

Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015



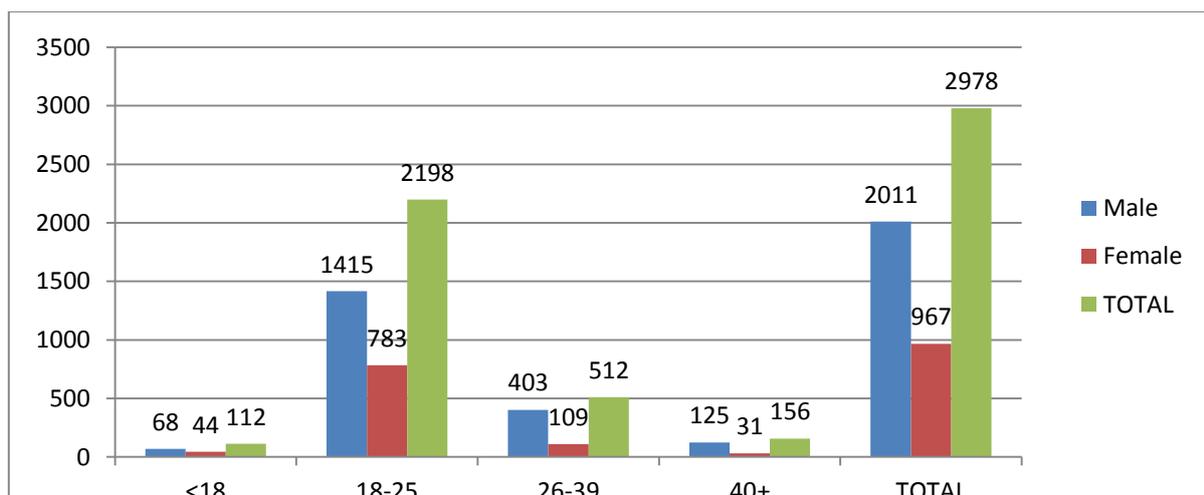
This report covers provides an overview of the Safe Space & TAKE Kare Ambassador program, operated by Salvos Street Teams for the second quarter of the 15/16 Financial Year. The 12 weeks are split across the October (5 weekends), November (4 weekends) & December (3 weekends).

Regarding December, the program did not operate on the weekend of 25th & 26th December. Also, NYE operations are not included in this report.

GENERAL OVERVIEW

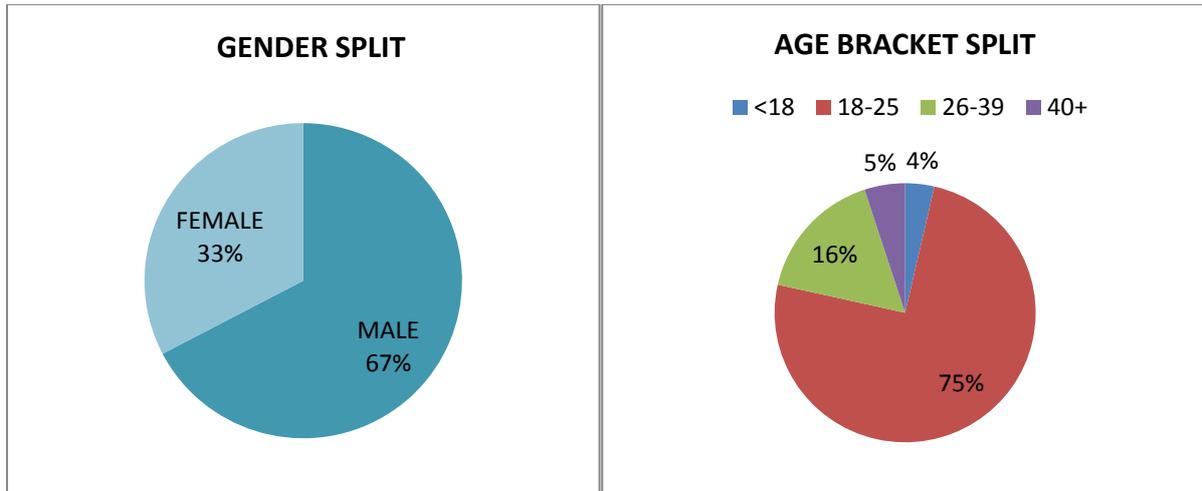
During the quarter, **5846** people were supported by the Safe Space & TAKE Kare Ambassador program. Of this number, 2764 people were provided with transport information regarding the relocation of the Night Rider buses. As this was a contextual anomaly, the following breakdown of statistics **does not** include people who were supported in this way. The following data is based on the 2978 people who were supported by the regular operation of the program.

