

Survey of people who work and live in Drink Safe Precincts

About the evaluation of the Drink Safe Precinct trials

In 2010, the Queensland Government announced an important two-year trial of Drink Safe Precincts to reduce alcohol-related violence in three key entertainment districts: Townsville, Surfers Paradise and Fortitude Valley.

The Queensland Government is undertaking an evaluation of the effectiveness of the Drink Safe Precinct trials to determine if they achieve the aim of reducing alcohol-related violence, and improving community safety and public amenity more broadly.

The evaluation will inform the ongoing decision making of the local Drink Safe Precinct committees, and will inform the public and the Queensland Government about the success or otherwise of this initiative. See the *Online Drink Safe Precinct Surveys: background information* for further information about the evaluation.

About the survey of people who work and live in Drink Safe Precincts

In addition to conducting a survey of venue patrons, the local Drink Safe Precinct committees wanted other people who use Drink Safe Precincts to have their say about alcohol-related violence and what they think should be done to improve community safety in these areas.

To let other people who work and live in the Drink Safe Precinct have their say, the following four surveys were developed in close consultation with the local Drink Safe Precinct committees:

1. Service Provider Survey: for people who work in a Drink Safe Precinct (e.g. police officers, ambulance paramedics, security, transport drivers and support service workers)
2. Resident Survey: for people who live in a Drink Safe Precinct area.
3. Business Survey: for people who own or run a business located in a Drink Safe Precinct area.
4. Licensee/Approved Managers Survey: for licensees and approved managers who own or manage a licensed venue in a Drink Safe Precinct.

These surveys provide one way to measure whether people who work and live in the Drink Safe Precincts believe the trial to be successful in achieving its aims (e.g. improving perceptions of safety) and they provide a way for the local committees to get better understanding of the experiences of people who work or live in a Drink Safe Precinct and the issues that affect them in these areas.

The information gathered through these surveys will be considered alongside a range of other data sources that are being collected to inform the evaluation of the Drink Safe Precinct trials.¹

What did we ask people who work or live in a Drink Safe Precinct?

People who work and live in a Drink Safe Precinct were asked questions about a variety of topics that local Drink Safe Precinct committees identified as being important in their area.

These surveys included multiple choice questions, scale questions and open-ended questions where respondents could write comments and provide feedback.

The survey was divided into seven sections so that respondents could choose to answer the entire survey or choose to select which topics they would like to answer, including:

1. Tell us about yourself.
2. Identifying the Drink Safe Precinct that they usually live or work in.
3. Issues in the Drink Safe Precinct.
4. Perceptions of safety in the Drink Safe Precinct.
5. Experiences of violence in the Drink Safe Precinct.
6. Public amenity in the Drink Safe Precinct.
7. Impact of Initiatives in the Drink Safe Precinct.

How were these surveys administered?

Letters from the Deputy Premier to residents and businesses located in the Drink Safe Precincts were distributed via a mailbox drop.² Letters informing licensees and approved managers about the survey were posted to licensees.

Details about the service provider survey were administered through representatives on the local Drink Safe Precinct committees (e.g. Queensland Police Service Drink Safe Precinct Inspectors, Queensland Ambulance Service representatives and transport company representatives).

The four online surveys went 'live' on the 'Get Involved' website on 22 March 2011 and closed for consultation at midnight Friday, 29 April 2011.

Important note about results from the 'other' online surveys

It is important to treat the findings presented in this summary as indicative only of the attitudes and experiences of those who work and live in Drink Safe Precincts. These results should not be considered to

¹ The evaluation of the Drink Safe Precinct trials will consider a range of objective measures for a baseline period of three years prior to the trial and throughout the two year trial. Data sources include: Queensland Police Service crime report data, calls for service data and operational returns sheet data; Office of Liquor and Gaming Regulation licensing, liquor infringement and glassing incident data; Hospital Emergency Department presentations data; Queensland Ambulance Service calls for service and clinical patient report data; Department of Transport and Main Road pedestrian injuries and traffic infringement data; Support service data from the Chill Out Zone, Chaplain Watch, and NightLife Chaplains; and a variety of rail, bus and taxi patronage data. All the information on objective data measures to be examined will be supplemented by information obtained through stakeholder engagement, including through consultations, interviews and surveys. See the Summary of the Drink Safe Precinct Surveys and Key Findings for more information about the evaluation.

² We are very grateful to those that provided their time to assist with the distribution of the survey information, in particular the Volunteers in Policing (VIPs) in each Drink Safe Precinct who volunteered their time to help to distribute these surveys.

be representative of the attitudes and experiences of all service providers, residents, licensees and people who own or run a business in a Drink Safe Precinct.

For the purposes of this summary, responses to the Service Provider, Resident, Business and Licensee/Approved Manager Surveys have been aggregated. Only responses to questions that were replicated in all four online surveys are reported below.^{3,4}

Key Findings

Who completed this survey?

- More than 280 people viewed the Service Provider, Resident, Business, and Licensee/Approved Manager Surveys through the 'Get Involved' website⁵. Of those views, 222 people completed all, or part of, the survey.⁶
- The majority of respondents reported that they either work or live in the Surfers Paradise Drink Safe Precinct (43.2%, n = 96), followed by Fortitude Valley (33.8%, n = 75). Just under a quarter of respondents identified that they either work or live in the Townsville Drink Safe Precinct (23.0%, n = 51).

Issues in the Drink Safe Precinct

- Respondents were asked to rate how serious they thought issues commonly associated with entertainment precincts are in the Drink Safe Precinct where they live, work or own a business. Overall, alcohol-related violence (91.2%, n = 197), public drunkenness (78.6%, n = 169), illicit drug use (73.5%, n = 158) and lack of public toilets (73.2%, n = 156) were the four most serious issues identified by people who live or work in these precincts.
- When asked to identify if these issues have changed in frequency over the past two years, most respondents reported that these issues have remained the same. A number of respondents, did however, indicate that alcohol-related violence (47.3%, n = 96), public drunkenness (45.3%, n = 92) and illicit drug use (40.6%, n = 82) have increased during the past two years.

Perceptions of safety in the Drink Safe Precinct

- Very few respondents indicated that they felt 'unsafe' being in the precinct; more than 90 per cent of respondents reported that they feel either 'very safe' or 'fairly safe' being in the precinct during the day (93.7%, n = 192). A number of respondents did, however, report feeling either 'a bit unsafe' or 'very

³ Feedback from stakeholders suggests that the response rate to these surveys may have been low because some licensees, residents and businesses completed the online Patron Survey in the short period that it was live and prior to receiving information about the survey targeted at them.

⁴ The online surveys included a number of questions that were specific to the target audience. For example, the Licensee and Approved Managers Survey included questions about the type of liquor license, their venue's maximum patron capacity, and the number of patrons that are usually refused entry or asked to leave on a typical night.

⁵ The 'Get Involved' website recorded 281 entries to the Service Provider, Resident, Business, and Licensee/Approved Manager Surveys. Of those entries, 59 were 'views' — that is, the survey was opened and content was viewed but nothing was entered and no questions were answered.

