

Six month snapshot: Fortitude Valley Drink Safe Precinct trial

About the Fortitude Valley Drink Safe Precinct

Fortitude Valley – or the Valley as it is more commonly known – is one of Queensland’s most popular entertainment precincts. The area is renowned for its live music and band scene, fashion, markets, nightclubs and adult entertainment venues.

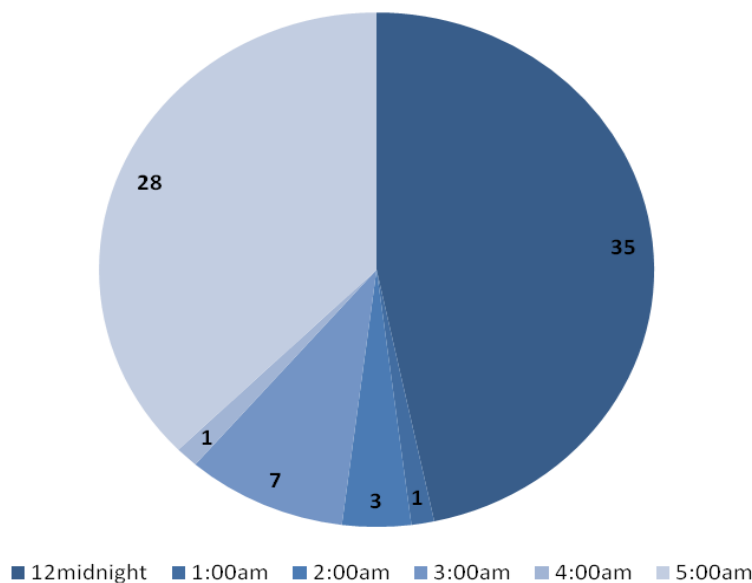
The Fortitude Valley Drink Safe Precinct (DSP) extends from Saint Paul’s Terrace to Robertson Street and includes the Brunswick Street and China Town Malls. The Drink Safe Precinct includes most of the late night trading licensed venues in this area.

It is estimated that approximately 50,000 patrons frequent Fortitude Valley on an average Friday or Saturday night. Just over 5,000 residents live in the Fortitude Valley suburb.

There are 75 licensed venues in the Fortitude Valley Drink Safe Precinct. As shown in Figure 1:

- More than half of these venues trade after 12midnight (53%, n = 40).
- One venue trades until 1am, three venues close at 2am, seven venues close at 3am and 29 venues have licenses to trade past lock-out (i.e. 3am).

Figure 1: Trading hours of venues located in the Fortitude Valley Drink Safe Precinct



Source: Office of Liquor and Gaming Regulation (OLGR) 2011.

The Fortitude Valley Drink Safe Precinct has been in operation since December 2010. Some information about what happened during the first six months of the trial is described below.

What strategies are in place in the Fortitude Valley Drink Safe Precinct?

A number of initiatives are in place in the Fortitude Valley Drink Safe Precinct, including:

- **City Safe Camera Network** – The Brisbane City Council has numerous CCTV cameras to provide information about incidents to Queensland Police Service (QPS) and facilitate a fast response to incidents and the apprehension of alleged offenders.
- **Inter Radio Communication Network** (venues and camera) – this radio network links the Brisbane City Council Safety Camera Network and QPS. The radio network is used to share information about incidents or persons causing concern, identify potential incidents and facilitate fast responses to incidents. There is also another radio network interlinked between the licensed venues and the Police Mall Post.
- **Taxi marshals and security guards at Secure Taxi Ranks** – Taxi marshals and security guards are located at the nominated Secure taxi ranks on Friday and Saturday nights and on public holidays to ensure that patrons are loaded into taxis in a safe and efficient way.
- **Security at bus stops** – Security officers are located at bus stops on Friday and Saturday nights. If an issue on the bus arises they are the first line in trying to resolve the issue.
- **Security in the Valley Metro** – Security officers along with Railway Squad police patrol the Valley Metro (Translink) during and between hours of operations.
- **Drink Safe Precinct Inspector and Liquor enforcement and proactive strategy (LEAPS) officers** – conduct monthly meetings with the Valley Liquor Accord, Valley Chamber of Commerce and Valley Property Owners Group to ensure staff are trained and licensed premises have individual strategies in place. Officers from the Brisbane Central District LEAPS are also heavily involved every week-end in enforcement strategies within the Drink Safe Precinct.
- **Multi-agency operations** – QPS, OLGR, Queensland Fire and Rescue Service and the Brisbane City Council conduct regular operations within the Drink Safe Precinct to ensure compliance across a number of areas including liquor related, fire related, workplace health and safety, and general council matters (cleanliness, patron safety, lighting). These operations are coordinated by the Brisbane Central District Liquor Investigation Unit and to date have been highly successful.
- **Responsible Service of Alcohol (RSA) forums** in conjunction with licensees, OLGR is providing Responsible Service of Alcohol (RSA) forums to staff and management from licensed premises within the Drink Safe Precinct areas. The forums provide an opportunity for OLGR to impart examples of RSA practices and provide contextual material complementing RSA course content. The forums are well received with attendees indicating their appreciation for the opportunity to receive further education and to discuss RSA issues with OLGR representatives.

What new strategies have been introduced in the Fortitude Valley Drink Safe Precinct?

A number of initiatives have been introduced in Fortitude Valley as part of the Drink Safe Precinct trials, these include:

- **Establishment of a Chill Out Zone** that is located in Brunswick Street Mall opposite McDonalds. The Chill Out Zone operates every Friday and Saturday night from 11pm - 5am. The Chill Out Zone is a place where patrons can go to rest, seek advice and take time out from a busy night.

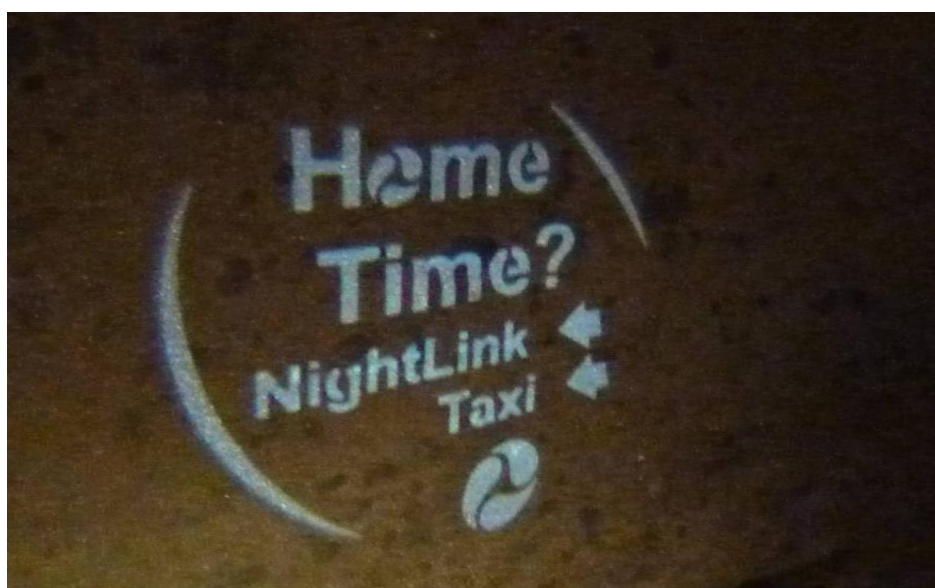
Figure 2: Photos of the Chill Out Zone in Fortitude Valley



Source: Chill Out Zone 2011.

- **Introduction of GoBo projections** (light projections on to the footpath) outside the Beat Nightclub, the Fringe Bar, the Mustang Bar, X&Y nightclub, Monastery, The Wickham Hotel, GPO, Empire Hotel, Cloudland, The Church, Electric Playground, and two in the Brunswick Street Mall which direct patrons to public transport and taxi services.

Figure 3: Photo of GoBo projection located outside a licensed venue

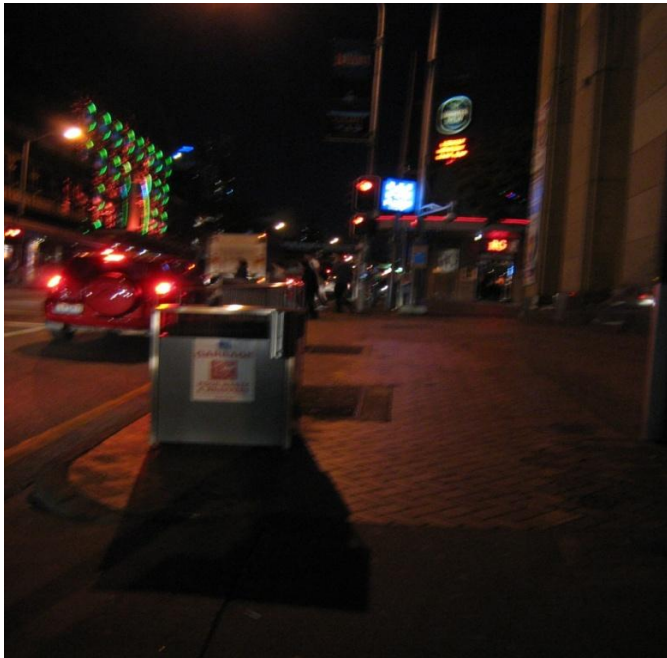


Source: TransLink 2011.