BY GENDER & AGE DEMOGRAPHIC



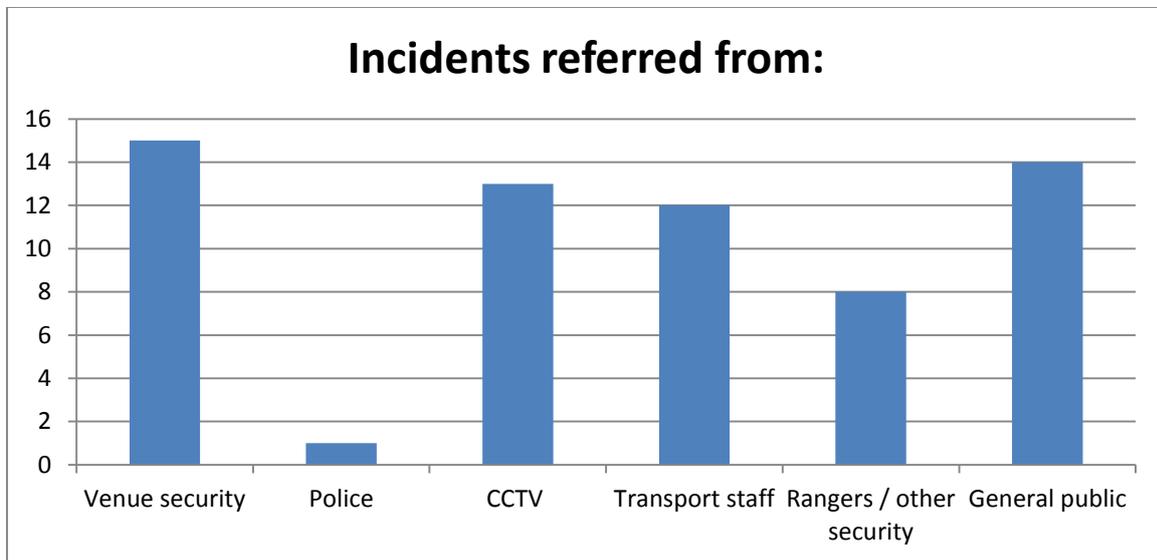
Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015



INCIDENT REFERRALS

Of the 456 'incidents' responded to by TK Ambassadors during the quarter, 393 were instigated by either TKA Ambassadors or the person being supported. The remaining 63 incidents were referred from the following services:



Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015

INTERVENTIONS

The following represent 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
87	42	50	61

'De-escalation of conflict' refers to a situation (either a conflict involving 2 or more people OR an aggressive and volatile individual) when the actions of the TAKE Kare Ambassadors de-escalate an aggressive incident OR has results in the intervention of police/ security.

'Vulnerable to sexual assault' refers to a situation (either someone receiving persistent unwanted attention or a person whose situation leaves them highly susceptible to harassment) where the intervention of the TAKE Kare Ambassadors significantly reduces the likelihood of the person becoming a victim of sexual harassment, indecent assault or sexual assault. Eg. the potential offender is moved on, they are reconnected with friends, they are accompanied to accommodation.