⁶ The Service Provider Survey achieved the highest response rate of these four online surveys targeting people who work or live in the Drink Safe Precincts. The Resident, Business and Licensee/Approver Manager surveys achieved very low response rates, Local Drink Safe Precinct committees have been consulted with about the low response rate to these surveys. Based on feedback from these committees, it is likely that changes will be made to the way these surveys are administered in the future. Focus groups with key stakeholders will also be conducted prior to the next round of surveys being conducted to provide people with a face to face opportunity to have their say. These focus groups will also be used to discuss the content and methods of administration for future rounds of the surveys.

unsafe' being in the precinct in certain circumstances, in particular being in the precinct alone after midnight (75.0%, n = 153) and parking their car in the precinct at night-time (64.1%, n = 130).

- Respondents were asked to identify how worried they are about being assaulted in the precinct. About two-thirds of respondents identified that they are either 'fairly worried' or 'very worried' about being assaulted in the Drink Safe Precinct (66.5%, n = 135); about one third of respondents reported that they are 'not at all worried' or 'not very worried' about being assaulted in the Drink Safe Precinct (33.5%, n = 68).

Experiences of violence

- The survey included questions about whether respondents had ever witnessed or been the victim of verbal threats or physical violence in the Drink Safe Precinct where they live or work. A large number of respondents indicated that they have witnessed either verbal threats (72.0%, n = 162) or physical violence (78.2%, n = 176) in the Drink Safe Precinct — 54.7 per cent (n = 123) reported that they have personally experienced verbal threats and 42.7 per cent (n = 96) reported that they have been the victim of physical violence in the Drink Safe Precinct where they work or live.
- Some respondents indicated that they have witnessed staff who work in the precinct being verbally threatened or physically abused:
 - more than 70 per cent of respondents have witnessed a police officer being verbally threatened (73.8%, n = 166)
 - 69.8 per cent identified that they have witnessed licensed venue staff being verbally threatened (n = 157)
 - more than two-thirds have witnessed a colleague being verbally threatened (68.0%, n = 153).

Public amenity issues

- When asked to identify the main public amenity issues in the Drink Safe Precinct where they work or live, the most common public amenity issues identified by respondents were 'public urination' (77.8%, n = 175), 'people vomiting in the public space' (64.0%, n = 144) and 'litter' (63.1%, n = 142).
- A large number of respondents highlighted the issues associated with public toilets in the precinct. Just under three-quarters indicated that the 'availability of public toilets' (73.8%, n = 166) and 'cleanliness of public toilets' (53.8%, n = 121) were the main issues associated with public toilets in the precinct where they work or live. More than 60 per cent of respondents indicated that they have been personally affected by 'people vomiting in the public space' (60.9%, n = 137) and 'people using the public space and laneways as toilets' (60.0%, n = 135).

Impact of initiatives

- When asked about their awareness of the Drink Safe Precinct trial, almost 80 per cent of respondents reported that they are aware of the Drink Safe Precinct trial (79.4%, n = 158) and agreed that a number of the initiatives that have been introduced in the trial areas are effective.
- More than three-quarters of respondents reported that they have noticed the increased presence of police in the Drink Safe Precinct (77.7%, n = 153) and approximately 72 per cent of respondents are aware that people can now be banned from public spaces for up to 12 months (71.7%, n = 142).
- The visible presence of police was considered by people who work and live in these areas to be the most effective strategy for reducing alcohol-related violence (76.5%, n = 153) and more than two-thirds

identified that CCTV monitoring is effective at reducing alcohol-related violence and improving community safety (69.5%, n = 137). Over 60 per cent of respondents identified that they consider banning people from entire precincts to be an effective strategy for reducing alcohol-related violence (61.1%, n = 121).

What else did people who live and work in Drink Safe Precincts tell us about violence in these areas and what could be done to improve community safety?

- Respondents made a number of suggestions to further improve safety in the Drink Safe Precinct, these suggestions included enhancing responsible service of alcohol, changing trading hours, and improving access to transport and public amenity facilities. For example, respondents commented:

“Improve the responsible service of alcohol provisions. Have the clubs close at 3am instead of 5am.”

“More Police, extra CCTV cameras, all clubs having ID scanners, premises closing at 2am.”

“Harsher penalties to act as a deterrent for offences. More public toilets, more train services. More powers for Police.”

“Reduce the amount of alcohol consumed by obviously intoxicated persons and harsher penalties imposed by the courts for violence related offences within the precincts.”

“Continue with the current strategy and improve access to public transport, taxis and toilets.”

- A number of respondents suggested the need for more transport options and public facilities in the precinct, for example:

“ More toilets, better signage for people to find them.”

“...improve public transport and taxis services.”

- Some respondents also made positive comments about the progress of the trial and initiatives that have been introduced in these areas to improve safety, for example:

The Chill Out Zone is a very effective strategy in reducing alcohol related violence and attending to assaults etc.”

“Continued funding to the project, including the Chill Out Zone and police on overtime.”

Key points for discussion and action

A number of key issues and themes were identified among people who live or work in a Drink Safe Precinct.

- Similar to the patron survey, a number of respondents to the Service Provider, Resident, Business and Licensee/ Approved Manager Surveys highlighted the issues associated with public toilets in the Drink Safe Precinct where they work or live, including the lack of available and clean facilities.
- Although most respondents reported feeling safe being in the precinct, a number of respondents did, however, report feeling either ‘a bit unsafe’ or ‘very unsafe’ being in the precinct in certain circumstances, in particular being in the precinct alone after midnight and parking their car in the precinct at night-time.
- A number of respondents who live or work in a Drink Safe Precinct reported that are either ‘fairly worried’ or ‘very worried’ about being assaulted in the Drink Safe Precinct.

- Encouragingly, the majority of respondents have noticed the increased presence of police in the Drink Safe Precinct (77.7%, n = 153) and this strategy was considered by people who work and live in these areas to be the most effective strategy for reducing alcohol-related violence.

Where to from here?

Results from the first round of the online surveys are currently being discussed with the local Drink Safe Precinct committees in each area to help inform local level decision making and action, for example, in relation to the issues highlighted around the lack of public toilets.

It is anticipated that the Drink Safe Precinct surveys will be conducted on a six-monthly basis for the two-year duration of the trial to measure any change over time (e.g. changes in awareness about Drink Safe Precinct initiatives). The next round of surveys will be conducted in November 2011 through the 'Get Involved' website.

Prior to the next round of surveys, focus groups will be conducted with key stakeholders, including service providers, licensees and approved managers, to provide a face-to-face opportunity for them to have their say about the Drink Safe Precinct trial. These focus groups will also be used to discuss future iterations of the online surveys — including the content of the survey and ways of administration. Changes will be made to the administration of the surveys to ensure that all target groups have an opportunity to have their say.

The following section provides a detailed breakdown of responses to the Service Provider, Resident, Business and Licensee/Approved Manager Surveys.

Detailed summary of results

The survey sample

The 'Get Involved' website recorded 281 entries to the Service Provider, Resident, Business and Licensee/Approved Manager Surveys. Of those entries, 222 people completed all, or part, of the online surveys.⁷

We also received two requests for a hardcopy version of the Resident Survey and one request for a hardcopy version of the Business Survey. This resulted in a total sample size of 225.

