

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016



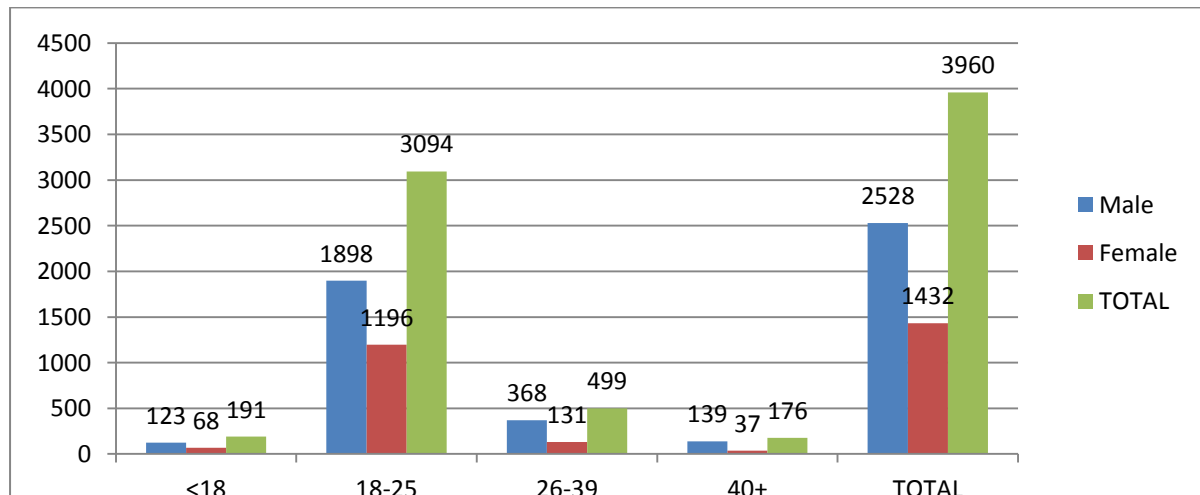
This report covers provides an overview of the Safe Space & TAKE Kare Ambassador program, operated by Salvos Street Teams for the third quarter of the 15/16 Financial Year. The 13 weeks are split across the January (5 weekends), February (4 weekends) & March (4 weekends).

Regarding March, the program did not operate on the 25th of March (Good Friday).

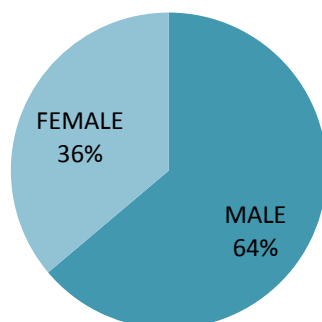
GENERAL OVERVIEW

During the quarter, **3960** people were supported by the Safe Space & TAKE Kare Ambassador program.

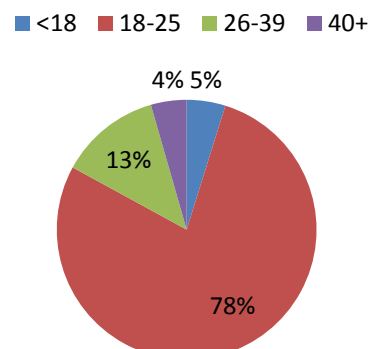
BY GENDER & AGE DEMOGRAPHIC



GENDER SPLIT



AGE BRACKET SPLIT

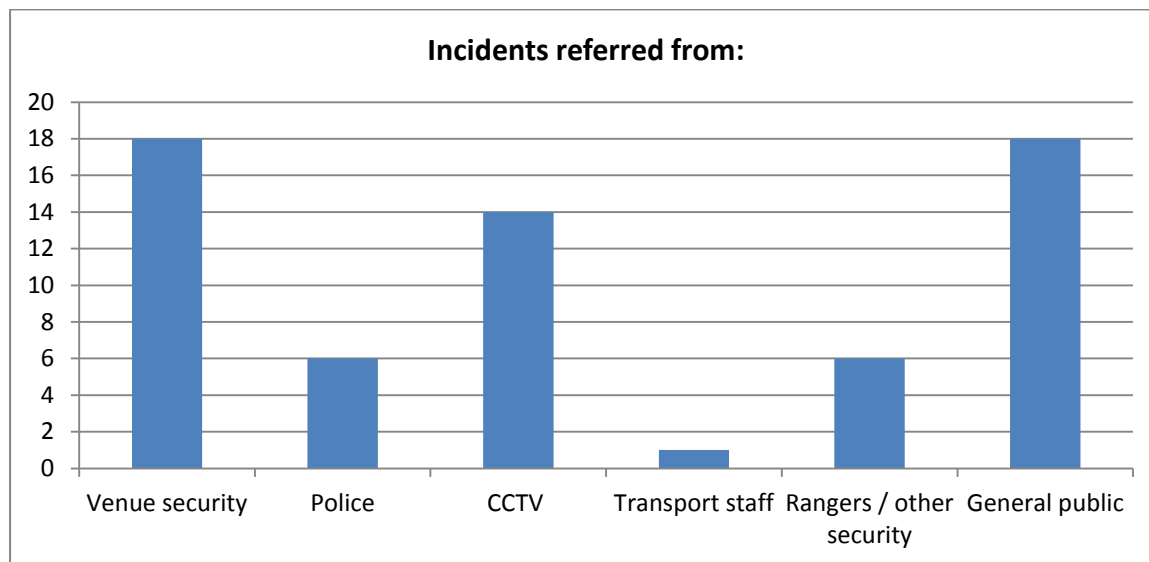


Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

INCIDENT REFERRALS

Of the 496 'incidents' responded to by TK Ambassadors during the quarter, 433 were instigated by either TKA Ambassadors or the person being supported. The remaining 63 incidents were referred from the following services:



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
55	37	59	49

'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, and 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.