'Vulnerable to theft' refers to a situation where TAKE Kare Ambassadors wake up someone who is 'passed out', potentially with valuables visible. It also refers to a situation where TAKE Kare Ambassadors find and return valuables.

'Vulnerable to injury' refers to a situation where someone is at significant risk of sustaining a road-related injury, usually as a result of their high level of intoxication, and the actions of TAKE Kare Ambassadors eliminate or significantly reduce this risk.

OTHER SUPPORT



- 247 people were provided with first aid



- 644 phones were charged at a Safe Space



- 370 people were helped with directions



- 3024 people were given assistance regarding public transport (incl. Night Rider referrals)



- 83 people were assisted to reconnect with friends/family



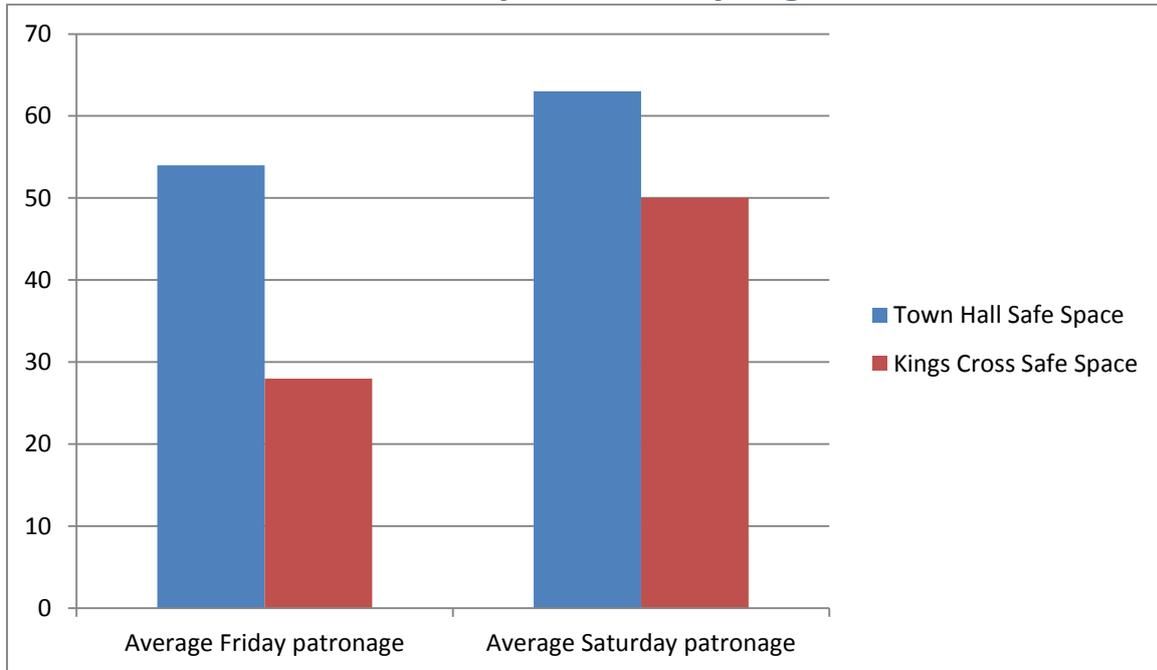
- 2347 people spent time at a Safe Space

