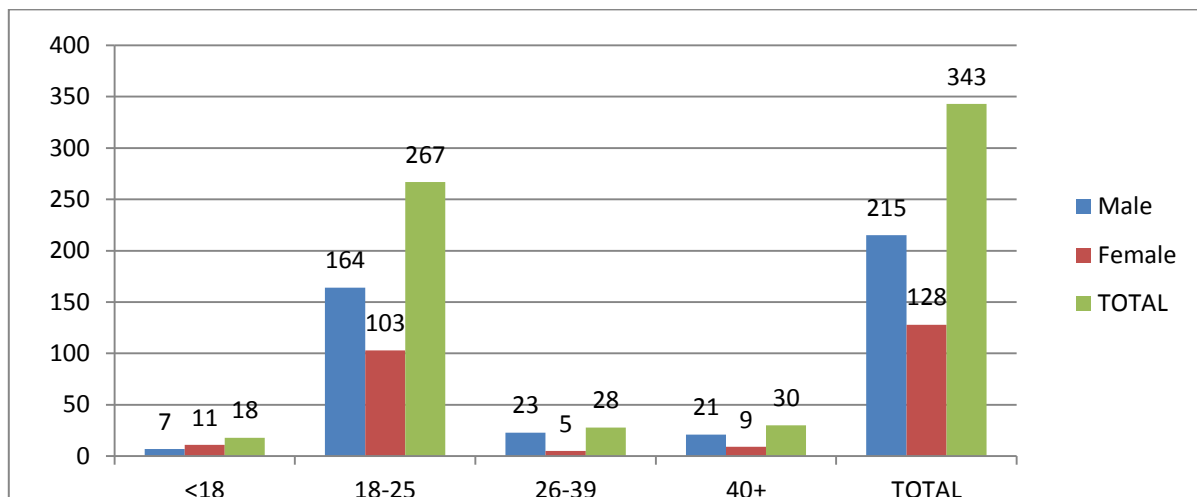


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## SAFE SPACE USAGE

### SAFE SPACE USAGE BY GENDER & AGE DEMOGRAPHIC



## ROVING TEAMS

The following represents the activity of roving teams in the city CBD and Kings Cross area. This includes incidents where the intervention of TK Ambassadors has significantly reduced the risk of a serious incident.

De-escalation of conflict	Vulnerable to sexual assault	Vulnerable to theft	Vulnerable to injury
4	2	2	2

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## OTHER SUPPORT



- 9 people were provided with first aid



- 84 people charged their phone at a Safe Space



- 227 people were helped with directions



- 1,050 people were given assistance regarding public transport



- 309 people spent time at the Safe Space

## FEEDBACK

### INFO BOOTHS:

- TK Ambassadors staffed 6 information booths in the CBD area for the first time this NYE. These booths were handed over by CoS volunteers at approximately 11:30pm. The information booths were busiest between 11:30-2am, and responded to 1356 requests throughout the night.
- The feedback from all Info Booth teams was that the service was very much needed as it significantly utilised by the public. It is a service that we recommend to continue in future years.
- In future it would be useful for if we could access the Info Booths earlier in the day in order to stock the booths with a few boxes of supplies (water, first aid, chairs). This could be stored under the benches until the teams take over operations at 11:30pm.
- Info Booth volunteers also noted that the following resources would have been very helpful: city map with bus locations labelled, city map with toilet locations & large directional signs to train stations – especially Wynyard, in anticipation for Circular Quay station being closed

### OTHER FEEDBACK:

- Interaction between TK Ambassadors and NSW Police on the night was very positive. TK Ambassadors received numerous referrals from Police and were able to respond quickly to these requests. Further, throughout the night the Police routinely checked on the Safe Space site to ensure the team's safety, which was appreciated by staff and volunteers.
- At Town Hall Square there was a significant delay in the delivery of temporary public toilets. This was resolved with the assistance of Police and they were in place by 12:30am
- Regarding access to the restricted views areas at Circular Quay for TKA Roving Teams: the process of gaining accreditation from SHFA should be started earlier in December in order avoid any issues on the night

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## OUR PARTNERS

*The Safe Space & TAKE Kare Ambassador program, operated by Salvos Street Teams is made possible by a partnership between The Thomas Kelly Youth Foundation and the Salvation Army.*



*The Safe Space and TAKE Kare Ambassador program is generously funded and supported by the City of Sydney, the NSW Government, Macquarie Foundation, Crown Resorts Foundation and the Packer Family Foundation.*