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

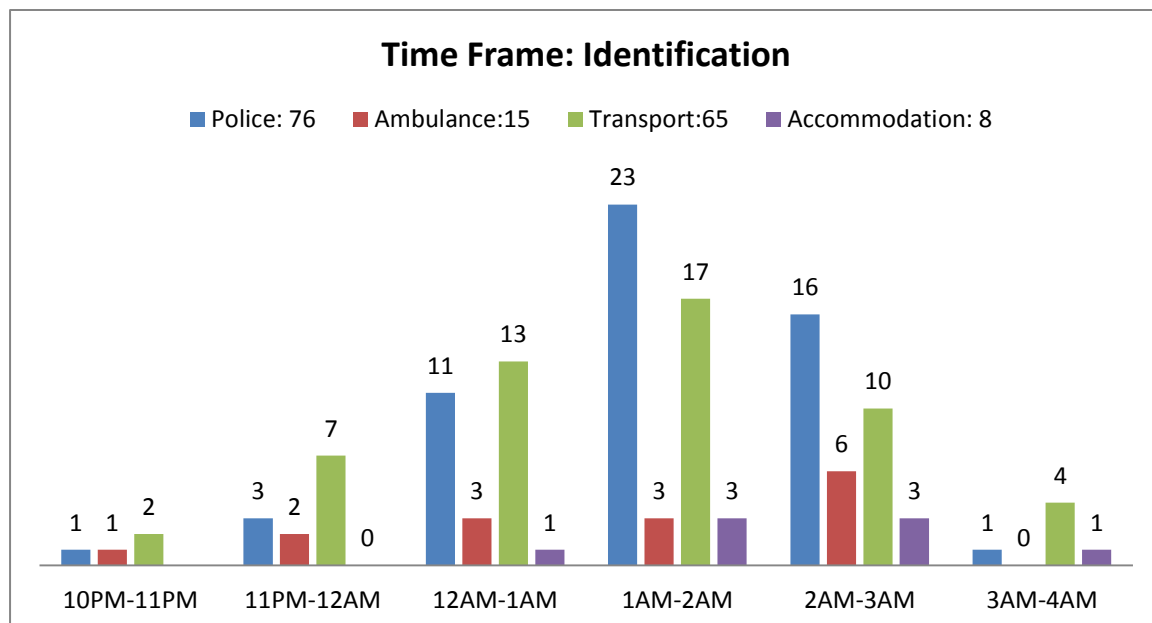
'Vulnerable to injury' refers to a situation where someone is at significant risk of sustaining a road-related injury, usually as a result of their high level of intoxication, and the actions of TAKE Kare Ambassadors eliminate or significantly reduce this risk.

INTERVENTIONS: Hand overs

During the quarter, 164 people were identified as 'at risk' and escorted/physically connected to other services. The following data indicates the demographics of those identified.

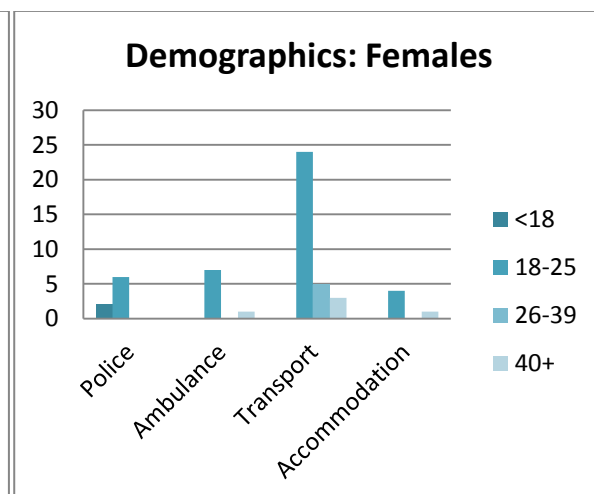
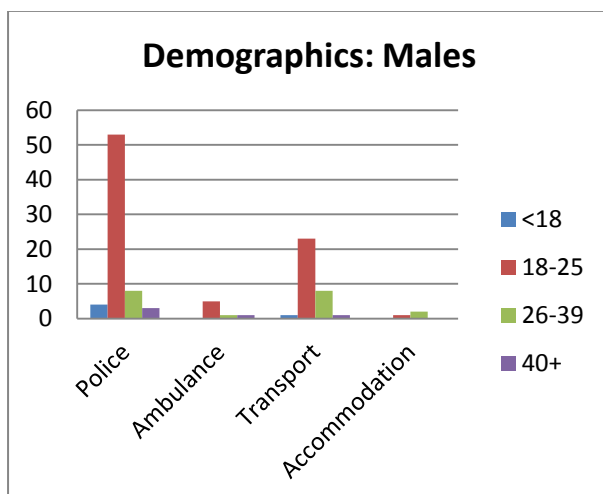
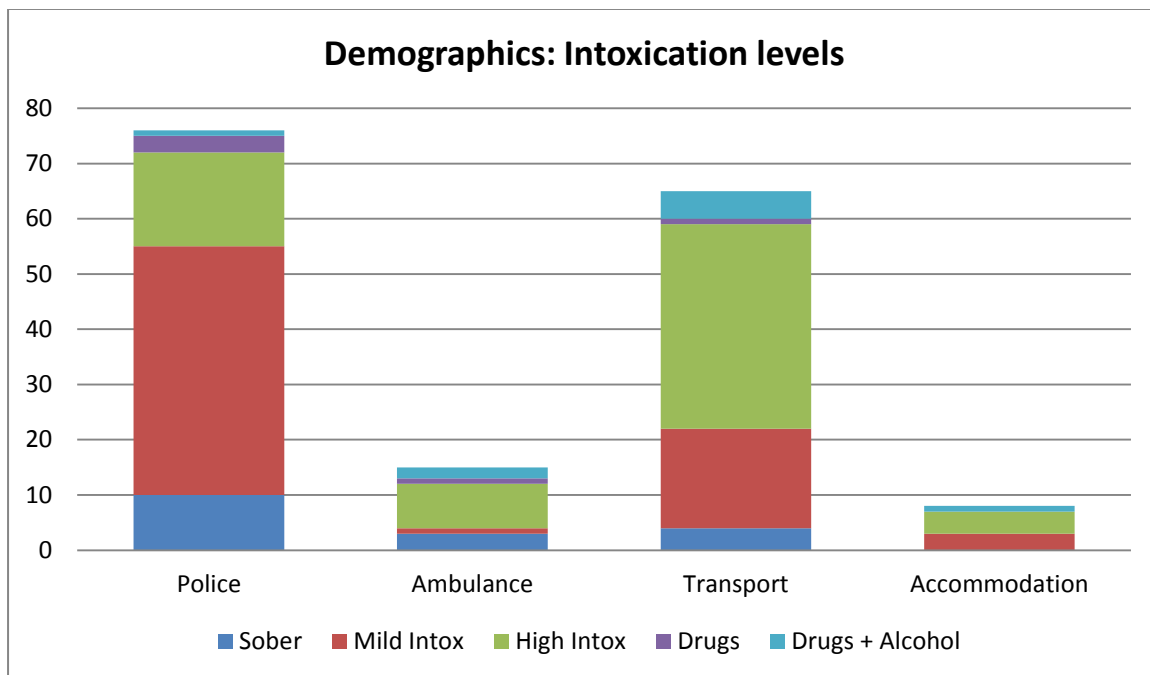
The data shows that the most common occurrence of someone being escorted/physically connected to other services was to police, and transport services. Of those people, the most common state of intoxication was mild— especially in the case of police referrals. Please note that these numbers have been affected by a single incident that involved 10 mildly intoxicated people, and were referred to police between 1am-2am.