Table 1 shows the breakdown of responses to the four online surveys.

Table 1: Breakdown of responses to the four online surveys

Breakdown of responses to surveys	
Service Provider Survey	170 (75.6%) ⁸
Resident Survey	29 (12.9%) ⁹
Business Survey	17 (7.6%) ¹⁰
Licensee/Approved Manager Survey	9 (4.0%) ¹¹

Important note about the results presented in this summary

It is important to note that not everyone who completed the survey answered every section of the survey or every question in those sections. Inspection of the data revealed that a number of respondents only

⁷ Fifty-nine people opened the survey and viewed sections of the survey, but did not actually answer any questions or write any comments.

⁸ Details about the Service Provider Survey were administered to 390 people who work in the Drink Safe Precinct — this represents a satisfactory response rate of 43.6 per cent. We requested that Drink Safe Precinct committee representatives who were responsible for passing on the details of the survey through their networks let us know how many people the survey information was provided to. It should be noted, however, that it is possible details about the survey may have been administered to more than 390 people (e.g. if there people pass on the survey details through their own networks) which would reduce the response rate.

⁹ More than 2800 letters were distributed to residents who live in Drink Safe Precinct areas (n = 2835). This represents a response rate of approximately 1 per cent. Three of the letters that were distributed were returned to sender for unknown reasons. A number of reasons have been suggested for the low response rate to the Resident Survey — including that the letter was not personally addressed to the resident and rather was addressed to 'Resident, Drink Safe Precinct' and low awareness about the trial among residents who live in these areas. It has also been suggested that the timing of the survey may have affected response rates (i.e. the survey was 'live' over the Easter period).

¹⁰ Letters were mailbox dropped to every business located in a Drink Safe Precinct advising them of the online survey and providing them with the password necessary to access it (n = 984). This represents a response rate of approximately 2 per cent. A number of reasons have been suggested for the low response rate to the Business Survey — including that local businesses have a high level of tolerance to these issues (i.e. business owners are aware that their business is located in an entertainment precinct and have come to accept a lot of the issues associated with owning a business or working in these areas). It has also been suggested that the high turnover of businesses in some of these areas may have contributed to the low response rate — for example, the business/business owner may be new to the area not have been affected by any of these issues yet. Alternatively, the response rate to this survey may have been low because no incentive was offered to complete the survey or may be a reflection that these issues are not currently a great concern to businesses in these areas.

¹¹ In total, 236 letters were sent to licensees in these areas. Twenty of these letters were returned to sender due to incorrect or insufficient address details or because the licensee was no longer at the address listed. This represented a response rate of just over 4 per cent. A number of reasons have been suggested for the low response rate to the Licensee Survey — including the length of the survey and the fact that the survey was available online. It has been suggested that a paper-based survey may be the best way to get licensees to complete such a survey (it is important to note that the letter sent to licensees advised that hardcopy versions of the survey were available upon request; we did not receive any such requests from licensees). It has also been suggested that the response rate to this survey may have been so low because the letter was addressed to the licensee. We have since been advised that often mail that is addressed to the licensee is opened by other members of staff; consequently, the licensee may not have actually had the opportunity to read the letter prior to the survey closing.

answered certain sections of the survey or certain questions; some respondents did not answer any of the multiple choice or scale questions but left comments instead.¹²

Demographics of the respondents

The first section of the surveys asked respondents to tell us a bit about themselves — including their gender, age and which Drink Safe Precinct they live or work in.

Three-quarters of respondents to the Service Provider, Resident, Business and Licensee/Approved Manager Survey were males (75.0%, n = 162) — females were noticeably underrepresented among respondents to these surveys (25.0%, n = 54).

As shown in Table 2, the majority of respondents were aged between 26 and 65 years (87.9%, n = 189).

Table 2: Age of respondents

Age	
Under 18	1 (0.5%)
18 to 25	15 (7.0%)
26 to 39	100 (46.5%)
40 to 65	89 (41.4%)
Over 65	10 (4.7%)

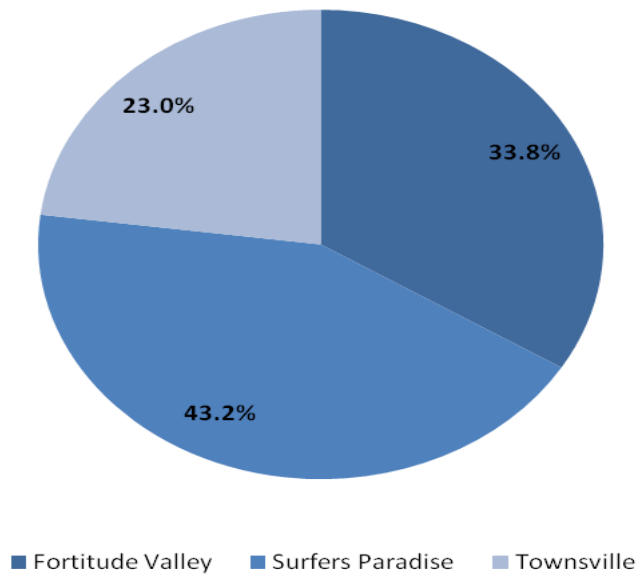
Note: There were nine missing responses to gender and ten missing response for age.

As shown in Figure 1:

- more than 40 per cent of responses to the 'other' online surveys identified that they either work or live in the Surfers Paradise Drink Safe Precinct (43.2%, n = 96):
- just over a third of respondents identified that they either live or work in the Fortitude Valley Drink Safe Precinct (33.8%, n = 75)
- 23.0 per cent of respondents identified that they either live or work in the Townsville Drink Safe Precinct (n = 51).

¹² For this reason only valid percentages are reported below in this document — that is, missing responses have been excluded and percentages are based the number of actual responses to a particular question. Results may not add to 100 per cent due to rounding.

Figure 1: Drink Safe Precinct



Note: Three respondents did not identify which precinct that they live or work in.