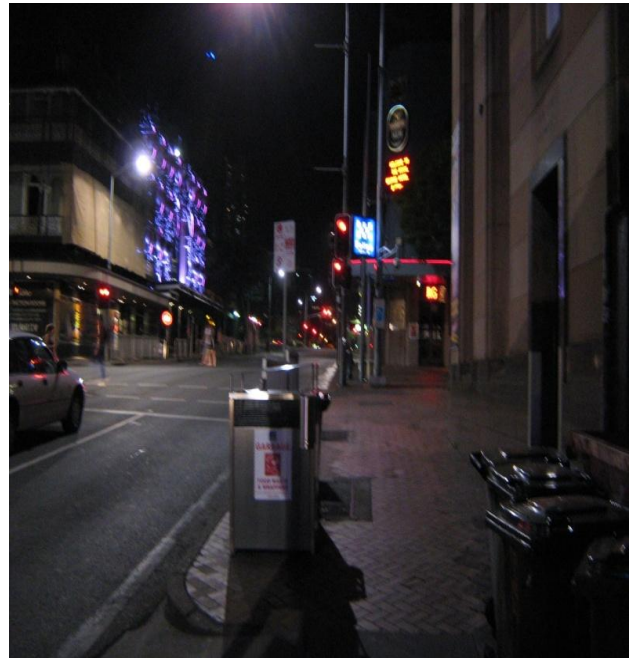
- **Upgrade and installation of additional lighting** has been installed in the precinct.

Figure 4: Before and after photos of lighting upgrades

Ann Street Before



Ann Street After



Source: Brisbane City Council 2011.

- Distribution of 'Guide to drinking safely in Brisbane' posters prepared by the Queensland Police Service to licensed venues in Fortitude Valley.

Figure 5: Guide to drinking safely in Brisbane poster



Source: Queensland Police Service 2011.

A number of changes have also been made to public transport services in the precinct, including:

- **Extra secure taxi ranks, taxi marshals and security guards** are located at the secure taxi ranks on Wickham Terrace and in Ann Street and the FlatFare taxi rank in Warner Street on Friday and Saturday nights and on public holidays to ensure that patrons are loaded into taxis in a safe and efficient way. The Department of Transport and Main Roads has also established secure taxi ranks which operate on Saturday night and Sunday morning in the northern area of Brunswick Street outside the Valley Metro Plaza, in the southern area of Brunswick Street outside the Empire Hotel and in Ann Street outside Kathmandu to cater for the bigger crowds on the Saturday night and to give taxi patrons an alternative to the already busy secure taxi ranks.
- **Relocation of secure taxi rank** previously located outside the Bank nightclub to outside the Royal George.
- **Relocation of bus stop for NightLink buses**, except for the N199, buses now depart from opposite the Valley Metro on Brunswick Street, not Warner Street.
- **Installation of LCD monitors** by Queensland Rail with real-time passenger information display at the entrance to Valley Metro so patrons can see when the next available train home is.

What's been happening in the Fortitude Valley Drink Safe Precinct?

Queensland Police Service activity¹

Activity

During the first six months of the trial in Fortitude Valley:

- 995 people were arrested – mainly for good order and liquor type offences
- 87 Notices to Appear were issued
- 307 tickets were issued – mainly for liquor and good order related offences
- 1852 street checks were conducted
- 221 Random Breath Tests (RBTs) were conducted
- 129 Traffic Infringement Notices (TINs) were issued.

During this period police conducted 1340 walkthroughs of licensed premises,² detected 151 breaches against licensed premises³ and exercised tip out powers 924 times.

Diversions activity by QPS

As part of the trial, police in Fortitude Valley have started to record more information about the use of diversionary strategies and policing that resolves incidents informally, without recourse to the criminal justice system.

¹ The data presented here has been obtained from QPS nightly Returns Sheets and not from QPRIME which is QPS's principal crime recording database. There may be some discrepancies between Returns Sheet data and data obtained from QPRIME and where this occurs QPRIME is to be regarded as authoritative. It should be noted that the Drink Safe Precinct evaluation which is being conducted over the course of the two year Drink Safe Precinct trial will principally be based on QPRIME data. The Returns Sheets, however, provide some data that is not otherwise recorded in QPRIME or elsewhere and these data will also be used to inform the evaluation. The figures presented in this snapshot are based on the total amount of activity recorded on returns sheets (i.e. returns sheets completed by overtime and rostered personnel have been aggregated to provide a better indication of the total amount of police activity occurring in the precinct).

² A walkthrough is where police conduct a foot patrol of a licensed premise and includes: maintaining a police presence; rapport building between police and patrons/venue management; and police observation of a venue's operation, for example, patron intoxication levels and behaviour, serving of alcohol to patrons, and compliance with relevant legislation.

³ QPS figures for breaches detected against licensed premises do not necessarily mean that enforcement action was taken. Most of these breaches are reported to OLGR to action.

During the first six months of the trial, police officers patrolling the precinct used diversionary strategies nearly 2800 times.⁴ This included:

- taking 386 people to a designated place of safety or rest and recovery area
- using conflict intervention/tactical communication 1215 times
- diffusing potential 581 incidents through using de-escalation techniques
- issuing 452 move-on directions
- taking 75 people into detention for breaches of the peace
- 79 handovers to Queensland Ambulance Paramedics
- five handovers of defence personnel to military police.

Assaults

During the first six months of the trial, 44 people (including one juvenile) were arrested for assault-related offences in the Fortitude Valley Drink Safe Precinct and 11 Notices to Appear were issued.

Twenty-one people were arrested and two Notices to Appear were issued for assaults against police during the first six months of the trial.

Good Order Offences

During the first six months of the trial, police arrested 422 people (including two juveniles) for good order-related offences.⁵ One hundred and thirty-nine tickets and 27 Notices to Appear were issued for good order offences during this period.

Liquor Offences

During the first six months of the trial, police arrested 379 people (including 13 juveniles) for liquor-related offences.⁶ One hundred and fifty-nine tickets and 11 Notices to Appear were issued for liquor-related offences during this period.

Drug Offences and Drink or Drug Driving

During the first six months of the trial, police arrested 53 people (including two juveniles) and issued 28 Notices to Appear for drug-related offences. Five tickets were also issued during this period.

During this period, eight people were arrested and one Notice to Appear was issued for drink or drug driving offences in the precinct.

Other Offences

In addition to the offence categories listed above, police arrested a further 68 people and issued seven Notices to Appear and three tickets for 'other' types of offences in the Fortitude Valley Drink Safe Precinct – including property offences, traffic offences, prostitution offences.

Banning orders

During the first six months of the Drink Safe Precinct trial in Fortitude Valley, 11 people have been banned from entering the Fortitude Valley Drink Safe Precinct for between four and 12 months for offences including:

⁴ Some interventions may have involved more than one person. For example, the use of conflict intervention/tactical communication may have been used to deescalate a possible assault occurring between two or more persons.

⁵ Good Order offences recorded on the Drink Safe Precinct returns sheets include 'disobey move-on direction', 'resist, incite, hinder, and obstruct police', 'public nuisance' and 'public urination'.

⁶ Liquor offences recorded on the Drink Safe Precinct returns sheets include 'consume liquor in non-designated public place', 'non-exempt minor in licensed premises', 'adult supply to a minor in public place', 'public drunkenness', 'disorderly on licensed premises', 'drunk in licensed premises', 'fail to leave licensed premises' and 'other Liquor Act offences'.

- serious assault
- common assault
- armed so as to cause fear or alarm
- assault occasioning bodily harm
- public nuisance.

During the first six months of the trial, no breaches of banning orders from the Fortitude Valley Drink Safe Precinct were detected.

Office of Liquor and Gaming Regulation Activity

As part of the Drink Safe Precinct trials, OLGR plan, co-ordinate and participate in multi-disciplinary compliance operations of licensed premises within the Fortitude Valley Drink Safe Precinct targeting Liquor and Security Provider Act compliance. During the first six months of the trial, OLGR conducted six joint operations targeting licensed venues located in the Fortitude Valley Drink Safe Precinct.

As well as conducting special joint operations, OLGR also monitors the compliance of licensed premises and routinely conducts compliance audits and investigations.⁷

During the first six months of the trial, 134 compliance operations were conducted on licensed venues in the Fortitude Valley Drink Safe Precinct.⁸ OLGR conducted an additional 38 investigations in response to complaints from members of public, police and other sources.

A total of 93 breaches against licensed premises were detected during this period.

In addition to this, OLGR, in conjunction with licensees in Fortitude Valley, conducted four Responsible Service of Alcohol forums during the first six months of the trial.