Safe Space and TAKE Kare Ambassador program

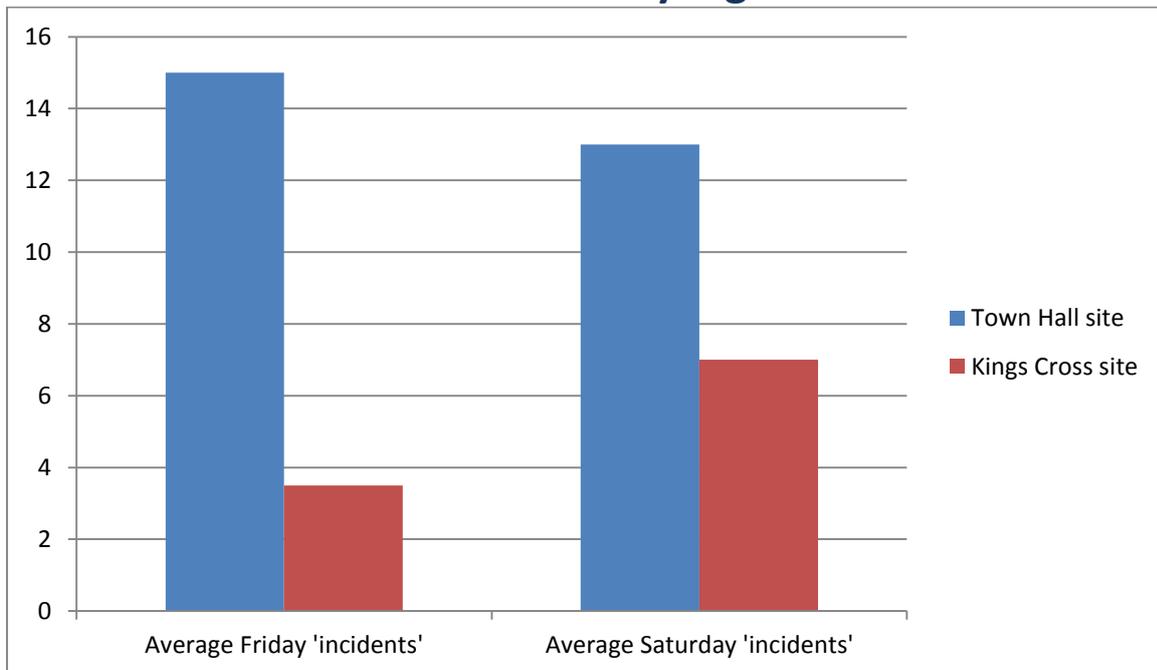
Quarterly Report OCTOBER - DECEMBER 2015