Issues in the Drink Safe Precinct

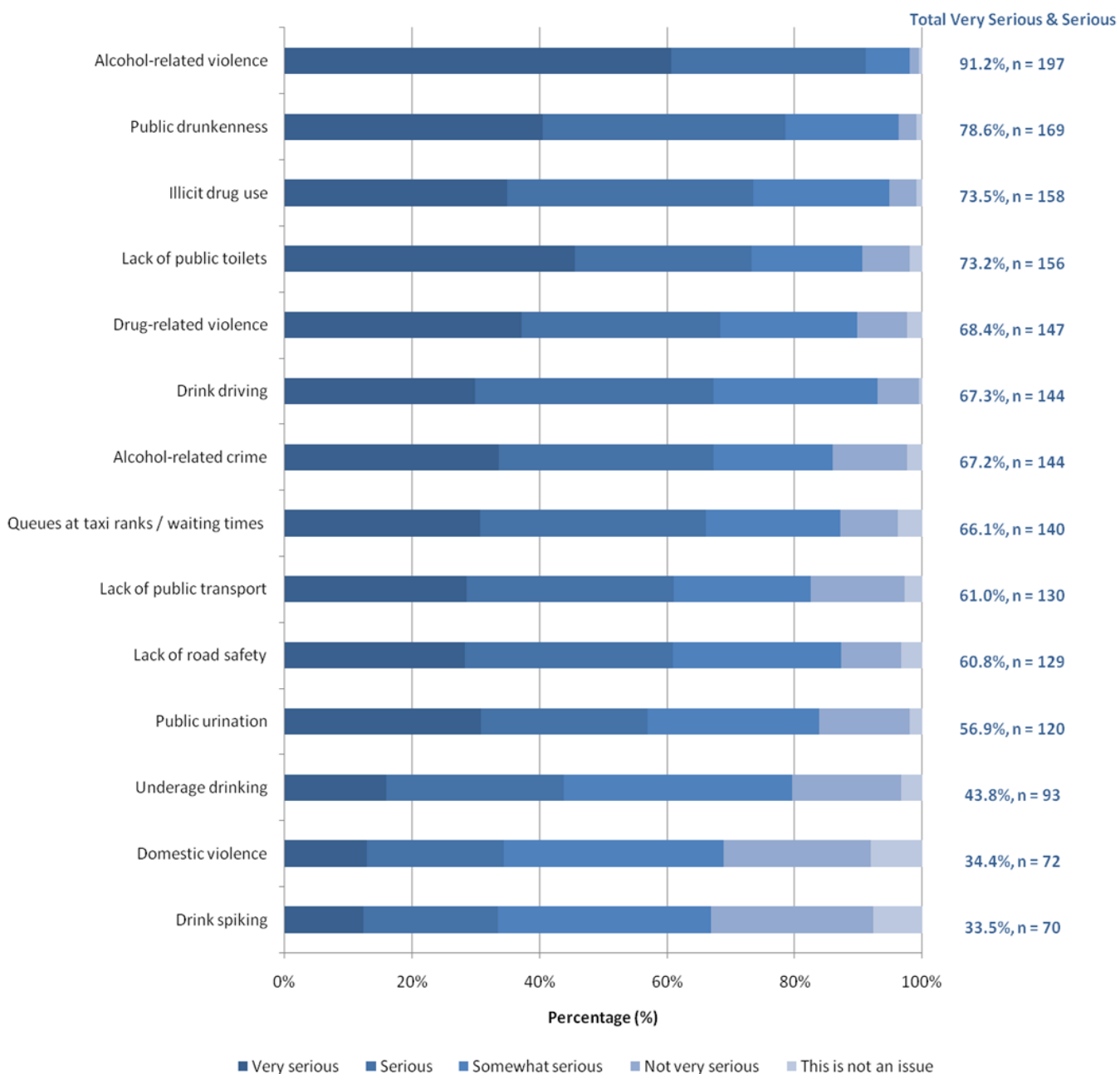
Respondents were asked to rate how serious they think issues commonly associated with entertainment precincts are in the Drink Safe Precinct that they live or work in.

As shown in Figure 2, a number of respondents rated these issues as either 'very serious' or 'serious' in the Drink Safe Precinct that they usually visit.

The four most serious (rated as either 'very serious' or 'serious') issues identified by respondents who live or work in a Drink Safe Precinct were:

1. Alcohol-related violence (91.2%, n = 197).
2. Public drunkenness (78.6%, n = 169).
3. Illicit drug use (73.5%, n = 158).
4. Lack of public toilets (73.2%, n = 156).

Figure 2: Seriousness of issues in the Drink Safe Precinct



Notes: The number of missing responses was 9, 10, 10, 12, 10, 11, 11, 13, 12, 13, 14, 13, 16 and 16 respectively (top to bottom). The figures listed on the right-hand side of the graph show the percentage and number of respondents who identified that that this issue was either 'very serious or 'serious'.

In addition to the issues listed in the survey, a number of respondents also identified other issues that are associated with the Drink Safe Precinct where they live or work. These issues included:

- lack of police and security (i.e. the need for more security and police in these areas)
- assaults against people who work in these areas (e.g. police and bus drivers).

Change in issues in the Drink Safe Precinct

As well as identifying how serious these issues are in the Drink Safe Precinct, respondents were also asked to identify whether these issues have changed over the past two years (i.e. increased, remained the same or decreased).

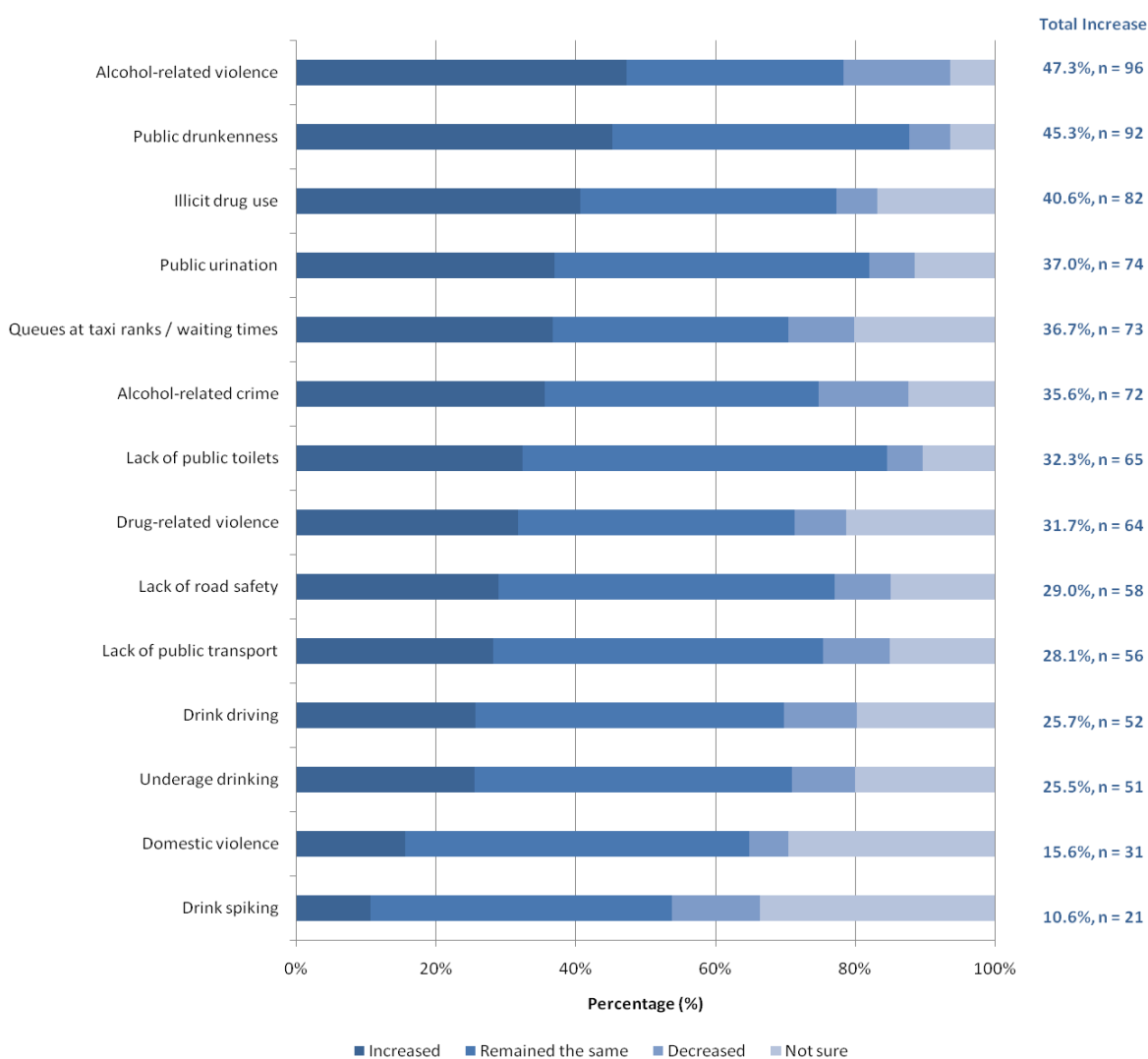
Overall, as shown in Figure 3, most respondents identified that the issues associated with the Drink Safe Precinct have remained the same over the past two years. Less than half of respondents to these surveys identified that these issues have increased during the past two years. A number of respondents did, however, identify that some of these issues have increased during the past two years, and in particular:

