Safe Night Precinct Support Services

Initiative Guideline

September 2022 version 1.0

Department of Communities, Housing and Digital Economy

Queensland Government

Contents

Document information – version history

Version	Date approved	Notes
September 2022 Version 1.0	2 September 2022	To be implemented from 1 April 2023

1. Introduction

Safe Night Precinct Support Services (SNPSS) is a component of Queensland Government *Tackling Alcohol-Fuelled Violence* (TAFV) policy and Safe Night Precincts (SNP) initiative. The Department of Justice and Attorney-General (DJAG) leads the whole-of-government approach for TAFV and SNP. The Department of Communities, Housing and Digital Economy (the department) manages the SNPSS initiative on behalf of the Queensland Government, including the administration of funding contracts for SNPSS. Funding for SNPSS is provided as part of the Queensland Government's ongoing commitment to tackling alcohol fuelled violence.

The SNPSS initiative contributes to the department's vision for *Thriving Queensland communities, where people of all ages, backgrounds and abilities can participate, are included and resilient, and enjoy high levels of social and economic wellbeing.*

In line with the strategic intent of the department, SNPSS is a program providing services that focus on improving the safety and wellbeing of vulnerable Queenslanders

1.1. Purpose of the Guideline

The purpose of the Guideline is to provide a description of the intent of the SNPSS, the Service Users, the service types, and associated service delivery and service reporting requirements.

The department's Service Agreement – Funding and Service Details (the Service Agreement), provides specific details that underpin the business relationship between the department and the funded organisation. This Guideline should be read in conjunction with the Service Agreement. Where there is a discrepancy, the Service Agreement takes precedence.

The Guideline is not a service level operational guideline and does not replace each organisation's own operational guidelines or procedures.

2. Initiative Information

2.1. Policy Direction

The Queensland Government implements a range of legislative regulations and practices that aim to address alcohol related violence and risky drinking practices under the Queensland Government *Tackling Alcohol-Fuelled Violence Policy* (TAFV).

The TAFV policy aims to reduce alcohol-related violence and harm in entertainment precincts, create a safer night-time environment, drive cultural change around drinking behaviours and to balance the harm reduction initiatives with the interests of patrons and the hospitality industry.

As part of this broader cross-government policy, the department manages the program and funding contracts for support services in fifteen designated Safe Night Precincts, these are called Safe Night Precinct Support Services (SNPSS).

2.2. Objective

The objective of SNPSS is to contribute to creating a safer night-time environment by identifying and assisting vulnerable people in the Safe Night Precincts.

The assistance provided and activities conducted by SNPSS aim to:

- Reduce the level of vulnerability to harm or assault by identifying and/or assisting individuals with either immediate or potential safety issues
- Reduce the impact of the negative effects of harm from intoxication by assisting individuals who are vulnerable and intoxicated to rest and recover and to access supports they need; and
- Reduce the likelihood of emergency services such as Queensland Police Service (QPS) and Queensland Ambulance Service (QAS) being required for low level concerns related to intoxication.

2.3. Guiding Principles

The principles are intended to be over-arching and supportive of SNPSS service delivery and do not replace each organisation's own operational guidelines, principles or procedures.

Guiding principles for the provision of Safe Night Precinct Support Services are:

- To **operate as part of the TAFV policy** to reduce alcohol-related violence and harm within the boundaries of the Safe Night Precincts
- To **work in close cooperation with relevant Safe Night Precinct stakeholders,** including QPS, QAS, Safe Night Precinct Boards, local council and appointed security personnel, to ensure that appropriate supports are provided to promote and facilitate the safety of patrons within the Safe Night Precincts.
- To **provide support that is unprejudiced, confidential and consistent** for vulnerable and/or intoxicated people that addresses their immediate safety needs.
- To provide support at an early intervention level to **minimise harm and reduce vulnerability,** promoting safety and aiming to reduce the impact, and potentially, the occurrence of harm from intoxication and/ or violence.
- To **implement risk management strategies that ensure the safety** of SNPSS staff and volunteers.

3. Initiative requirements for services

3.1. Service features

3.1.1. Geographic catchment area

SNPSS must operate within precinct boundaries according to Office of Liquor and Gaming designated maps found at link https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/safe-night-precincts/maps

3.1.2. Service operating hours

SNPSS deliver services outside of ordinary business hours to align with licensed venue hours within the Safe Night Precinct. The core operating hours for SNPSS are between Friday and Sunday during peak night-time hours in the precinct, noting that start and finishing times will vary depending on each location and venue closure times. An example of operating hours would be Friday 10:00pm to Saturday 3:00am and Saturday 11:00pm to Sunday 3:00am. SNPSS may also operate additional hours to cater for any Queensland Government approved extended trading hours and special events, in agreement with the relevant local Safe Night Precinct stakeholder.