Support services

Two main patron support services operate in the Fortitude Valley precinct:

- Chill Out Zone (funded under the Drink Safe Precinct initiative)
- NightWatch Chaplains (for which the foot patrol is funded under the Drink Safe Precinct initiative).

Chill Out Zone

The Chill Out Zone includes a purpose built caravan where patrons can go to rest, recover and relax as well as a mobile foot patrol team that patrols looking for people who might be in need of assistance or referral to the Chill Out Zone.

The Chill Out Zone commenced operations in the precinct on Friday 10 December 2010 and operates every Friday and Saturday night between 11pm – 5am as well as additional days as requested (e.g. special events). The Chill Out Zone is located in the Brunswick Street Mall.

Between December 2010 and May 2011, the Chill Out Zone offered support to patrons in the precinct on 50 nights – including regular Friday and Saturday nights as well as Sunday 26 December 2010, Sunday 2 January 2011, Tuesday 25 January 2011 and Monday 25 April 2011.⁹ The Chill Out Zone provided support

⁸ For the purposes of this snapshot, compliance operations include after hours inspections and day time inspections.

⁹ No service was offered over the Christmas weekend or Friday 22 April 2011 due to Easter trading restrictions. Due to a malfunction of the van, no service was offered on Friday 27 May 2011.

to patrons in the Fortitude Valley Drink Safe Precinct for just under 300 hours during the first six months of the trial.

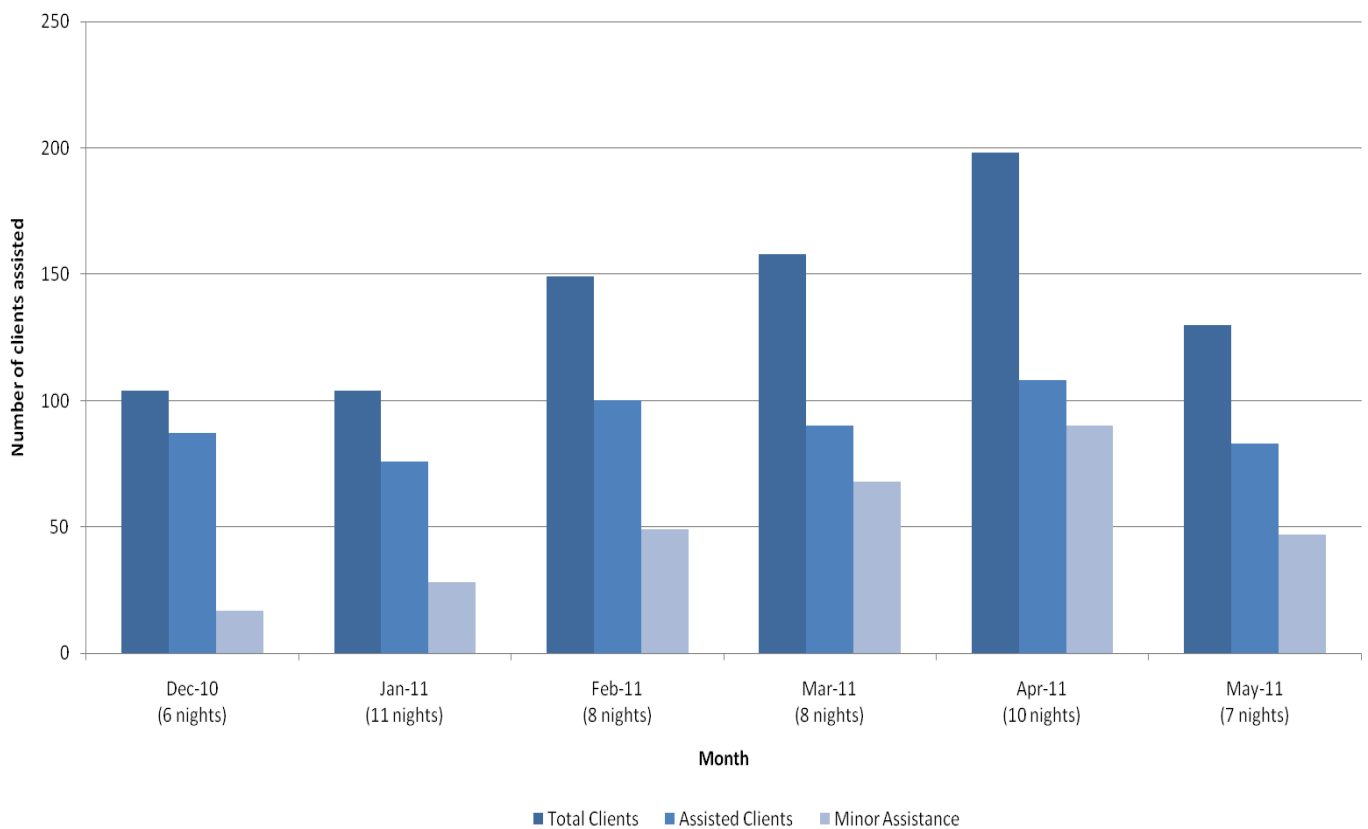
During this period, the Chill out Zone provided support to 843 patrons in the Fortitude Valley Drink Safe Precinct, including:

- 544 ‘assisted clients’ – this includes patrons who require a higher level of care, such as those who are injured or sick
- 299 ‘minor assistance’ – this includes patrons who require a lower level of care.

This represents an average of 17 patrons per night that the Chill Out Zone operated during the first six months of the trial.

Figure 6 shows the number of assisted clients and minor clients per month between December 2010 and May 2011. It is important to note that comparisons between months can be misleading due to variation in the number of nights that the service operated per month during the first six month period of the trial.

Figure 6: Number of clients assisted and type of assistance between December 2010 and May 2011



Source: Chill Out Zone 2011. Note: The figures in the brackets beneath the month show the number of nights that the service operated during that month.

In addition to providing support to patrons, the Chill Out Zone handed out 27,225 plastic cups of water during the first six months of the trial.¹⁰

¹⁰ This figure includes patrons assisted on Friday and Saturday nights as well as additional Drink Safe Precinct nights that may be allocated according to need on public holidays or for particular events.

NightWatch Chaplains

NightWatch Chaplains have operated a mobile foot and vehicle patrol on Friday and Saturday nights offering assistance to patrons in need in Fortitude Valley since 2004. NightWatch Chaplains will continue to offer support and first aid to patrons in Fortitude Valley during the trial and received funding.^{11,12}

Figure 7: NightWatch Chaplains patrolling Fortitude Valley precinct



Source: ChaplainWatch 2011.

ChaplainWatch assisting patrons in Fortitude Valley

Case example:

A young woman was observed by the NightWatch mobile vehicle patrol alone and in circumstances that gave the mobile patrol grounds to be concerned for her safety. The team approached her and her response confirmed that her safety may be comprised as was not fully aware of her surroundings. NightWatch transported her to a taxi and ensured she left the precinct safely.

In addition to the NightWatch mobile vehicle patrol assisting patrons (see example above), the NightWatch foot patrol estimate that on an average Friday or Saturday night they would intervene and de-escalate at least three potential fights.

Transport

A number of transport options exist for patrons to get to and from the Fortitude Valley Drink Safe Precinct – including bus services, rail services, private transport and taxi services. One of the most common ways is by taxi service.

There are currently six secure taxi ranks in the Fortitude Valley Drink Safe Precinct. The secure ranks are located at:

¹¹ Please note the foot patrol is funded under the Drink Safe Precinct initiative whereas the mobile patrol is funded through other means.

¹² Information about the number of clients assisted by ChaplainWatch during the first six months of the trial was not available at the time this snapshot was published.

- Wickham Street
- Brunswick Street North
- Brunswick South (outside Empire)
- Ann Street (outside X&Y nightclub)
- Ann Street (outside Kathmandu)
- Warner Street NightLink FlatFare.