Further, 18-25yrs were the majority demographic, with more males being referred to police, and more females being referred to Ambulance, transport and accommodation.



Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016



Narrative Evidence

- Take Kare Ambassadors witnessed a group of 2 men near the Safe Space being followed by a group of 8 males who were challenging them to a fight. The ambassadors were able to alert CCTV, who sent the police to diffuse the situation before it elevated further. (9th January)
- At around 2:30 AM Take Kare Ambassadors were called over by the public to assist a man who they suspected to be overdosing. The man was unresponsive, fitting and vomiting. The team called for an ambulance, and then placed the man in the recovery position and monitored him until the ambulance came and took him to hospital. The team also helped to calm down friend who were very distressed. (13th March).
- When a group of young men started fighting with a man who appeared intoxicated at around 2:20am, Take Kare ambassadors notified CCTV to the incident, who then sent police to the site. Take Kare Ambassadors were able to minimise the harm to the man, and separate the group until police arrived. (17th January)

Safe Space and TAKE Kare Ambassador program

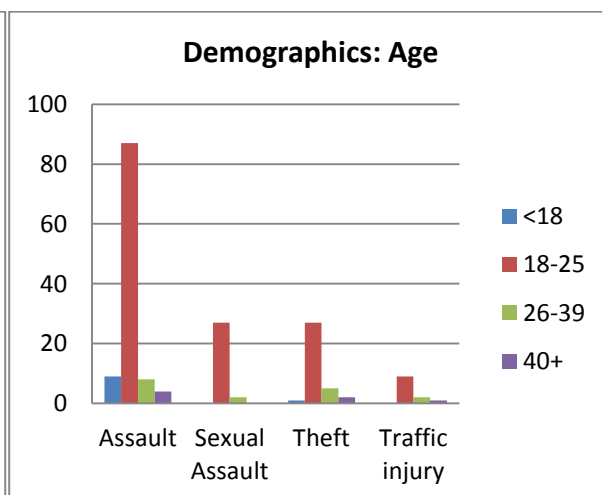
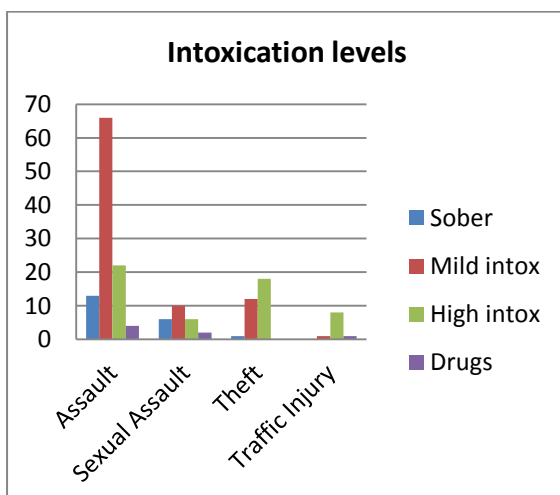
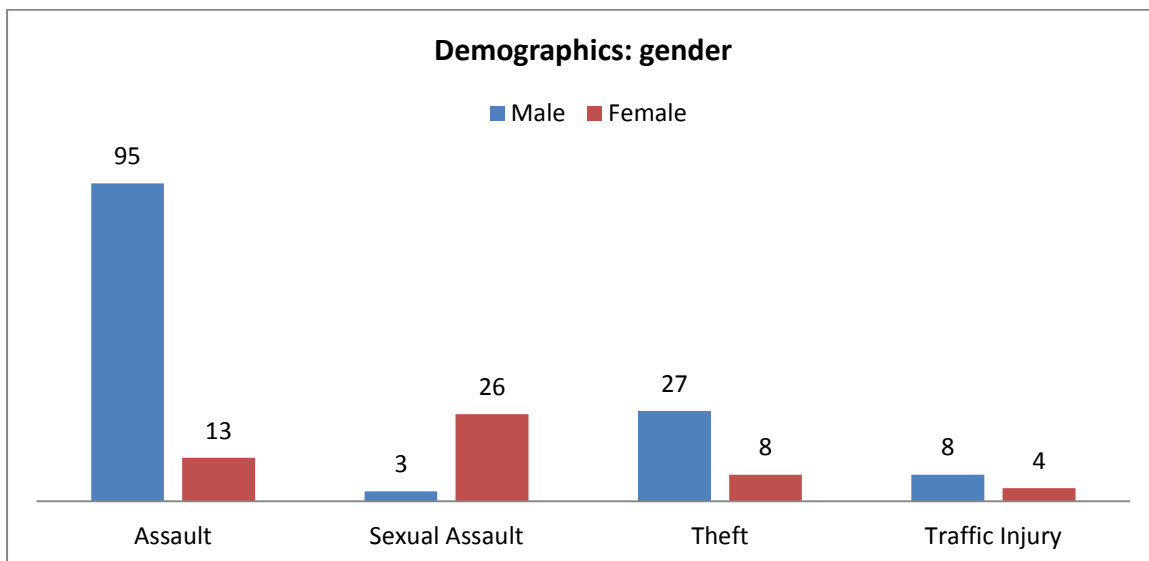
Quarterly Report JANUARY - MARCH 2016