SNPSS funded services are not to be provided when licensed venues are not operating during public holidays or if the Safe Night Precinct is closed.

3.1.3. Visibility of Rest and Recovery areas and uniforms

Rest and recovery must be delivered from a fixed location either a premises or a temporary facility like a marquee or van, set up in the same location each night of service provision within the SNP.

The Rest and Recovery area must be clearly visible, well signed, and central within the SNP. The location should be negotiated with local council and relevant local Safe Night Precinct stakeholders to ensure visibility and to maximise access for service users and key stakeholders such as QPS, QAS, local council and taxi ranks.

Night-time visibility and clear identification of SNPSS staff and volunteers is required. SNPSS must ensure that staff and volunteer uniforms are high visibility and distinctly identifiable as workers of the SNPSS.

3.1.4. Service delivery information collection

Whilst the collection of personal Service User information is not required, the documenting of basic service delivery information should be undertaken. An example of basic service delivery information would include - the dates and times the services have operated, and the staff and volunteers who have worked the shift. It is not possible or appropriate to collect data in relation to every service interaction with Service Users, however where appropriate, service delivery information should be recorded. Information should include the Service User's gender, age range, how the Service User came to the service, what services were provided, and how the Service User exited the service.

3.1.5. Cultural accessibility

Funded organisations must be culturally accessible and sensitive, and staff must have appropriate cultural capability including access to training for working with First Nations peoples and people from diverse backgrounds

3.1.6. Notification of major incidents or alleged misconduct

Major Incidents

Funded organisations must minimise the risk of harm to Service Users, staff members and volunteers.

Funded organisations must notify the department of any major incident within one business day of the organisation becoming aware of it. A critical (major) incident report must be filled out by a manager and forwarded to the department's regional officer (your departmental Contract Officer) as a priority.

SNPSS as part of usual operations provide assistance in situations where emergency services such as police and ambulance are engaged. While funded organisations must follow their own internal policies and procedures for reporting these incidents, the department's reporting requirements only relates to major incidents.

A major incident may include:

- an incident that affects or is likely to affect the delivery of any of the Services

- an incident that affects the Service or Service Users including death of a person; life threatening injury to a person; a major security incident such as natural disaster or bomb threat; alleged rape, sexual assault or serious assault; criminal activity that affects the service operations

- an event that may bring significant media attention to the department or service provider

The funded organisation's obligations in relation to notification of major incidents are set out in the Service Agreement Standard Terms – clause 4.5(d).

Alleged misconduct

A funded organisation that becomes aware of an allegation of misconduct must report it to the relevant authority, such as the Queensland Police Service.

The funded organisation must notify the department when:

- it becomes aware of any allegation of misconduct or dishonesty concerning the funded organisation; and
- it has reported any allegation of misconduct or dishonesty to a relevant authority.

An allegation should be made when there is reasonable suspicion of misconduct or dishonesty of a serious nature relating to the operation of the funded supports, including offences liable to imprisonment against the officers accountable in the funded organisation, or its employees, volunteers, agents or subcontractors in connection with the provision of the funded supports.

A funded organisation's obligations in relation to notification of alleged misconduct are set out in the Service Agreement Standard Terms – clause 4.5(c).

3.2. Staff and volunteers

3.2.1. First Aid qualifications

Paid staff and volunteers engaged in direct service delivery are required to have current first aid qualifications.

3.2.2. Staff and volunteer safety measures

Organisational policies, procedures and risk management strategies must be in place and kept up to date to ensure the safety of staff and volunteers. Strategies must include:

- staff and volunteers do not work alone and there is a minimum of two team members working together
- staff and volunteers must be appropriately trained to identify and take appropriate actions in situations where there is violence or serious risk to health, these actions may include referral to police and ambulance services
- communication protocols and use of technology, such as radio systems, that ensures connectivity with SNPSS staff and volunteers, emergency services and other Safe Night Precinct stakeholders.

3.2.3. Other training

Funded organisations must ensure that staff and volunteers are appropriately trained via on-the-job training and where possible opportunities for accessing other relevant training should be provided.

3.3. Service Users

3.3.1. Service User access

There are no specific eligibility or entry criteria for individuals to access the service. Individuals may access the service by self-referral or referral from another source (for example: friends, venues, QPS or QAS) or they may be identified by the SNPSS and offered support.

3.3.2. Service User safety measures

Organisational policies, procedures and risk management strategies must be in place and kept up to date to ensure the safety of Service Users. Strategies must include:

- staff and volunteers must be appropriately qualified, screened and supervised
- senior practitioners must be available for each shift to provide briefing/debriefing for staff and volunteers, problem solving for emergent situations, liaison with emergency services and other community services and groups, as required
- appropriate procedures and risk management strategies for situations where SNPSS may come in contact with young people under 18 years of age, including appropriate referral pathways.