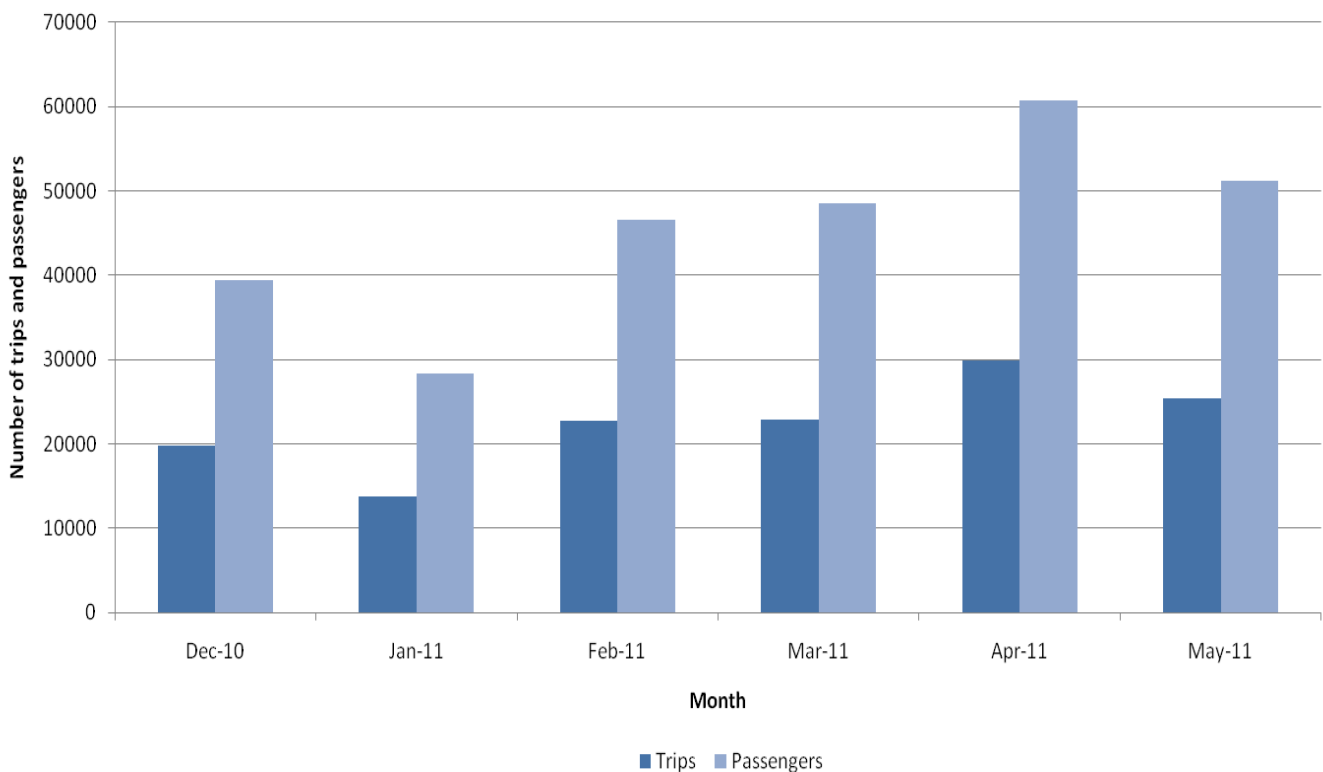
Three of these ranks (Brunswick Street North, Brunswick Street South and Ann Street (outside Kathmandu) were established in December in 2010 and commenced operations the same weekend as the Drink Safe Precinct trial (Friday 3 December 2010).

The secure taxi ranks in the Fortitude Valley Drink Safe Precinct typically operate on Friday and Saturday nights between midnight and 6.00am, and during special events (e.g. public holidays). The secure taxi rank is staffed by rank marshals and security guards to help nightclub patrons get home quickly and safely.

During the first six months of the trial, the secure taxi ranks in Fortitude Valley operated on 49 nights – including regular Friday and Saturday nights as well as Monday 25 April 2011 and Sunday 1 May 2011.

Taxi services transported 274,909 people home from the Fortitude Valley Drink Safe Precinct during the first six months of the trial.¹³ More than 134,600 taxi trips departed from the Fortitude Valley Drink Safe Precinct during this period.

Figure 8: Number of trips and passengers collected from the Secure Taxi Ranks inside the Fortitude Valley Drink Safe Precinct¹⁴



Source: DTMR 2011.

¹³ These figures only include passengers and trips that departed from Secure Taxi Ranks in the Fortitude Valley Drink Safe Precinct and do not include trips or passengers that were collected in other parts of the Fortitude Valley Drink Safe Precinct (e.g. by hailing a taxi).

¹⁴ Please note that comparisons between months can be misleading for a number of reasons, including the impact of the festive season and Queensland Floods on operating hours of rank and patronage. Note the secure ranks operated on seven nights in December, six nights in January, eight nights in February and March, eleven nights in April and nine nights in May.

Drink Safe Precinct Surveys

About the surveys

Online surveys were developed in close consultation with each of the local Drink Safe Precinct committees as one way to let people who use these areas have their say about alcohol-related violence, the Drink Safe Precinct initiatives and what more they think should be done to improve community safety in these areas.

Surveys will help to measure whether the Drink Safe Precinct is successful in achieving its aims. Some of the target outcomes that Local Drink Safe Precinct committees hope will be achieved during the Drink Safe Precinct trial cannot be easily or comprehensively measured through other data sources (e.g. perceptions of safety, public amenity issues, awareness of initiatives, and perceptions of effectiveness of Drink Safe Precinct initiatives).

Surveys will also help to inform local-level decision making throughout the trial. It is proposed the surveys will be conducted at regular intervals during the trial in order to measure change over the period of the trial.¹⁵

Surveys were developed targeting five key groups of stakeholders in the Drink Safe Precincts:

1. Patron Survey
2. Resident Survey
3. Business Survey
4. Licensee/Approved Manager Survey
5. Service Provider Survey (e.g. police officers, ambulance paramedics, transport drivers and bar staff).

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

What did patrons tell us about the Fortitude Valley Drink Safe Precinct?

Local Drink Safe Precinct committees wanted people who know and 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. The patron survey was an opportunity for patrons to have their say about the issues that affect them as a patron in these precincts.

In total 1398 people responded to the Patron Survey. Of those respondents, just over 70 per cent indicated that they usually visit the Fortitude Valley Drink Safe Precinct (n = 974).

This section provides a brief overview of some of the responses to the Patron Survey from respondents who identified that they usually visit the Fortitude Valley Drink Safe Precinct.

Issues in the Fortitude Valley Drink Safe Precinct

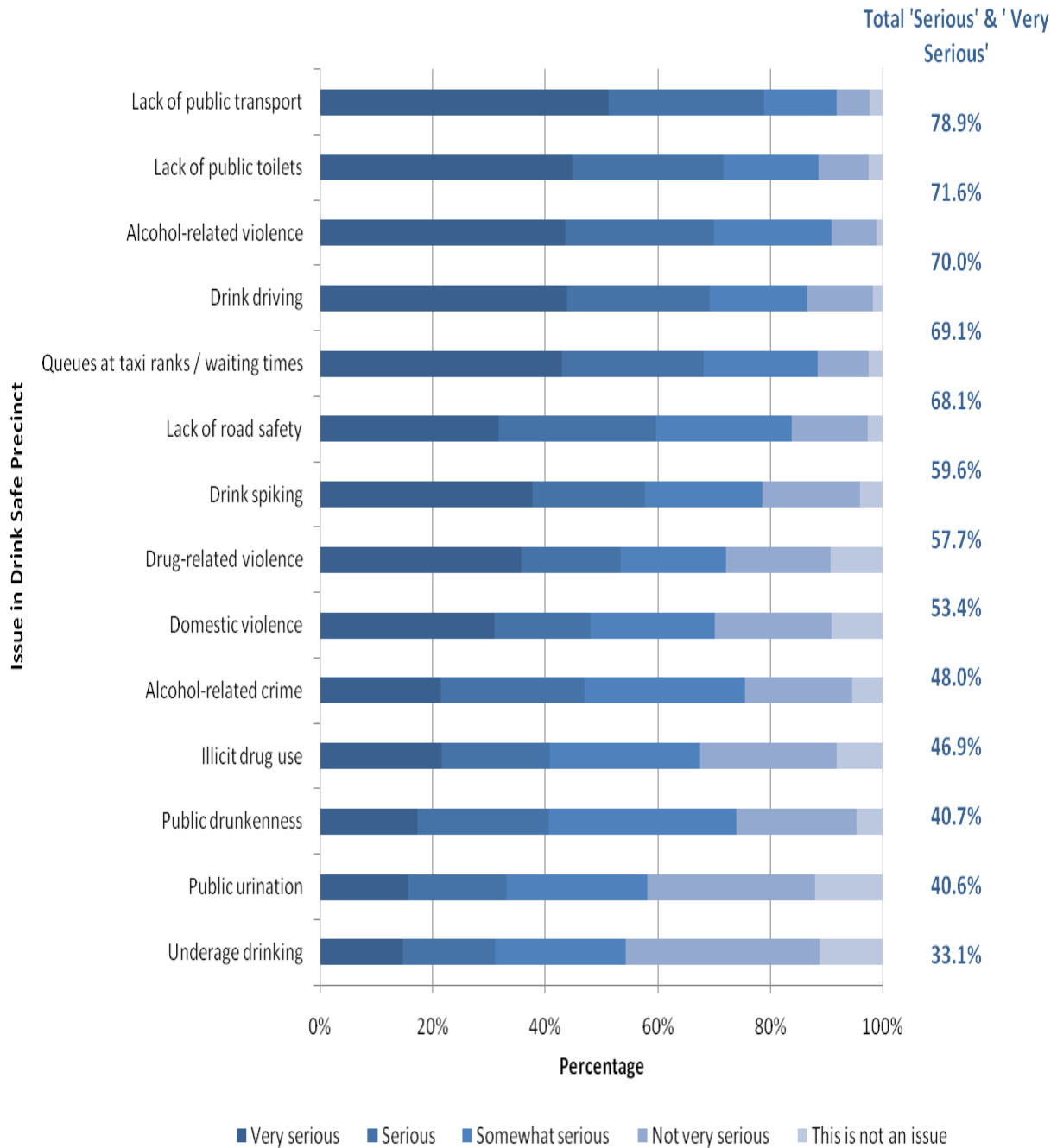
Patrons were asked about issues in the Drink Safe Precinct that they usually visit and whether these issues have increased during the past two years.