- Take Kare Ambassadors were alerted by venue security to a woman who appeared affected by drugs and alcohol. The woman was acting in a volatile manner so the team assisted her and her friends to the Safe Space in Kings Cross for her safety, and for the safety of the public. Take Kare Ambassadors then monitored her, while helping her friends organise transportation (Uber). When the transport arrived they were escorted to the car by the team. (13th March)

INTERVENTIONS: People at risk

The following data indicates the amount of people who were identified as 'at risk' (assault/sexual assault/theft/traffic injury), and whose risk was reduced as a result of intervention by Take Kare Ambassadors.

Of the people that were encountered by Take Kare Ambassadors during the quarter, more men were at risk of assault, theft and traffic injury, while women were more at risk of sexual assault. 18-25yr olds were again the majority age demographic.



Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

Narrative Evidence

- **RISK OF SEXUAL ASSAULT:** Around 1am, Take Kare Ambassadors came across a young woman who appeared to be highly intoxicated being harassed by surrounding men. The Ambassadors intervened and diverted the men away before escorting the woman to the Safe Space. Take Kare Ambassadors were then able to reconnect her with her friends who came and picked her up. (10th January)
- **RISK OF ASSAULT:** At 10:40pm, Take Kare Ambassadors came across a heated altercation between a taxi driver and customer occurring in the street regarding payment. TKA able to help deescalate the conflict and resolve the issue before it turned physical. (16th January)
- **RISK OF TRAFFIC INJURY:** Take Kare Ambassadors encountered a man stumbling across the road. The team intervened and suggested he go to the safe space which he did. Whilst there the man was supported with vomit bags and water, and a TK Ambassador made contact with the man's sister via phone. The sister agreed to come pick him up, and he rested at the safe space till she arrived. (28th February)
- **RISK OF THEFT:** Darling Harbour rangers notified a roving TK team to a man who had passed out in the playground. The team went and woke up the man, and gave him water to help wake and orientate him. They then offered to walk the man up to the Safe Space where he rested and sobered up. The man then caught the night rider bus home. (6th March).
- **RISK OF SEXUAL ASSAULT:** At 2:40am on Saturday morning, TK Ambassadors found a mildly intoxicated young woman standing alone in a dark street. The team engaged with her, and stayed with her for her safety. The team then offered to assist her getting a taxi home, and then escorted her to a cab. (19th February).

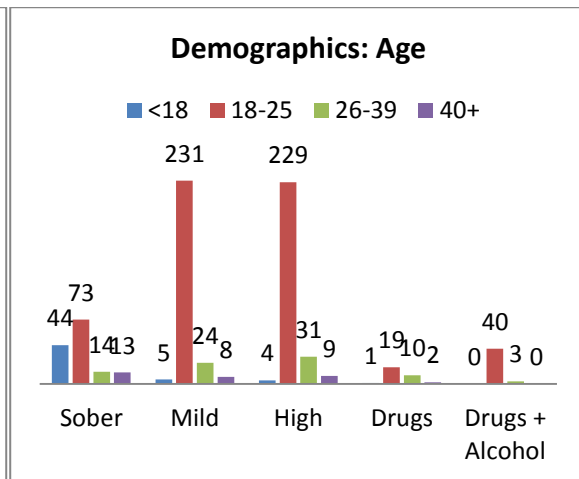
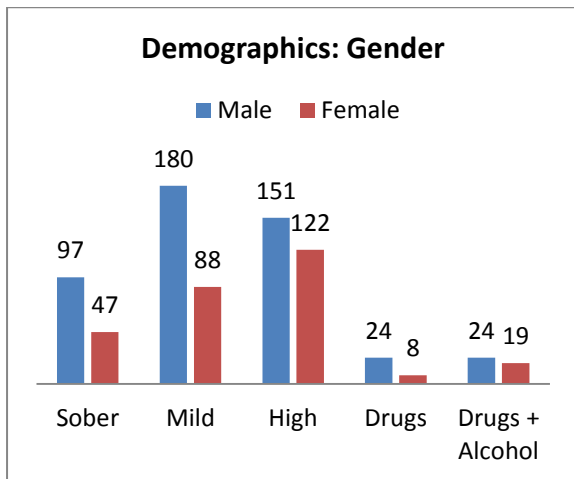
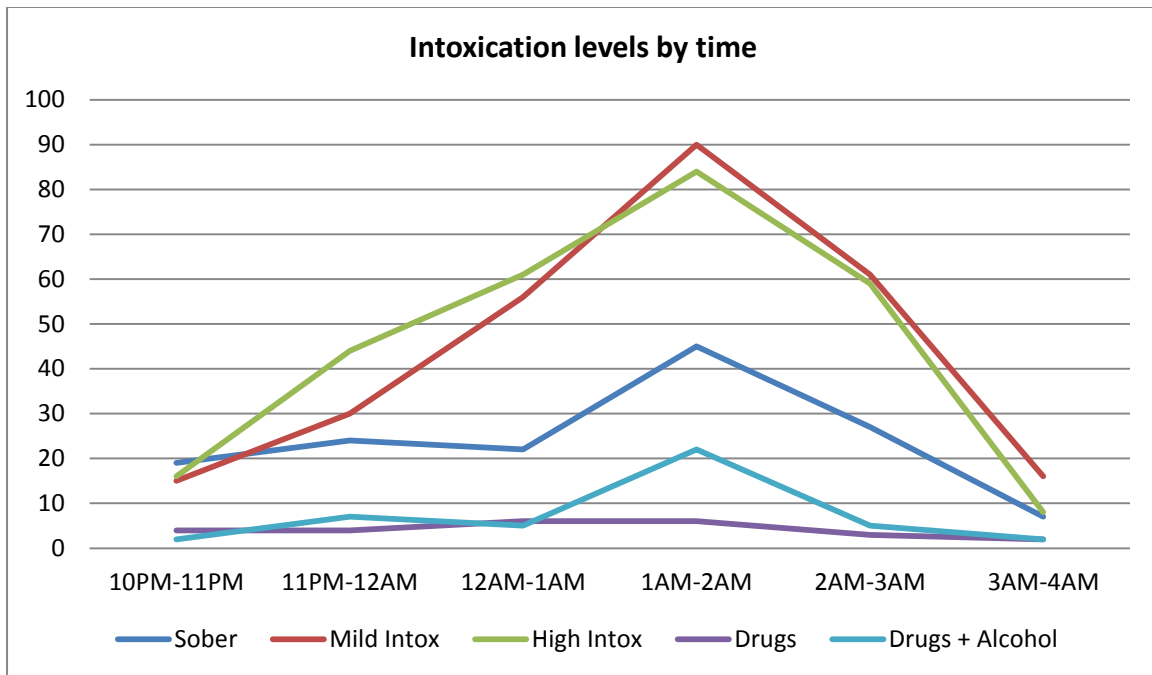
INTERVENTIONS: Intoxication levels