SITE & NIGHT BREAKDOWN

Safe Space use by night



Incidents by night

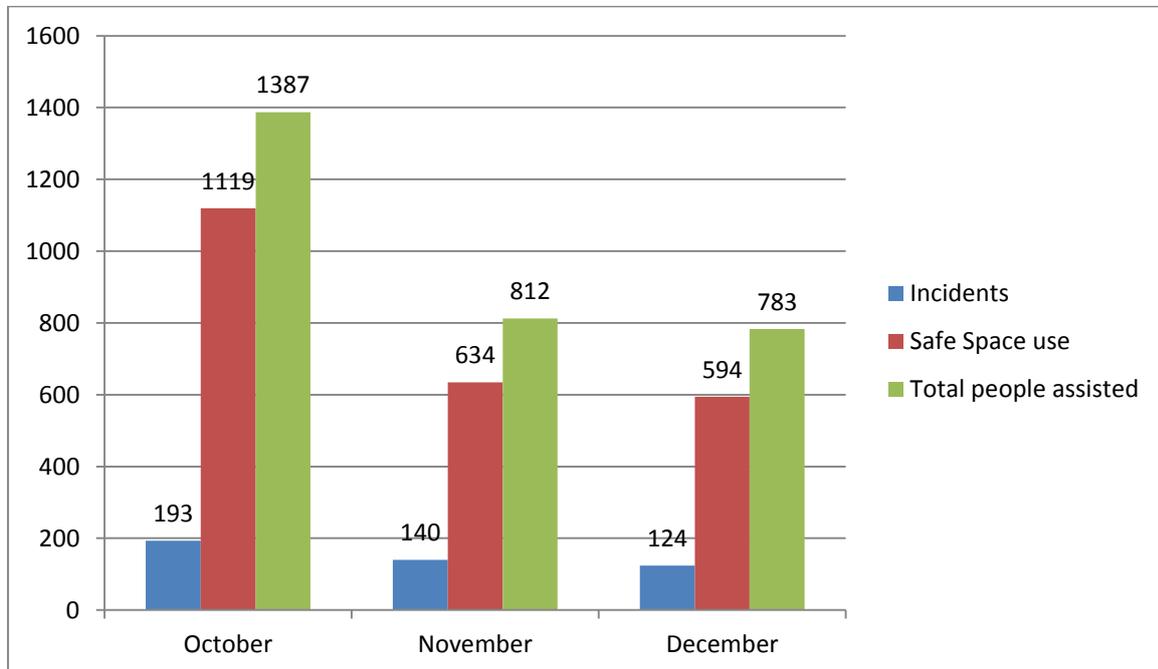


* When comparing 'average incidents', it is important to note that there are usually 3 teams operating from the Town Hall site and 2 teams operating from the Kings Cross site.

Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015

MONTH BY MONTH BREAKDOWN



* When comparing month on month, it is important to note that the program operated for 5 weekends in October, 4 in November and 3 in December.

STAFFING & VOLUNTEERS

Average volunteers per night at Kings Cross site: 1.6

Average volunteers per night at Town Hall: 6.7

Total average volunteers per weekend: 16.6

Volunteer hours worked during quarter: 1195

* Most Friday nights are very quiet in Kings Cross, hence some Fridays we have not had any volunteers in KX but utilise them in the city instead where there is more 'work' to do.

Every weekend there have been 3 employed Team Leaders at the Town Hall site and 2 employed Team Leaders in Kings Cross.

Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015

ANECDOTAL EVIDENCE

- *At 1:45am TK Ambassadors in Kings Cross noticed a group of young men aggressively arguing on Bayswater Rd. As they got closer they realised one of the men had blood on his face as he had just been assaulted. When the situation escalated the team notified police via the CCTV control room who arrived soon after and broke up the fight. One of the men received first aid at the Safe Space before an ambulance arrived to take him to hospital. (Sunday 25th October)*
- *At 12am on Saturday morning, TK Ambassadors in Kings Cross heard someone yelling nearby. Upon checking it out they found an aggressive man grabbing at two drunk women who were trying to leave. When the team leader tried to talk with the man he became distracted and the women were able to get away to the company of other Ambassadors. The man soon realised and came looking for the girls however police had been called and were able to intervene before the incident escalated. (Saturday 31st October)*
- *Around midnight, TK Ambassadors in Kings Cross were called across to the taxi rank on Bayswater Rd where a 19 year old male had passed out, lying in his own vomit and having soiled himself. They put him in the recovery position, ensuring he wouldn't choke on his vomit as he was unable to sit up or remain responsive. The TK Ambassador called an ambulance for him whilst the other Ambassador was able to distract and calm down the man's hysterical friend until the ambulance arrive. (Sunday 15th November)*
- *At 2:15am a young woman was referred to the Safe Space by a nearby food outlet. She looked spaced out, confused and scared as she was new to Sydney, had lost her friend and had been harassed in the club. The young woman eventually calmed down and slept at the Safe Space whilst her friend was contacted and came out of the club to take her home. (Saturday 28th November)*
- *At 10:30pm a team of TK Ambassadors were patrolling the south end of the city when they came across an enormous crowd (approx. 1000) waiting for a limited edition shoe release at a store on Goulburn St. The crowd had completely blocked the footpath and spilled onto the road, blocking a lane of traffic. The team notified Police and helped direct vehicles away from the crowd until Police arrive. (Saturday 19th December)*
- *At 1:30am on Sunday morning team of TK Ambassadors walking down George St were approached by a young woman who was visibly upset. She was trying to walk to the bus stop behind Wynyard but had been being followed by an unknown man for a few blocks. The team accompanied her to the bus stop, waited until she was calm and arranged for her to wait with the bus security marshal until her bus arrived. (Sunday 20th December)*

Safe Space and TAKE Kare Ambassador program

Quarterly Report OCTOBER - DECEMBER 2015

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.