As shown in Figure 9, patrons who usually visit the Fortitude Valley Drink Safe Precinct considered most of the issues listed in the survey to be either 'serious' or 'very serious' in the Drink Safe Precinct:

¹⁵ It is anticipated that the surveys will be conducted on a six-monthly basis to measure any change over time (e.g. changes in awareness about Drink Safe Precinct initiatives). The next round of surveys is scheduled for November 2011.

- Lack of public transport (78.9%, n = 604) was rated as the most serious issue in the Fortitude Valley Drink Safe Precinct by patrons who frequent this area, followed by lack of public toilets (71.6%, n = 545), alcohol-related violence (70.0%, n = 535), and drink driving (69.1%, n = 524).
- Underage drinking was rated as the least serious issue by patrons who visit this precinct; only one-third of respondents identified this issue as either 'serious' or 'very serious' (33.1%, n = 238).

Figure 9: Seriousness of issues in the Fortitude Valley Drink Safe Precinct



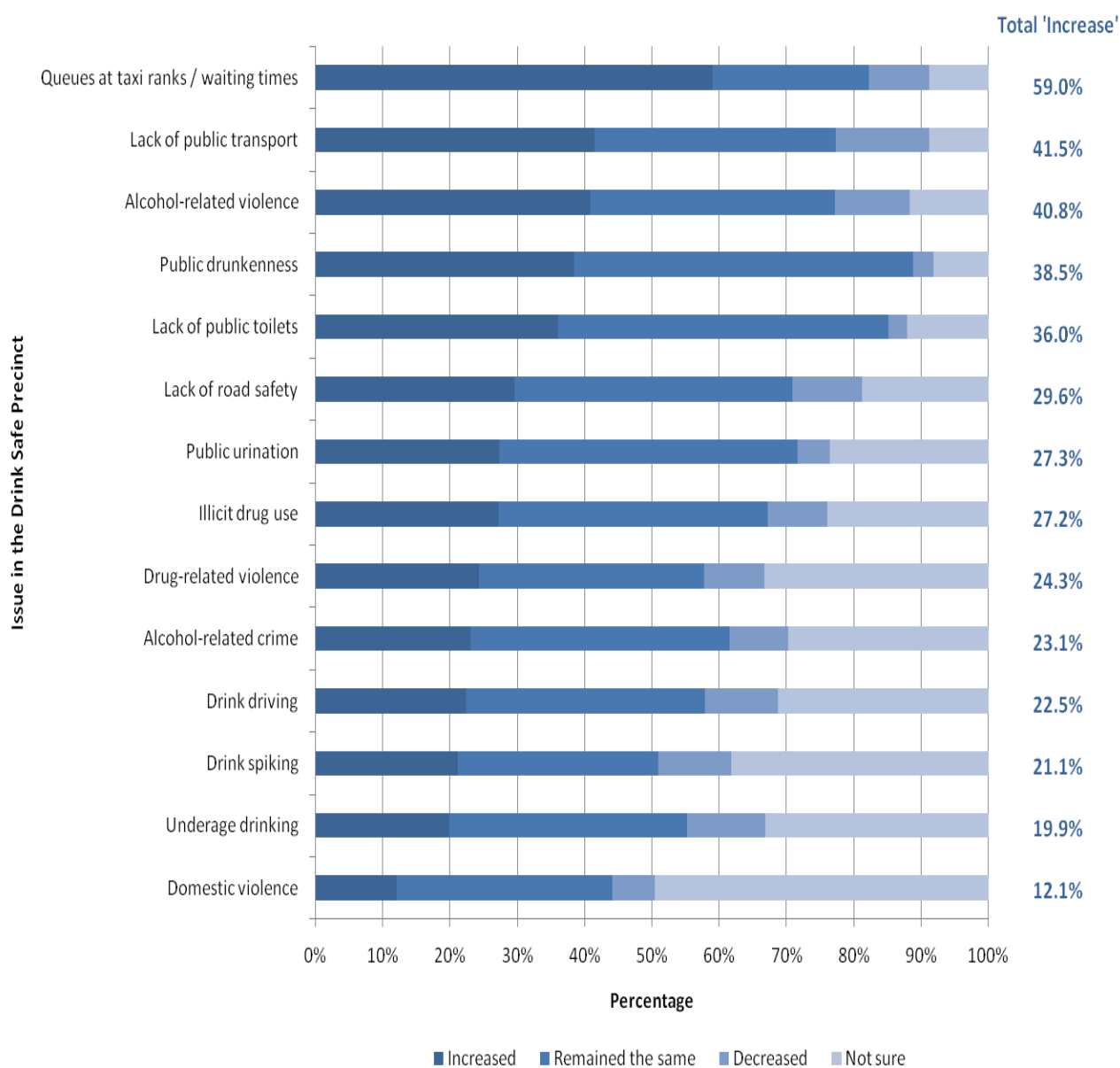
Source: Drink Safe Precinct Patron Survey 2011.

Respondents were also asked questions about whether the issues associated with the Fortitude Valley Drink Safe Precinct have changed during the past two years. As shown in Figure 10, most respondents identified that the issues associated with the Fortitude Valley Drink Safe precinct have remained the same 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:

- queues at taxi ranks/waiting times (59.0%, n = 417)
- lack of public transport (41.5%, n = 293)
- alcohol-related violence (40.8%, n = 289).

Figure 10: Change in issues associated with the Fortitude Valley Drink Safe Precinct



Source: Drink Safe Precinct Patron Survey 2011.

During consultation with the local Drink Safe Precinct committee, the lack of public toilets and lack of clean public toilets in the Fortitude Valley Drink Safe Precinct was highlighted as a serious issue. For this reason, patrons were specifically asked questions about public toilets.

A large number of respondents identified the cleanliness of public toilets (57.6%, n = 561) and availability (48.3%, n = 470) of these facilities are the main issues associated with public toilets in the Fortitude Valley Drink Safe Precinct.

Some respondents commented on what they think should be done to improve these issues in the Fortitude Valley precinct. These suggestions mainly related to transport, trading hours, police presence, responsible service of alcohol and public toilets. For example:

“The ever unpopular: reduce the number of venues or reduce trading hours.”

“More public toilets, better public transport times for isolated areas, more security guards and police officers and ambulance workers.”

“Increased police presence, including dog and horse patrols, would be a good deterrent for violence. Enforcement of responsible service of alcohol laws would also contribute to improvements.”

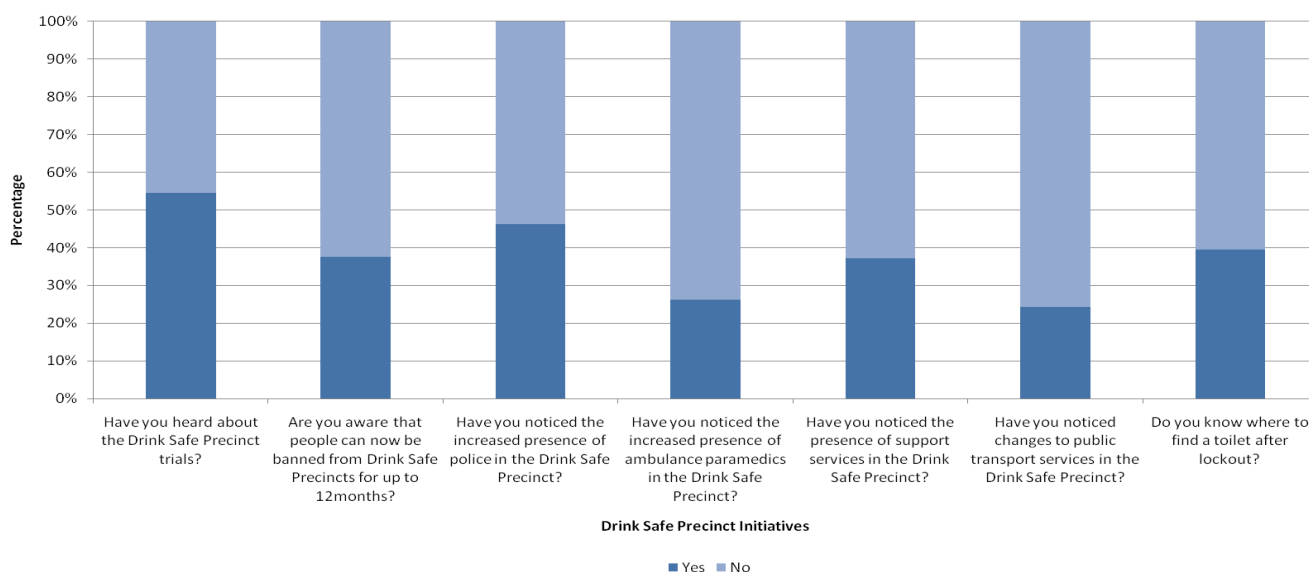
“The continuation of the Drink Safe Program - and making this more public - even more police would be helpful.”