Perceived intoxication levels are assessed during all Take Kare interventions, including both alcohol and drug consumption. The following indicate the trends of intoxication over the quarter.

The majority of intoxicated that were assisted by Take Kare Ambassadors were mildly to highly intoxicated, and between 18-25yrs old.

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016



OTHER SUPPORT



- 208 people were provided with first aid



- 715 phones were charged at a Safe Space



- 344 people were helped with directions



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



- 65 people were assisted to reconnect with friends/family

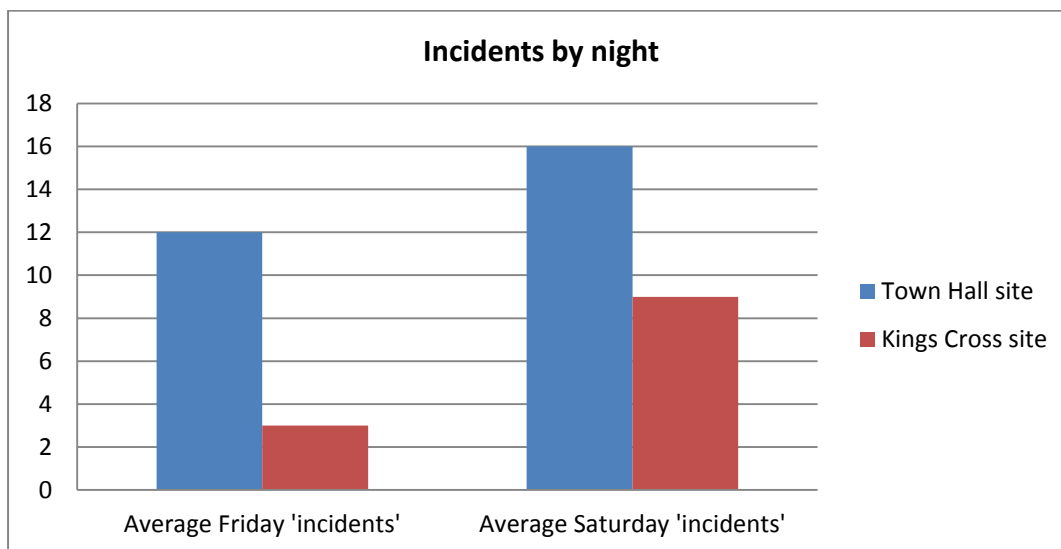
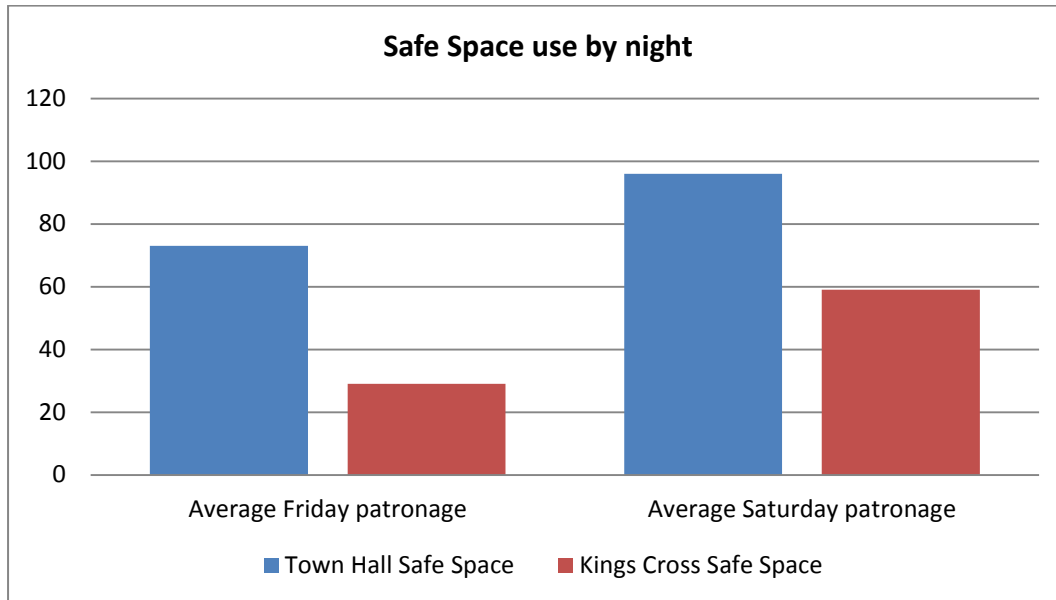