Support provided will focus on connecting Service Users with their own existing support networks such as family and friends, however SNPSS must have knowledge of and information available for staff and volunteers regarding additional support options and referral pathways to refer to other services such as police or ambulance.

3.4. Safe Night Precinct relationships

3.4.1. Safe Night Precinct Boards and Public Safety Consultative Committee

Safe Night Precincts exist in key entertainment areas and are generally managed by local boards operating as incorporated associations. The boards consist of licensees, business owners, chambers of commerce and community organisations that provide services within the Safe Night Precincts. Public Safety Consultative Committees provide advice and assistance to the Safe Night Precinct Boards. The boards manage and plan for the precinct to address a range of community safety issues.

SNPSS work closely with the Safe Night Precinct Board and are required to engage with and participate in the Public Safety Consultative Committee. Where possible, SNPSS should participate as members of the Safe Night Precinct Board in their local areas. For more information in relation to the Safe Night Precinct Boards and Public Safety Consultative Committee go to - https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/safe-night-precincts

Some locations do not have active Safe Night Precinct Boards. In these circumstances SNPSS are encouraged to connect with local Liquor Accords where available. For information regarding Liquor Accords go to - https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/liquor-accords

3.4.2. Stakeholder relationships

SNPSS must build working relationships with other stakeholders including (but not limited to) the Safe Night Precinct Board, QPS, QAS, local council, private security and venue owners. Referral pathways are to be developed for SNPSS to refer Service Users to other services as required, such as the QPS, QAS, transport or specialist support services.

4. Service funding information

4.1. Service Specification

4.1.1. Service codes

Service User code	Service Type code
Adults affected by alcohol (U1020)	Assertive Outreach (T316) Rest and Recovery (T322)

4.1.2. Service user description

Individuals who are intoxicated and vulnerable within designated Safe Night Precincts.

4.1.3. Service type description

Description of services to be delivered under the two service types:

- Assertive Outreach (T316)
- Rest and Recovery (T322)

Assertive Outreach (T316)

Mobile (foot or vehicular) patrol teams monitor public spaces within the Safe Night Precinct area to identify and assist people who may be in distress and/or at risk of harm due to intoxication and/or violence.

Mobile patrol teams provide assistance to keep vulnerable individuals safe and to de-escalate or calm potential conflict as an early intervention, where safe for staff to do so. Mobile patrol teams will not actively engage in situations where there is violence or serious risk to health but will refer these situations to QPS and QAS. Protocols with police and emergency services will be established to ensure rapid and integrated responses.

Mobile patrol interventions to assist Service Users include but are not limited to:

- providing basic first aid and/ or contacting QAS to provide medical attention;

- undertaking appropriate actions (including referral to Rest and Recovery or QPS) in situations of violence and aggression;
- providing referrals to specialist support or emergency services, such as QAS, QPS, sexual assault services, accommodation, domestic violence services, mental health services, and relevant helplines;
- providing care and support to address immediate physical and emotional needs, including support with problem solving; and
- supporting and facilitating safe travel home or to a safe place or assisting the service user to make a plan to get home safely.

Communication technology, such as radio systems and mobile phones, are required to be in place to ensure safety and connection between mobile patrol teams and other SNPSS staff.

Rest and Recovery (T322)

Rest and Recovery teams will provide assistance to vulnerable people in distress and/or at risk of harm due to intoxication and/or violence. This includes providing a safe place for intoxicated people to receive support and supervision and to reduce the risk of harm to themselves or others.

Rest and Recovery interventions to assist Service Users include but are not limited to:

- providing basic first aid and monitoring during their stay in the Rest and Recovery area in order to assist with their immediate well-being (e.g. to sober-up) and to identify any elements of their mental or physical condition that could indicate the need for medical attention;
- providing referrals to specialist support or emergency services, such as QAS, QPS, sexual assault services, accommodation, domestic violence services, mental health services, and relevant helplines
- providing care and support to address immediate physical and emotional needs, including support with problem solving
- assisting with basic resources (such as water), recharging mobile phones and linking clients with friends and family; and
- directly supporting and facilitating or assisting the service user to develop and action a plan to exit the rest and recovery area and to safely get home or to a safe place.

Rest and recovery must be delivered from a fixed location, either a premises or a facility like a marquee or van set up in the same location each night of service provision within the Safe Night Precinct. The Rest and Recovery area must be clearly visible, well signed and central within the Safe Night Precinct. The location should be negotiated with local council and SNP stakeholders including the Safe Night Precinct Board to ensure visibility and to maximise access for service users and key stakeholders such as QPS, QAS, local council and taxi ranks. By special request, a rest and recovery facility may be moved to be closer to an area where a licensed venue has had an application for one-off extended trading hours approved by the Queensland Government.