Awareness and effectiveness of Drink Safe Precinct initiatives

Respondents were asked about their awareness of Drink Safe Precinct initiatives in the Fortitude Valley precinct. As shown in Figure 11:

- just over half of the respondents identified that they have heard about the Drink Safe Precinct trial (54.0%, n = 334)
- just under half reported that they have noticed the increased presence of police (46.3%, n = 286), but less had noticed the presence of support services in the Fortitude Valley Drink Safe Precinct (37.2%, n = 230).

Figure 11: Awareness of Drink Safe Precinct Initiatives



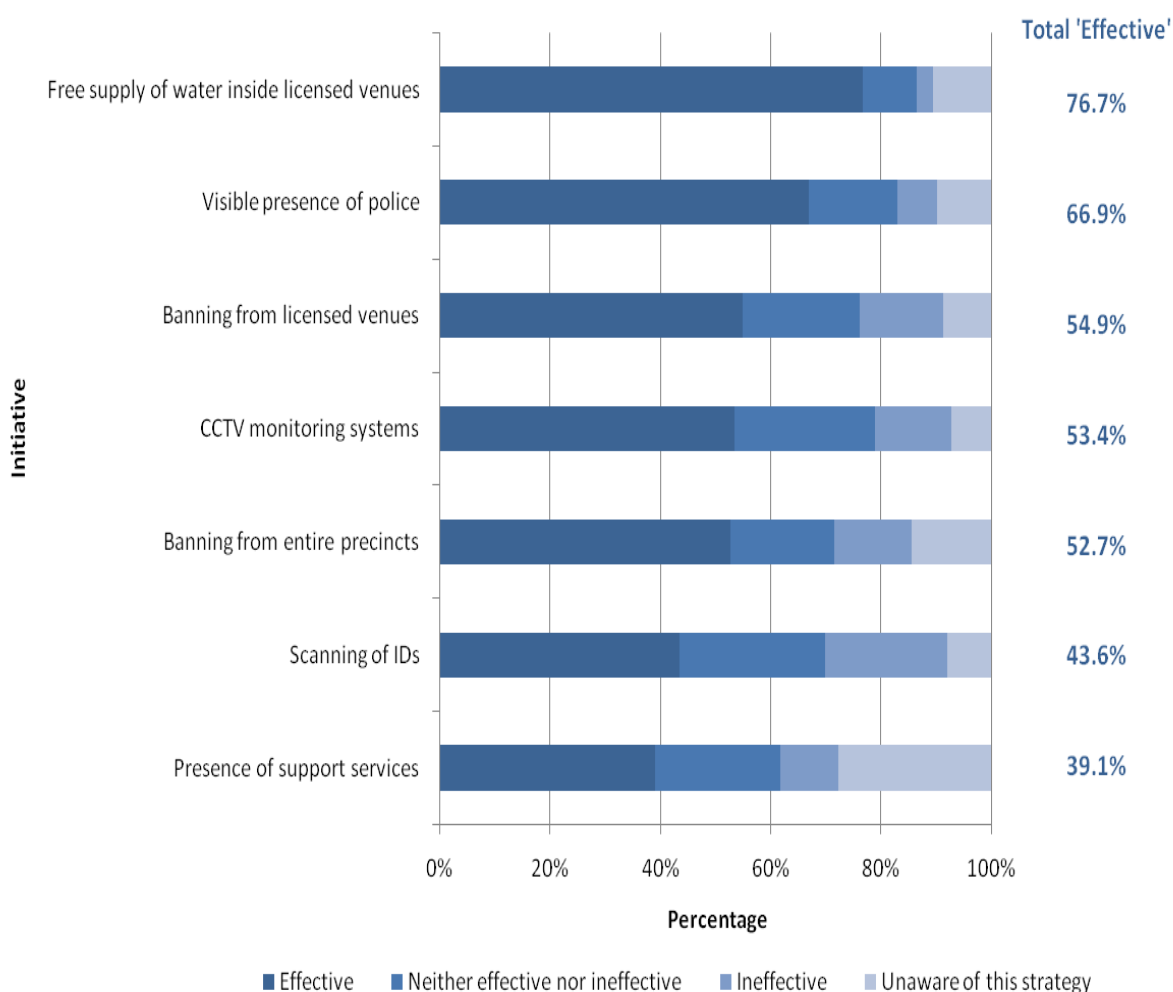
Source: Drink Safe Precinct Patron Survey 2011.

As well as awareness of these initiatives, respondents to the patron survey were also asked to identify how effective they think these initiatives are at reducing alcohol-related violence and improving community safety in the Fortitude Valley Drink Safe Precinct.

As shown in Figure 12, overall, most patrons agreed that the initiatives listed in the survey are effective at reducing alcohol-related violence:

- more than three-quarters of respondents agree that the free supply of water inside licensed venues is an effective strategy (76.7%, n = 467)
- just over two-thirds reported that the visible presence of police is an effective strategy to reduce alcohol-related violence and improve community safety (66.9%, n = 410).

Figure 12: Effectiveness of initiatives aimed at reducing alcohol-related violence



Source: Drink Safe Precinct Patron Survey 2011.

What else did patrons tell us about the Fortitude Valley Drink Safe Precinct trial?

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

Patrons made a number of suggestions to further improve safety in the Fortitude Valley Drink Safe Precinct, including improved responsible service of alcohol, greater awareness of Drink Safe Precinct initiatives and increased presence of police and education of patrons:

“Educating bar staff to refuse to serve intoxicated patrons.”

“All this should be made better knowledge inside clubs and pubs”.

“Whilst the initiatives listed above sound great, I have not noticed half of them so visibility is a major issue. Make these initiative [sic] more evident and I would feel safer.”

“Increased police presence. Enforcement of responsible service of alcohol laws.”

“Maintain visibility of police. Sufficient enforcement of responsible service of alcohol guidelines within licensed venues.”

“Education will be the tool to increase safety ... People will always drink, there is no way to curb that. Education is the only solution.”

Some patrons also made comments about the progress of the trial and the initiatives that are currently in place in the Fortitude Valley Drink Safe Precinct, for example:

“I have noticed the greater police presence, and think it is effective.”

“I think that in the Valley, it's become much safer than what it was previously. I was really impressed with the new chill out zones and chaplaincy services, I think it's great that people care enough to provide support to what is viewed as a 'menace to society' kind of problem (that is, people consuming alcohol).”

“I think it's a great initiative - I've been in the industry for over 15 years and I also greatly enjoy going out on a regular basis.”

“I think all the initiatives around added police presence, etc have been very effective ... I am also really appreciative of added security on public transport, and free water inside venues really makes a difference to [sic].”

What did people who work or live in the Fortitude Valley Drink Safe Precinct tell us about alcohol-related violence and the Drink Safe Precinct trial?

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.

In total, 225 people responded to Service Provider, Resident, Business and Licensee/Approved Managers Surveys. Of those respondents, 75 responses (or 33.8% of all respondents to these surveys) were from people who work or live in the Fortitude Valley Drink Safe Precinct. For the purposes of this summary, responses from the Service Provider, Resident, Business and Licensee/Approved Managers Surveys have been aggregated.