- alcohol-related violence (47.3%, n = 96)
- public drunkenness (45.3%, n = 92)
- illicit drug use (40.6%, n = 82).

Some respondents also identified that some of the issues associated with the precinct have decreased during the past two years, including:

- alcohol-related violence (15.3%, n = 31)
- alcohol-related crime (e.g. graffiti, vandalism, wilful damage) (12.9%, n = 26)
- drink spiking (12.6%, n = 25).

Figure 3: Change in issues associated with the Drink Safe Precinct during the past two years



Notes: The number of missing responses was 22, 22, 23, 25, 26, 23, 24, 23, 25, 26, 23, 25, 26 and 26 respectively (top to bottom). The figures listed on the right-hand side of the graph show the percentage and number of respondents who identified that that this issue has 'increased' during the past two years.

Perceptions of Safety in the Drink Safe Precinct

Respondents were asked questions about their feelings of safety while in the Drink Safe Precinct.

Overall, most respondents to the Service Provider, Resident, Business and Licensee/Approved Manager Surveys reported feeling either 'very safe' or 'fairly safe' being in the Drink Safe Precinct that they usually visit — very few respondents reported feeling unsafe in the Drink Safe Precinct.

In particular, the majority of respondents reported that they felt either 'very safe' or 'fairly safe':

- being in the precinct during the day (93.7%, n = 192)
- being in the precinct in the early evening (73.6%, n = 151)
- parking their car in the precinct during the day (69.6%, n = 142).

A number of respondents, did however, reported feeling either 'a bit unsafe' or 'very unsafe' being in the precinct during certain times, and in particular:

- being in the precinct alone after midnight (75.0%, n = 153)
- parking their car in the precinct at night-time (64.1%, n = 130).

As shown in Figure 4, generally, respondents perceived the Drink Safe Precinct to be safer during the day than at night-time, for example:

- 33.7 per cent of respondents indicated that they feel 'very unsafe' using public toilets at night-time (n = 68) compared to 4.9 per cent of respondents who reported feeling 'very unsafe' during public toilets in the precinct during the daytime (n = 10).
- 36.5 per cent reported that they felt 'very unsafe' parking their car in the precinct at night-time (n = 74) compared to 5.9 per cent of respondents who reported feeling 'very unsafe' parking their car in the precinct during the day (n = 12).

Respondents could also comment on what they think should be done in the Drink Safe Precinct to improve safety. A number of respondents suggested strategies that could be implemented to further increase safety in these areas, including:

- reduced trading hours
- increased police presence
- harsher penalties for offenders
- responsible service of alcohol
- environmental changes (e.g. road closures, CCTV camera, lighting)
- greater education of patrons.

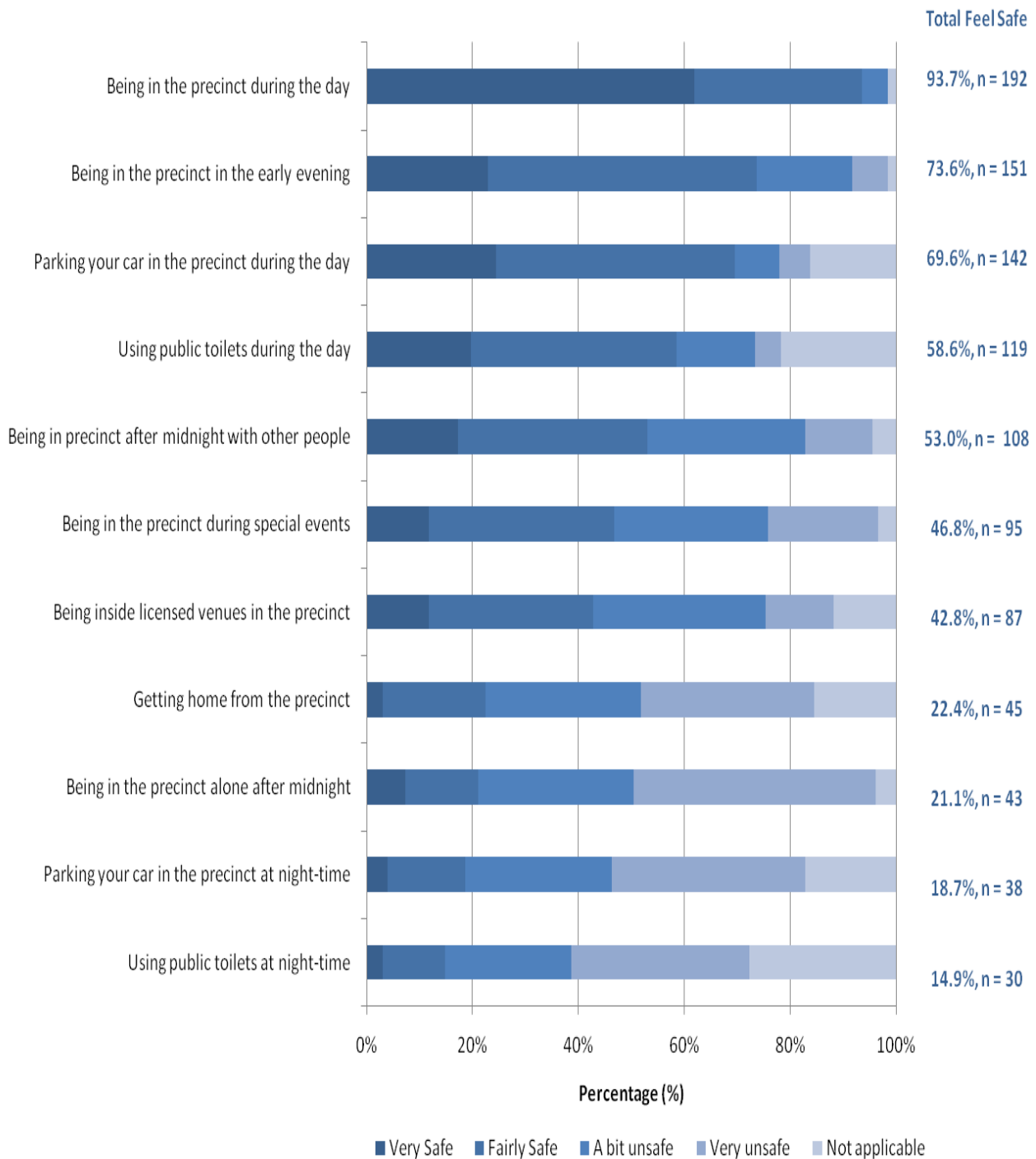
For example:

“Reduce liquor licencing [sic] hours. Reduce lock out timings from 3am to 1am or midnight. Additional police required. Mandatory imprisonment for person who commit a serious assault on a person or on police.”