- 3300 people spent time at a Safe Space

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

SITE & NIGHT BREAKDOWN



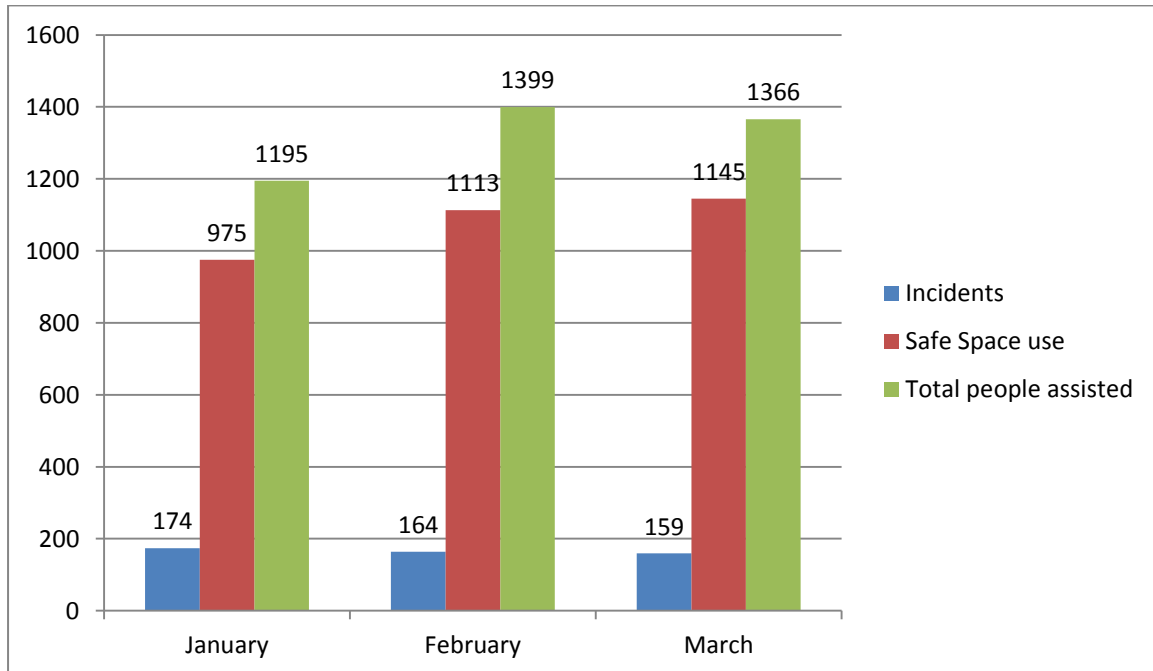
* When comparing 'average incidents', it is important to note that there are usually 3 teams operating from the Town Hall site on Friday and Saturday. There is also usually 1 team operating from the Kings Cross site on Friday, and 2 teams on Saturday.

*Note that in this reporting period, the program ran on 12 Fridays and 13 Saturdays due to a public holiday.

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

MONTH BY MONTH BREAKDOWN



* When comparing month on month, it is important to note that the program operated for 5 weekends in January, 4 in February, and 4 in March (3 Fridays in March).

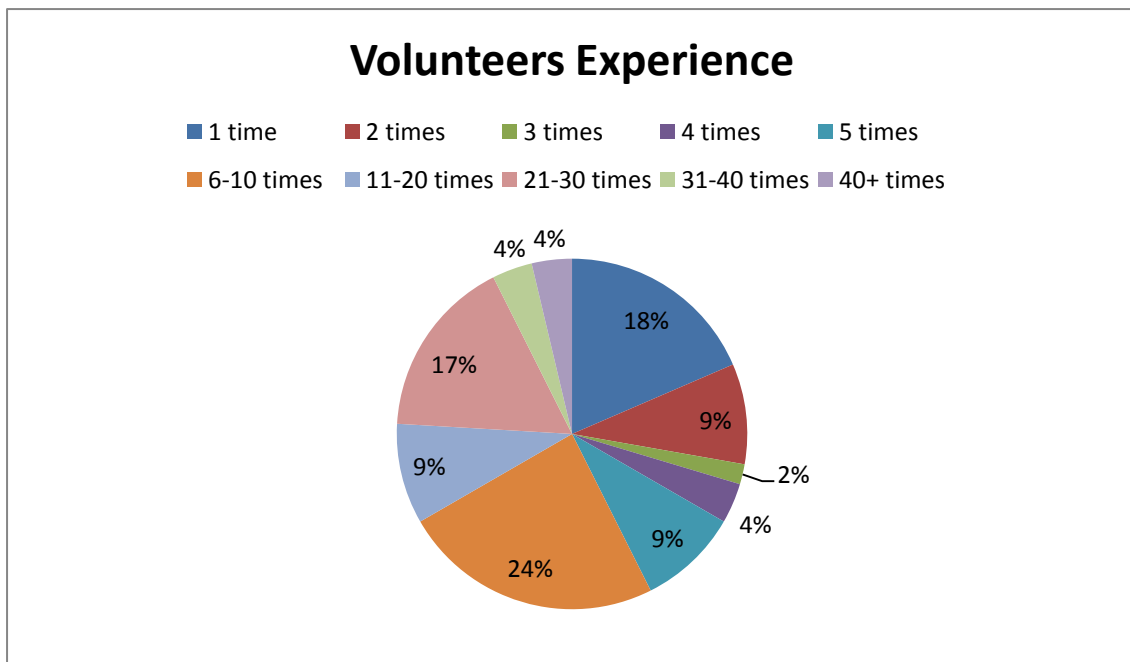
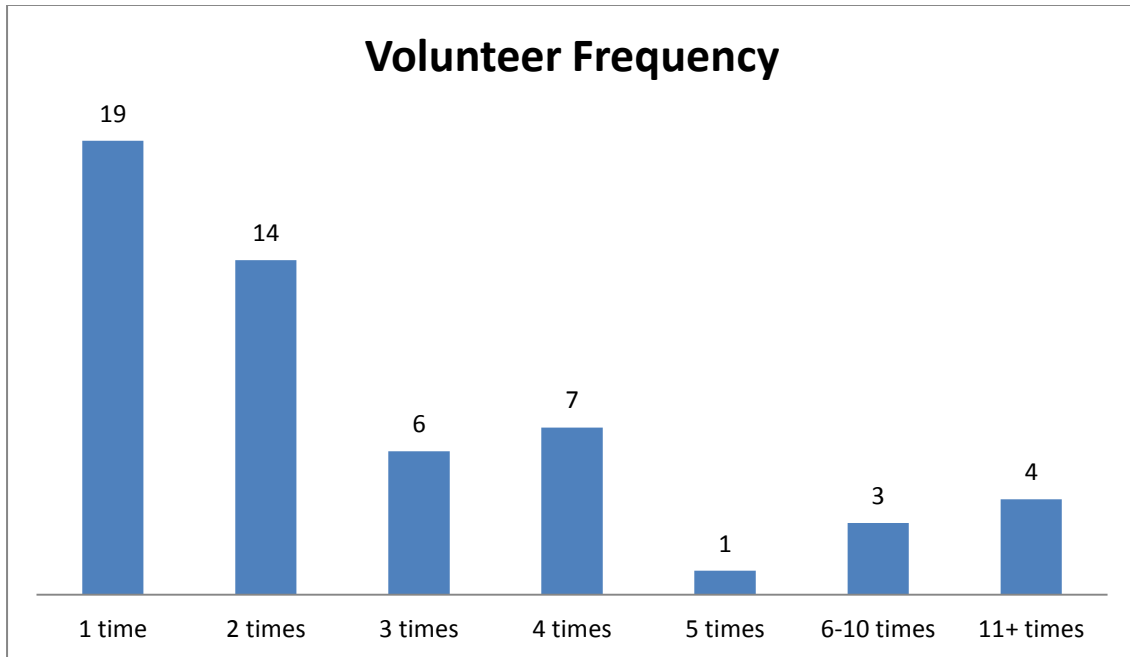
VOLUNTEERS and STAFF