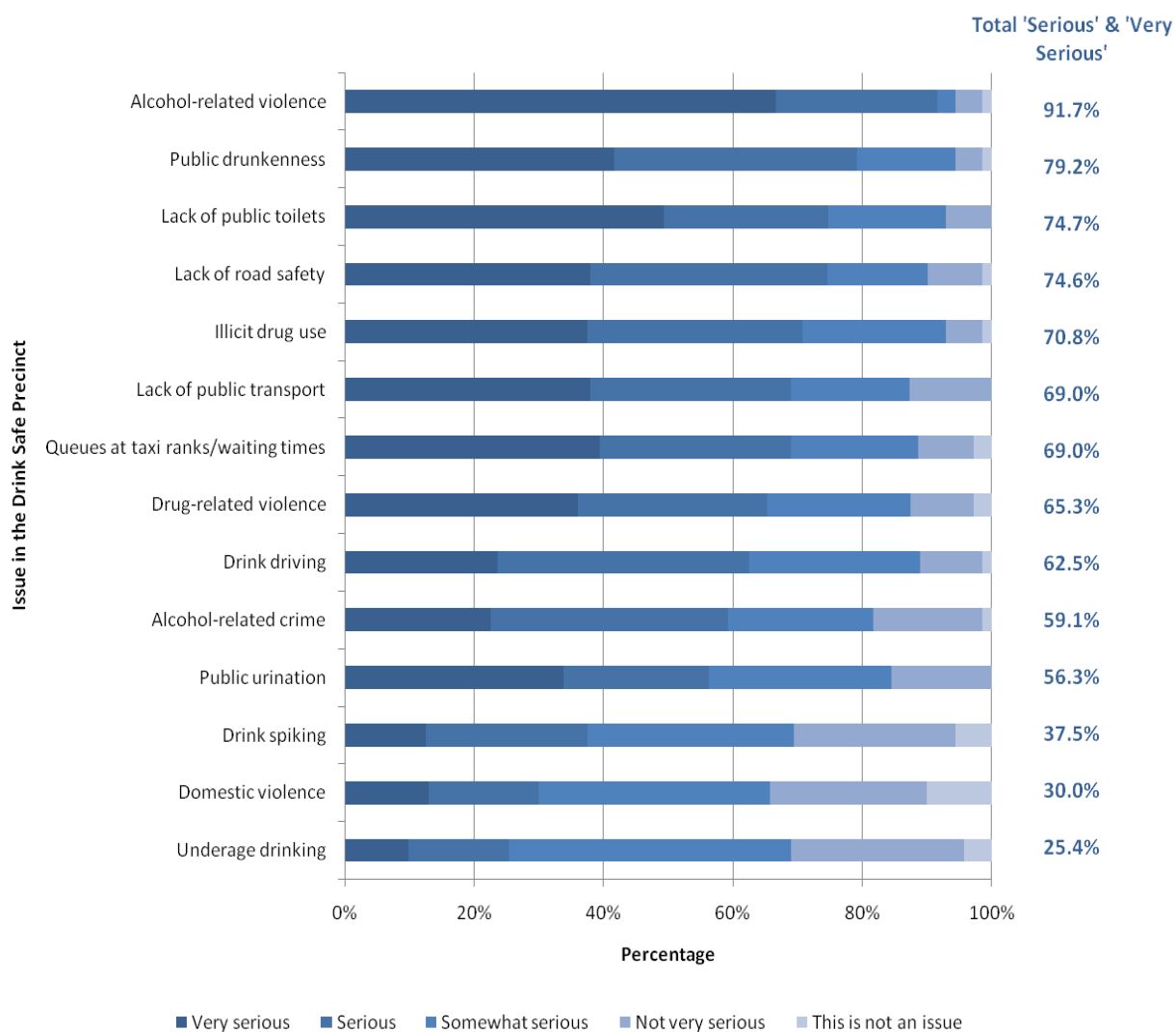
This section provides a brief overview of some of the responses from respondents who identified that they live or work in the Fortitude Valley Drink Safe Precinct.

Issues in the Fortitude Valley Drink Safe Precinct

Respondents were asked about issues in the Drink Safe Precinct where they work or live. As shown in Figure 13, respondents who work or live in the Fortitude Valley Drink Safe Precinct considered most of the issues listed in the survey to be either 'serious' or 'very serious' in the Drink Safe Precinct:

- Alcohol-related violence was identified as the most serious issue in the Fortitude Valley Drink Safe Precinct (91.7%, n = 66)
- Public drunkenness (79.2%, n = 57), lack of public toilets (74.7%, n = 53) and lack of road safety (74.6%, n = 53) were also identified as serious issues.

Figure 13: Issues in the Fortitude Valley Drink Safe Precinct



Source: Resident, Business, Service Provider and Licensee/Approved Managers Surveys 2011.

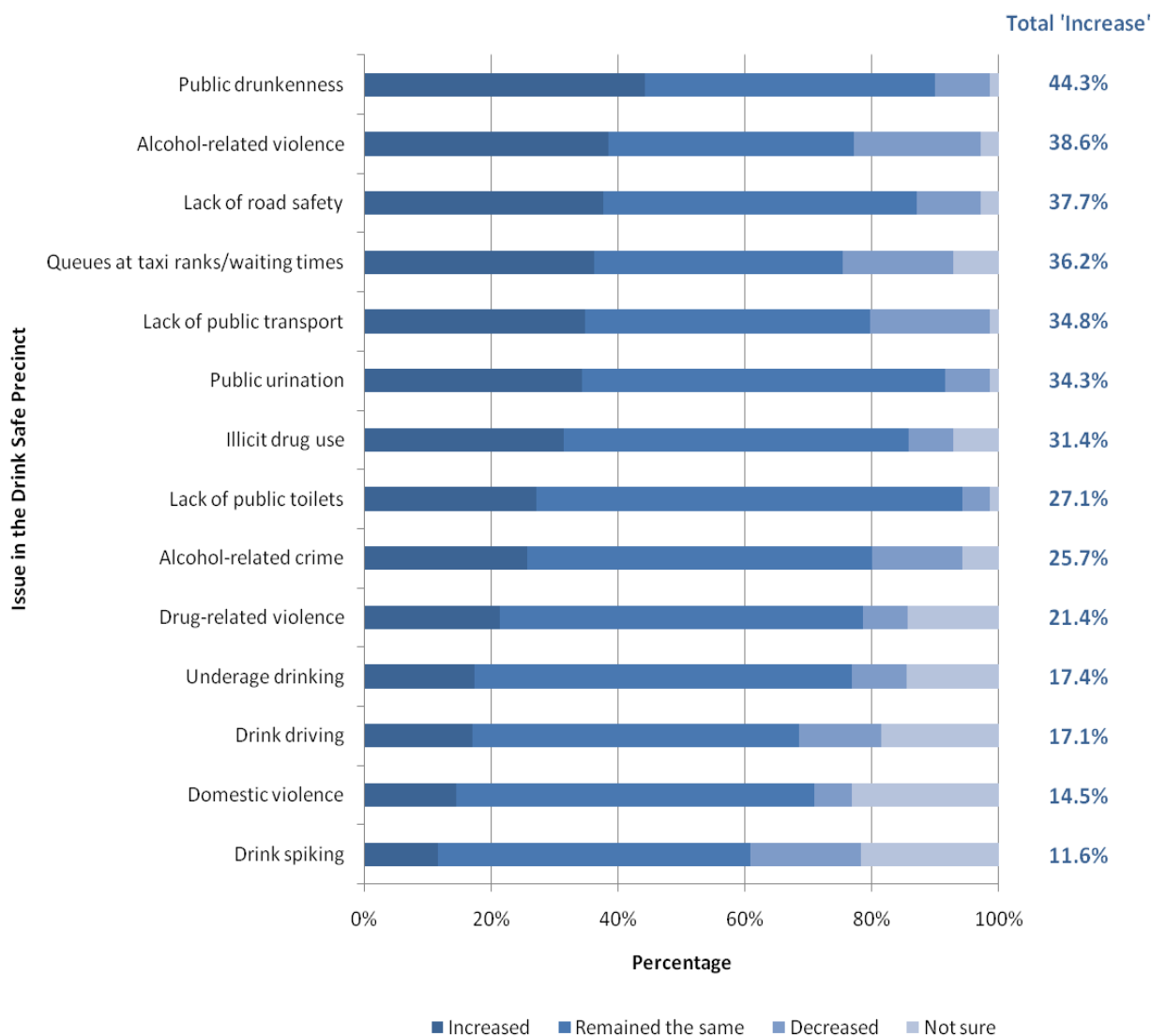
People who work or live in the Fortitude Valley Drink Safe Precinct were also asked questions about whether the issues associated with the Drink Safe Precinct where they work or live have changed during the past two years.

As shown in Figure 14, most respondents identified that the issues associated with the Fortitude Valley Drink Safe precinct have remained the same during the past two years.

A number of respondents identified that same issues associated with the Fortitude Valley Drink Safe Precinct have increased during the past two years, and in particular public drunkenness (44.3%, n = 31) and alcohol-related violence (38.6%, n = 27).

Some respondents also identified that issues associated with the Fortitude Valley Drink Safe Precinct have decreased during the past two years – 20 per cent of respondents reported that alcohol-related violence has decreased (n = 14) and 17 per cent reported that queues at taxi ranks/ waiting times have decreased during this period (n = 12).