“Stricter conditions imposed on licence [sic] premises for responsible service of alcohol.”

“Diversionary entertainment/activities in high-pedestrian traffic areas and taxi queues. Peer-safety education campaigns.”

Figure 4: Perceptions of safety in the Drink Safe Precinct



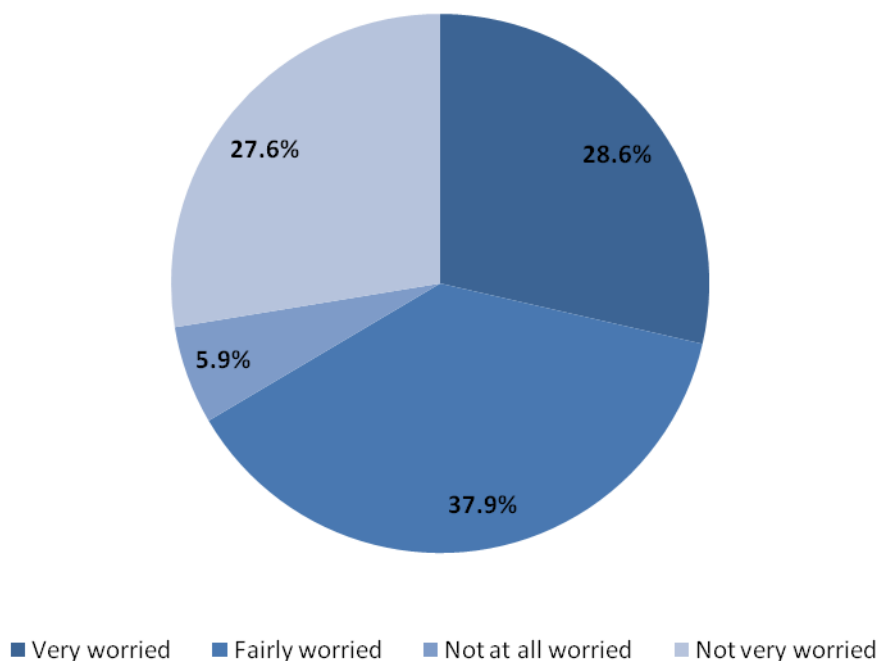
Notes: The number of missing responses was 20, 20, 21, 22, 21, 22, 22, 24, 21, 22, and 23 respectively (top to bottom). The figures listed on the right-hand side of the graph show the percentage and number of respondents who identified that they feel either 'very safe' or 'fairly safe'.

Respondents were also asked to indicate how worried they are about being assaulted in the Drink Safe Precinct.

As shown in Figure 5, just over two-thirds of respondents indicated that they either 'fairly worried' or 'very worried' about being assaulted in the Drink Safe Precinct (66.5%, n = 135). Approximately one third of

respondents identified that they are 'not at all worried' or 'not very worried' about being assaulted in the Drink Safe Precinct (33.5%, n = 68).

Figure 5: Fear of being assaulted in the Drink Safe Precinct



Note: The number of missing responses to this question was 22.

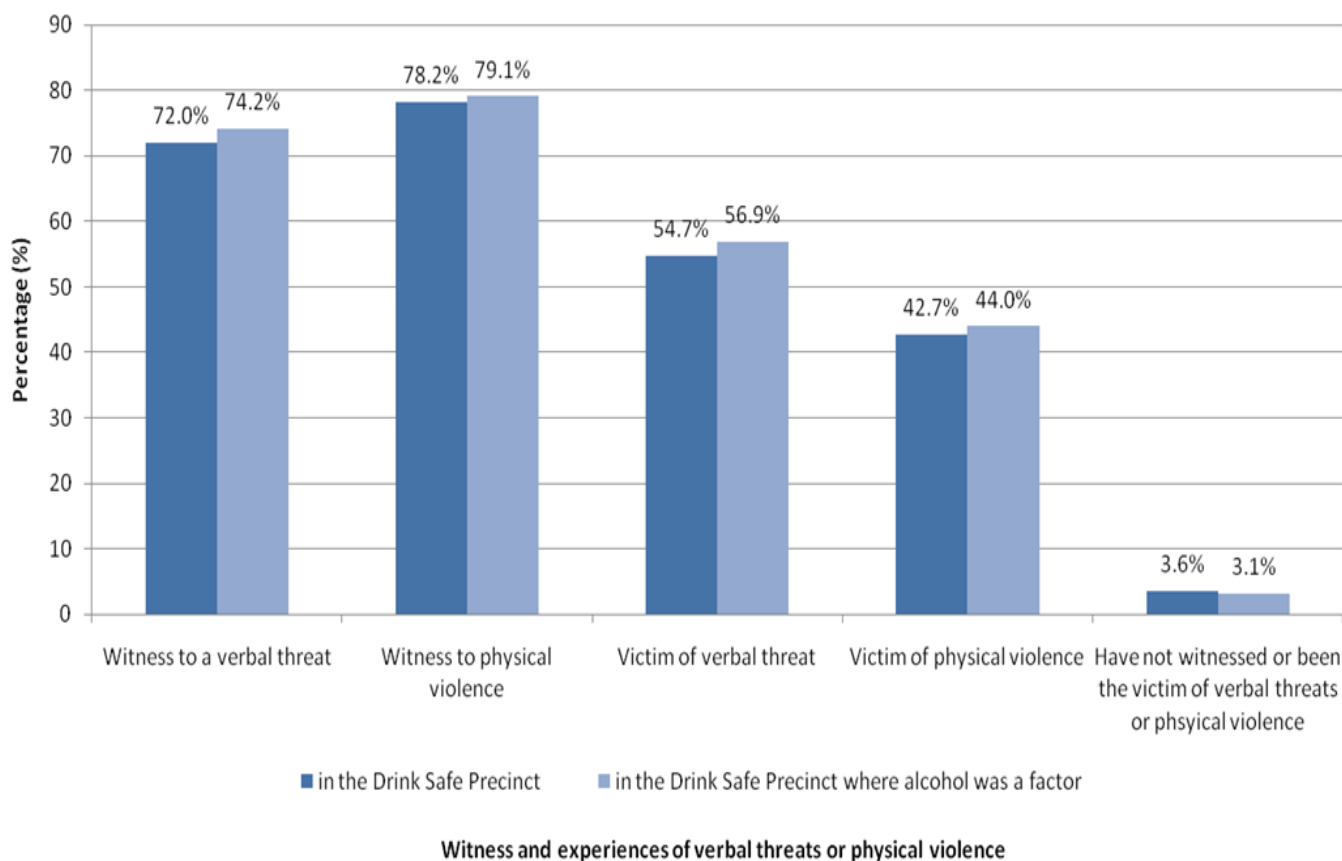
Experiences of violence in the Drink Safe Precinct

Respondents were asked to identify whether they have ever witnessed or experienced either verbal threats or physical violence in the Drink Safe Precinct.