During the quarter 54 volunteers participated in the program, and filled 186 TK Ambassador positions. The following represents frequency, experience, and activities of volunteers. Over 60% of people volunteered more than once over the quarter.

Volunteer hours worked during quarter: 1116

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016



The table above shows the level of overall experience of people who volunteered over the quarter. This is measured by the amount of times each volunteer has participated over the life of the program.

The data shows that volunteer retention is resulting in a greater amount of experienced volunteers. Approximately 57% of volunteers this quarter that have volunteered over 10 times.

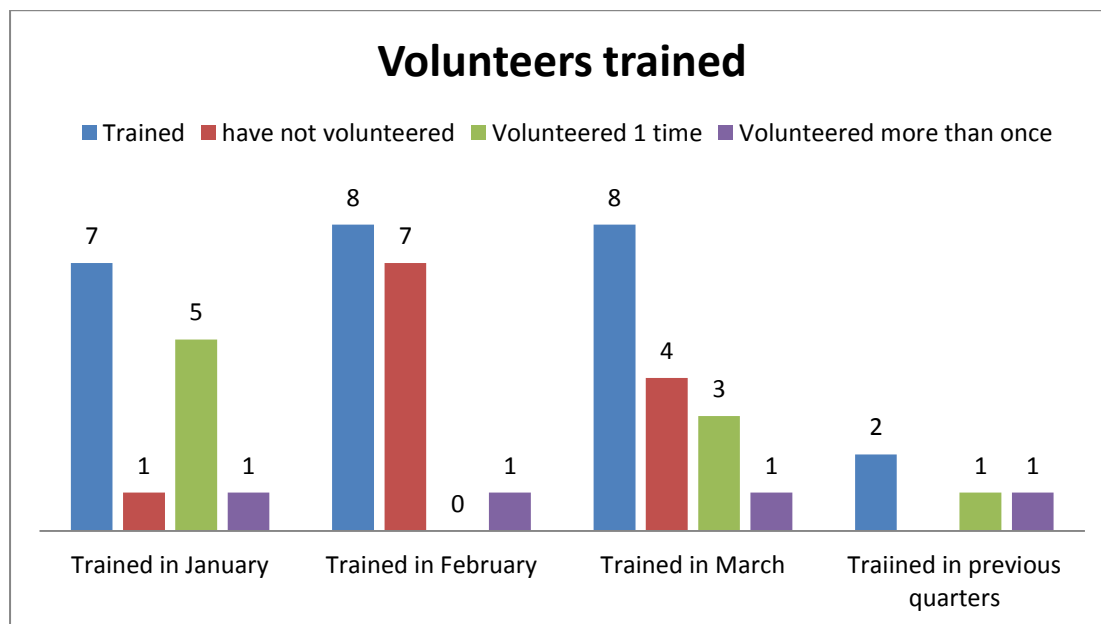
Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