Figure 14: Change in issues associated with the Fortitude Valley Drink Safe Precinct



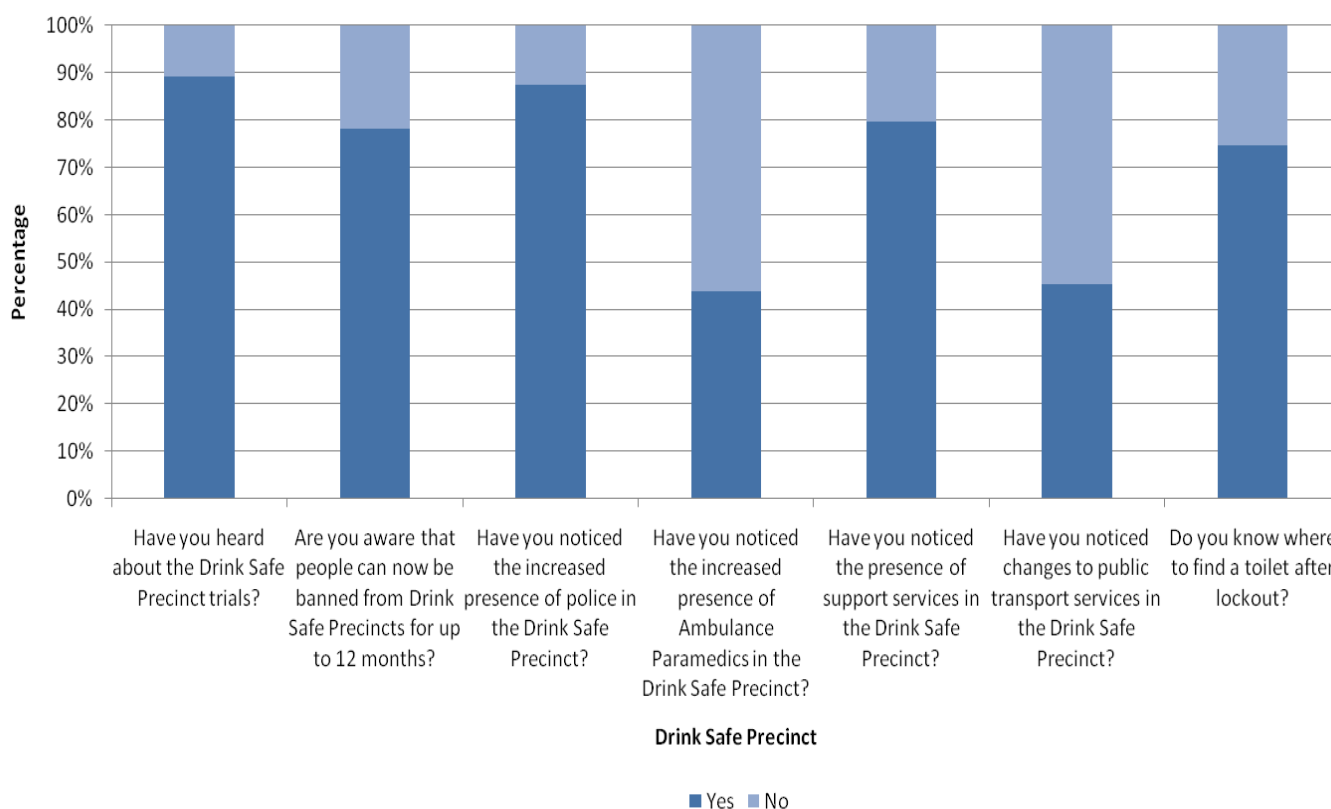
Source: Resident, Business, Service Provider and Licensee/Approved Managers Surveys 2011.

Awareness and effectiveness of Drink Safe Precinct initiatives

Respondents were asked about their awareness of Drink Safe Precinct initiatives in Fortitude Valley. As shown in Figure 15:

- almost 90 per cent of respondents have heard about the Drink Safe Precinct trial in Fortitude Valley (87.5%, n = 57)
- 88 per cent of respondents have noticed the increased presence of police in the precinct (87.5%, n = 56) and approximately 80 per cent have noticed the presence of support services in this area (79.7%, n = 51).

Figure 15: Awareness of Drink Safe Precinct Initiatives



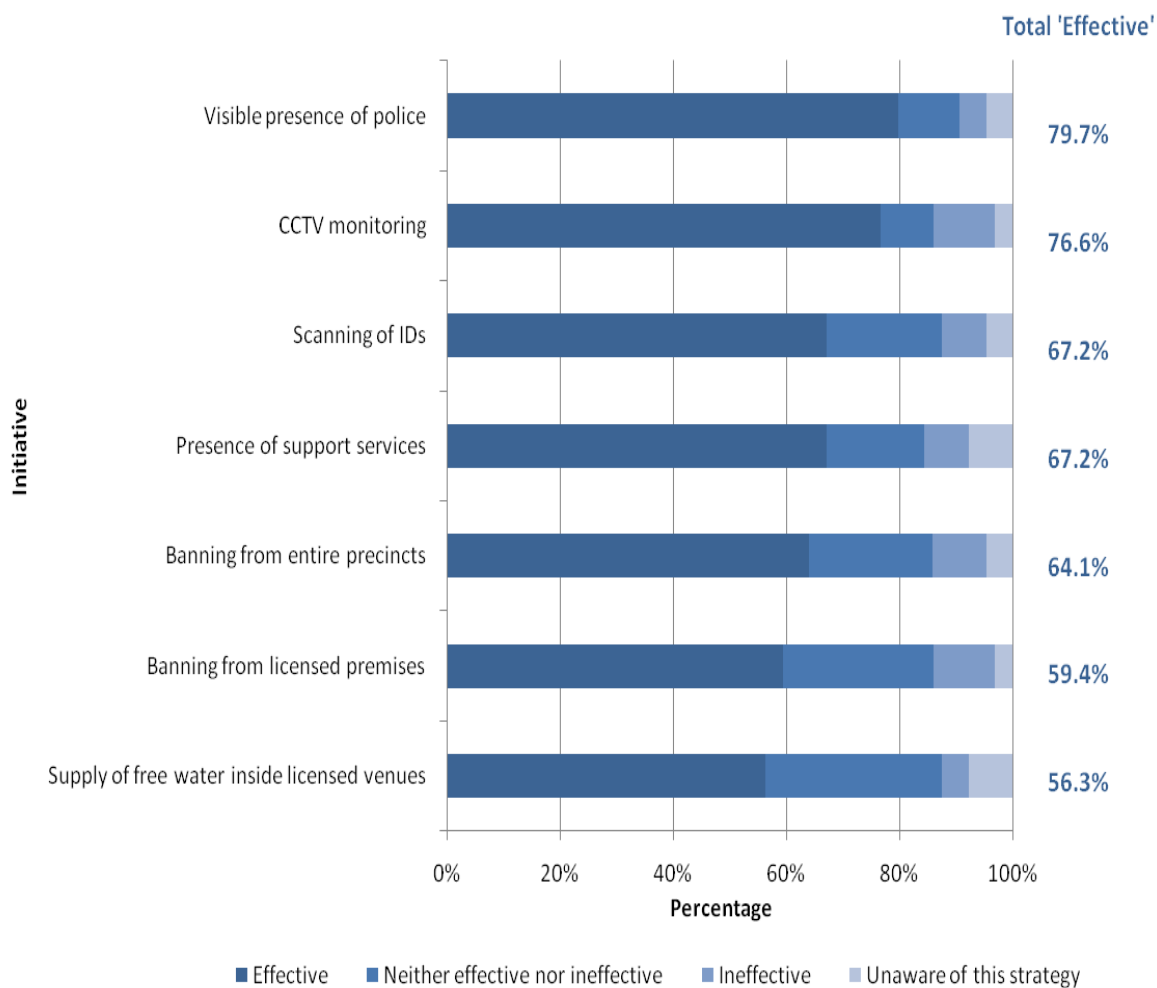
Source: Resident, Business, Service Provider and Licensee/Approved Managers Surveys 2011.

As well as awareness of these initiatives, people who work or live in the Fortitude Valley Drink Safe Precinct were also asked to identify how effective they think these initiatives are at reducing alcohol-related violence and improving community safety.

As shown in Figure 16, overall, most respondents agreed that the initiatives listed in the survey are effective at reducing alcohol-related violence:

- just under 80 per cent of respondents identified that the visible presence of police is an effective strategy to reduce alcohol-related violence and improve community safety (79.7%, n = 51)
- more than three-quarters of respondents identified that CCTV monitoring is an effective strategy to reduce alcohol-related violence and improve community safety (76.6%, n = 49).

Figure 16: Effectiveness of initiatives aimed at reducing alcohol-related violence



Source: Resident, Business, Service Provider and Licensee/Approved Managers Surveys 2011.

What else did people who work or live in the Fortitude Valley Drink Safe Precinct tell us about alcohol-related violence in Fortitude Valley and the Drink Safe Precinct trial?

Similar to the Patron Survey, the last two questions of the Resident, Business, Service Provider and Licensee/Approved Managers Surveys allowed respondents to make comments about what they think should be done to improve safety in the Fortitude Valley Drink Safe Precinct and to make any other comment about violence or safety issues in the precinct.

People who work or live in the Fortitude Valley Drink Safe Precinct made a number of suggestions to further improve safety in this area; these suggestions included improvements to public transport, education and a continuation of Drink Safe Precinct initiatives. For example:

“Continue with the current strategy and improve access to public transport, taxis and toilets.” {Respondent to Service Provider Survey}

“More foot patrols and education at an early age to respect others.” {Respondent to Business Survey}

“In continuing to communicate the message of acceptable behaviour, and not acceptable [sic] anti social behaviour, we need to continue down the path of using social media to get this message out and continue to advertise through posters/banners. Safety has improved

significantly, and violence has reduced as a result of the DSP trial and the initiatives from it.”
{Respondent to Licensee Survey}

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. The issues which have been highlighted for each of the three Drink Safe Precincts as requiring further attention include:

1. The need for information campaigns in Drink Safe Precincts focusing on the issue of alcohol-related violence and public drunkenness in order to communicate, inform and change behaviour.
2. The need for there to be further work done to respond to the amenity issues identified, in particular through the provision of toilet facilities to reduce public urination.

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.