As shown in Figure 6, a large number of respondents reported that they have either witnessed or been the victim of violence:

- more than 70 per cent of respondents reported that they have witnessed either verbal threats (72.0%, n = 162) and more than three-quarters of respondents reported that they have witnessed physical violence (78.2%, n = 176)
- just over half of respondents reported that they have been the victim of verbal threats (54.7%, n = 123) and approximately 43 per cent reported that they have personally experienced physical violence (42.7%, n = 96) in the Drink Safe Precinct where they work or live.

Figure 6: Witness and experiences of verbal threats and physical violence in the Drink Safe Precinct



Note: Percentages exceed 100 per cent as multiple responses were allowed. The number of missing responses for experiences in the Drink Safe Precinct was 22 and the number of missing responses for experiences where alcohol was a factor was 23.

Respondents were also asked about their experiences witnessing staff who work in the precinct being verbally threatened or physically abused (including colleagues, if relevant).

As shown in Table 3, a number of respondents reported that they have witnessed staff who work in the precinct involved in an altercation with patrons, and in particular, a large number reported that they have witnessed verbal threats:

- more than 70 per cent of respondents have witnessed a police officer being verbally threatened (73.8%, n = 166)
- 69.8 per cent identified that they have witnessed licensed venue staff being verbally threatened (n = 157)
- more than two-thirds have witnessed a colleague being verbally threatened (68.0%, n = 153).¹³

¹³ Please note that the response category of 'colleague' was not included in the Resident Survey.

Table 3: Witnessed staff who work in the precinct involved in altercations with patrons

Have you ever witnessed anyone involved in an altercation with staff who work in the Drink Safe Precinct? (multiple responses allowed)	
Witnessed a colleague being verbally threatened	153 (68.0%)
Witnessed a colleague being physically abused	132 (58.7%)
Witnessed licensed venue staff being verbally threatened	157 (69.8%)
Witnessed licensed venue staff being physically abused	133 (59.1%)
Witnessed a police officer being verbally threatened	166 (73.8%)
Witnessed a police officer being physically abused	139 (61.8%)
Witnessed an ambulance paramedic being verbally threatened	114 (50.7%)
Witnessed an ambulance paramedic being physically abused	66 (29.3%)
Witnessed public transport driver being verbally threatened	143 (63.6%)
Witnessed public transport driver being physically abused	85 (37.8%)
Witnessed 'other' staff who work in the precinct being verbally threatened	118 (52.4%)
Witnessed 'other' staff who work in the precinct being physically abused	87 (38.7%)
Have not witnessed staff who work in the precinct being physically or verbally abused	16 (7.1%)

Note: The number of missing responses was 23.

Respondents were asked to comment on what they think could be done to reduce violence in the Drink Safe Precinct. Again, these suggestions focused mainly on reduced trading hours, increased police presence, harsher penalties, more widespread use of banning powers and changes to the physical environment, including transport services.

“Continue with the high visible police presence, improve public transport and taxis services to enable public to leave the area.”

“More Police policing the streets at close and lock out times. Tougher stance on public drunkenness, urination and nuisance.”

Public amenity issues in the Drink Safe Precinct

Respondents were asked to identify what the main public amenity issues in the Drink Safe Precinct that live or work in or where their business is located.

As shown in Table 4, the most common public amenity issues identified by respondents were:

- public urination (77.8%, n = 175)
- people vomiting in the public space (64.0%, n = 144).

Table 5: Public amenity issues in the Drink Safe Precinct

What are the main public amenity issues in the Drink Safe Precinct? (multiple responses allowed)	
Public urination	175 (77.8%)
People vomiting in the public space	144 (64.0%)
Litter	142 (63.1%)
Damage to property	107 (47.6%)
Noise	99 (44.0%)
Graffiti	34 (15.1%)
Other issues	10 (4.4%)

Note: The number of missing responses was 25.

Issues associated with public toilets

During consultation with the local Drink Safe Precinct committees, the lack of public toilets and lack of clean public toilets in the Drink Safe Precinct have been highlighted as an important issue. For this reason, questions about public toilets in the Drink Safe Precinct were included in the Service Provider, Resident, Business and Licensee/Approved Manager Surveys.

As shown in Table 6, almost three-quarters of respondents indicated that the availability of public toilets (73.8%, n = 166) was one of the main issues associated with public toilets in the Drink Safe Precinct and just over half of respondents commented on the cleanliness of these facilities in the Drink Safe Precinct (53.8%, n = 121).

Table 6: Issues associated with public toilets in the Drink Safe Precinct

What would you say are the issues associated with public toilets in the Drink Safe Precinct (multiple responses allowed)	
Availability of public toilets	166 (73.8%)
Cleanliness of public toilets	121 (53.8%)
Access to public toilets	106 (47.1%)
Lack of signage	90 (40.0%)
Other issues	4 (1.8%)

Note: The number of missing responses was 30.

Personally affected by public amenity issues

Respondents were asked to identify which public amenity issues have affected them personally as someone who lives or works in or owns a business in a Drink Safe Precinct.

As shown in Table 7, a large number of respondents reported that they had been personally affected by amenity issues in the Drink Safe Precinct. The most common issues reported included:

- people vomiting in the public space (60.9%, n = 137)
- people using the public space and laneways as toilets (60.0%, n = 135)
- litter (53.3%, n = 120).

Table 7: Personally affected by amenity issues

Which public amenity issues in the Drink Safe Precinct have affected you personally? (multiple responses allowed)	
People vomiting in the public space	137 (60.9%)
People using the public space and laneways as toilets	135 (60.0%)
Litter	120 (53.3%)
Damage to property	94 (41.8%)
Access to public toilets	92 (40.9%)
Noise	77 (34.2%)
Cleanliness of public toilets	77 (34.2%)
Lack of signage for public toilets	72 (32.0%)
Graffiti	37 (16.4%)

Other issues	5 (2.2%)
None of the above – I have not been affected by amenity issues	15 (6.7%)

Note: The number of missing responses was 24.

Respondents were also asked to comment on what they think could be done to reduce these public amenity issues. These suggestions mainly related to installation of more facilities and signage to these facilities, for example:

“Install toilets or place portable toilets there during peak times.”

“More signage and more amenities for public use.”

Awareness and effectiveness of initiatives

Respondents were asked about their awareness of Drink Safe Precinct initiatives. As shown in Table 8, the majority of respondents had heard about the Drink Safe Precinct trials before completing the survey (79.4%, n = 158):

- more than three-quarters of respondents identified that they have noticed the increased presence of police in the Drink Safe Precinct (77.7%, n = 153)
- just over 70 per cent of respondents indicated that they are aware that people can now be banned from these areas for up to 12 months (71.7%, n = 142)
- approximately two out three respondents who completed that survey have noticed the presence of support services in the Drink Safe Precinct (68.5%, n = 135).