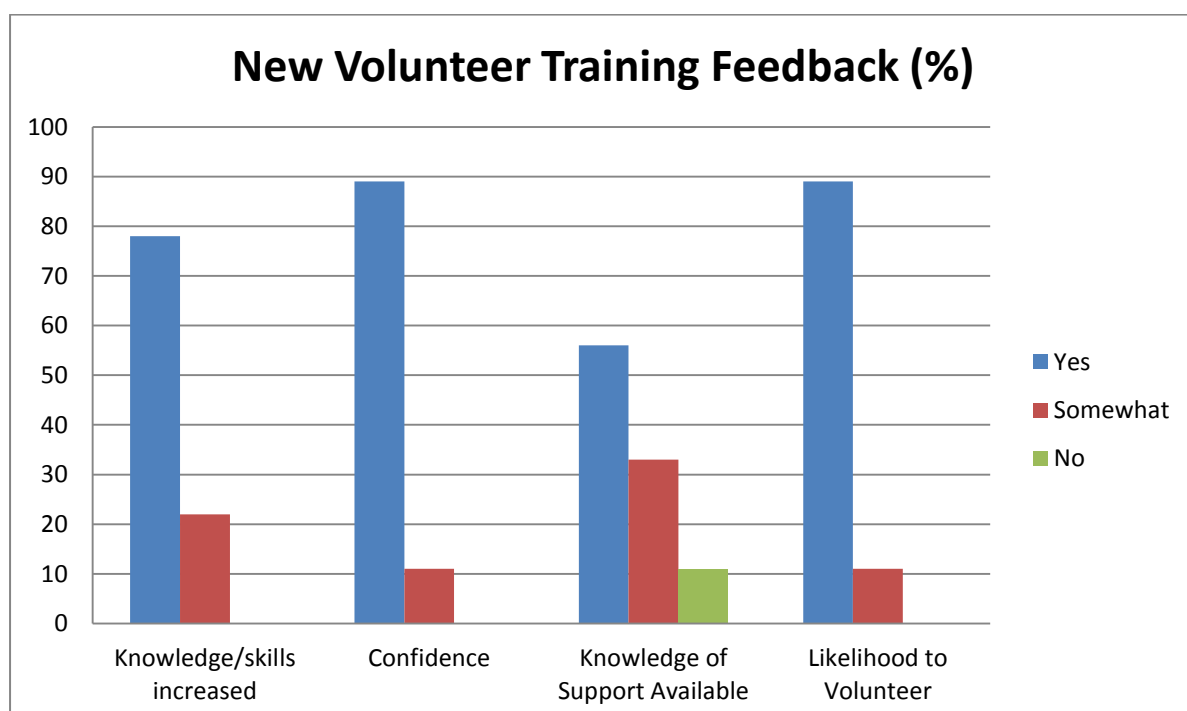
VOLUNTEERS: Training

During the quarter 23 new volunteers were trained. Of those trained in the quarter, 12 have since volunteered. Further, 2 people who were trained previously began volunteering in this quarter. 4 new volunteers have volunteered more than once in the quarter.

NOTE: 3 training sessions were held in this quarter.

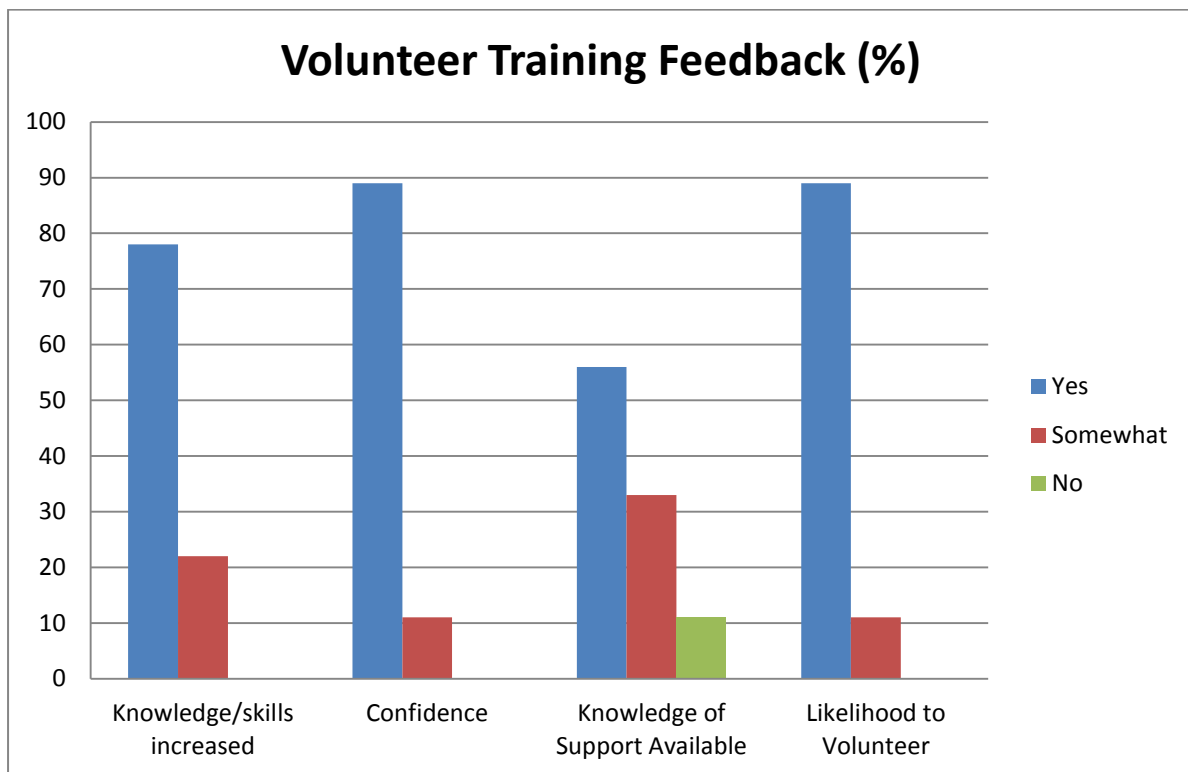


All people who volunteered over the last quarter were provided with additional informal training by team leaders while volunteering. This was in order to continually grow the volunteers' skill base, and develop confidence in the role. Additionally, a debrief was held at the end of each night for volunteers and staff.



Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016



The above data indicates volunteers feedback based on respondents of surveys completed focussing on volunteer knowledge and experience.

STAFF

Average volunteers per night at Kings Cross site (Saturday): 2

Average volunteers per night at Town Hall: 6

Total average volunteers per weekend: 8

* Most Friday nights are very quiet in Kings Cross, as such we usually only have 2 staff members in Kings Cross on Fridays, and utilise volunteers in the Town Hall program. There have also been a minimum of 2 roving teams in Town Hall on Fridays and Saturdays, and a minimum of 1 roving team in Kings Cross on Saturdays only.

Safe Space and TAKE Kare Ambassador program

Quarterly Report JANUARY - MARCH 2016

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.