Table 8: Awareness of Drink Safe Precinct initiatives

Have you heard about...	Have you heard about...	
	Yes	No
Drink Safe Precinct trials before completing this survey	158 (79.4%)	41 (20.6%)
Are you aware that people can now be banned from Drink Safe Precincts for up to 12 months?	142 (71.7%)	56 (28.3%)
Have you noticed the increased presence of police in the Drink Safe Precinct?	153 (77.7%)	44 (22.3%)
Have you noticed the increased presence of ambulance paramedics in the Drink Safe Precinct?	59 (30.3%)	136 (69.7%)
Have you noticed the presence of support services in the Drink Safe Precinct?	135 (68.5%)	62 (31.5%)
Have you noticed changes to public transport services in the Drink Safe Precinct?	45 (23.2%)	149 (76.8%)
Do you know where to find a toilet after lockout?	115 (58.4%)	82 (41.6%)

Note: The number of missing responses was 26, 27, 28, 30, 28, 31 and 28 respectively.

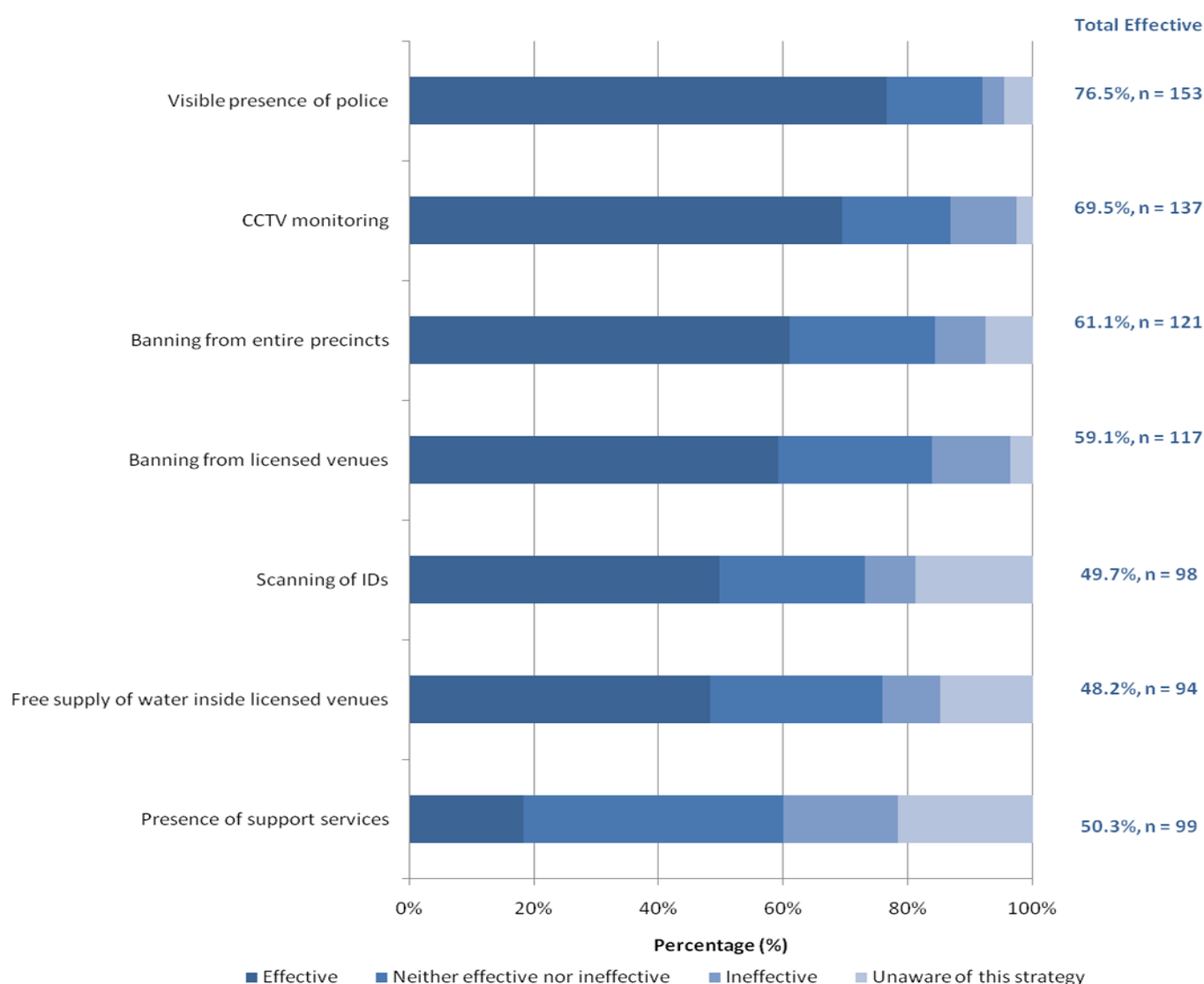
Effectiveness of initiatives aimed at reducing alcohol-related violence

As well as awareness of these initiatives, respondents were also asked to identify how effective they think initiatives are at reducing alcohol-related violence and improving community safety.

As shown in Figure 7, a large number of respondents agreed that the initiatives listed in the survey are effective at reducing alcohol-related violence and improving community safety:

- just over three-quarters of respondents believe that the visible presence of police is effective at reducing alcohol-related violence and improving community safety (76.5%, n = 153)
- more than two-thirds agree that CCTV monitoring is effective at reducing alcohol-related violence and improving community safety (69.5%, n = 137)
- over 60 per cent of respondents agree that banning people from entire precincts is an effective strategy (61.1%, n = 121).

Figure 7: Effectiveness of initiatives aimed at reducing alcohol-related violence



Notes: The number of missing responses was 25, 28, 27, 27, 28, 30 and 28 respectively (top to bottom). The figures on the right-hand side of the graph show the percentage and number of respondents who identified that that this strategy is effective at reducing alcohol-related violence and improving community safety.

What could be done to reduce alcohol-related violence and improve community safety?

The final two questions of the survey allowed respondents to make comments about what they think should be done to improve safety in the Drink Safe Precincts and to make any other comment about violence or safety issues in these precincts.

Respondents made a number of suggestions to further improve safety in the Drink Safe Precinct, these suggestions included enhancing responsible service of alcohol, changing trading hours, and improving access to transport and public amenity facilities. For example, respondents commented:

“Improve the responsible service of alcohol provisions. Have the clubs close at 3am instead of 5am.”

“More Police, extra CCTV cameras, all clubs having ID scanners, premises closing at 2am.”

“Harsher penalties to act as a deterrent for offences. More public toilets, more train services. More powers for Police.”

“Reduce the amount of alcohol consumed by obviously intoxicated persons and harsher penalties imposed by the courts for violence related offences within the precincts.”

“Continue with the current strategy and improve access to public transport, taxis and toilets.”

Some respondents also made positive comments about the progress of the trial and initiatives that have been introduced in these areas to improve safety, for example:

“The Chill Out Zone is a very effective strategy in reducing alcohol related violence and attending to assaults etc.”

“Continued funding to the project, including the Chill Out Zone and police on overtime.”