5. Reporting information

Service reporting objectives are:

- to collect service delivery data to enable the department to analyse and manage contracted service delivery against actual service delivery; and
- to collect data that assists policy development, strategic planning and performance monitoring against agreed output/outcome criteria.

Funded organisations are required to report to the department about funding and service delivery, these requirements are set out in your organisation's Service Agreement. Included in the reporting requirements is the Annual Acquittal Statement, Annual Financial Statement and the quarterly Performance Based Acquittal and Unspent Funds report.

This guideline advises about the required content for quarterly Performance Based Acquittal. It does not provide P2i user guide instructions or guidance for financial reporting, please refer to the P2i User Guides available online or contact your Contract Officer for assistance with financial reporting or P2i.

5.1. Performance Based Acquittal

The Performance Based Acquittal to be submitted in P2i is required for each Service Type and includes output measures and other performance measures.

Assertive Outreach (T316)

Service Type - Service User	Description
T316-U1020	Assertive Outreach (T316) - Adults affected by alcohol (U1020)
Output Measure code	**Measure description**
A01.3.04H	Number of hours provided during the reporting period
Other Performance Measure code	**Measure description**
IS70	Upload Service Report (the report template includes both Assertive Outreach and Rest and Recovery and only needs to be uploaded against one service type)
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

Rest and Recovery (T322)

Service Type - Service User	Description
T322-U1020	Rest and Recovery (T322) - Adults affected by alcohol (U1020)
Output Measure code	**Measure description**
A01.3.04H	Number of hours provided during the reporting period
Other Measure code	**Measure description**
IS70	Upload Service Report (the report template includes both Assertive Outreach and Rest and Recovery and only needs to be uploaded against one service type)
GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period?

5.1.1. Output measure

The output measure relates to item 6.2 of the Funding Schedule in your Service Agreement and to performance based acquittal in P2i.

The target output quantity is set out in item 6.2 and the output quantity of hours for each reporting period must be recorded in P2i against both Assertive Outreach (T316) and Rest and Recovery (T322). The output quantity must be recorded in P2i to complete the performance based acquittal.

The quantity to report is the total number of hours provided for the whole reporting period. A simple example of applying the counting rule to determine quantity of hours is:

- Mobile Patrol teams start at 11pm Friday night and finish at 3am Saturday morning, count 4 hours.
- Rest and Recovery commences at 10pm Friday night and operates to 4am Saturday morning, count 6 hours.

5.1.2. Other measures

5.1.2.1.   IS70 Service Report

The Service Report relates to item 7.1 of the Funding Schedule in your Service Agreement and to performance based acquittal in P2i.

There is one Service Report template that covers both service types of Assertive Outreach (T316) and Rest and Recovery (T322). The Service Report must be uploaded to P2i to complete the performance based acquittal, as the Service Report covers both service types it can be uploaded against one service type

The Service Report aims to gather data that provides greater understanding of the impact of services. The data collection involves quantifying the number of service users who benefit from the range of SNPSS activities including various levels of intervention or activities that create and provide safe space and a safer night-time environment in SNP.

The template is provided by the department for the Service Report and details for completing the data items on the template are included in this document at **Appendix – Service Report data guide**.

The Service Report is an excel template with a tab containing reporting instructions, that reiterate the details in the Appendix – Service Report data guide, and three tabs for entering information:

1. Service Users
2. Resourcing Hours
3. Optional Practice Example

The **Service Users** tab requests data against four data items in relation to the type of assistance provided to Service Users:

i.   Number of Service Users who received assistance with intervention
ii.   Number of Service Users who received assistance with intervention in relation to incidents of violence or aggression
iii. Number of Service Users who received minor assistance or resources
iv.   Number of Service Users who received minor assistance or resources, hydration (water) specific

Note: SNPSS service providers may collect data on service user numbers against a range of intervention categories depending on either the level of support required, or the type of support provided. The Service User data items requested are not intended to prescribe or change categories that SNPSS providers are using currently in their own record keeping systems but intended to be broad enough to encompass the many different categories used by different SNPSS providers. The three Service User data items will also allow for aggregation across the program and aims to keep the number of required data items to a minimum.

The **Resourcing Hours** tab requests data against two data items to gain greater understanding of service operation and resourcing. These data items are:

i.   Number of paid staff hours
ii.   Number of volunteer hours

The **Practice Example** tab is optional for providing an example of SNPSS practice in a free text format for qualitative information. Whilst this is an optional reporting field, service providers are

encouraged to provide practice examples as a way of providing narrative or context to the support provided. Practice examples can also provide insight into emerging service trends.

5.1.2.2.   GM16

The other measure GM16 relates to section 7.1 of the Funding Schedule in your Service Agreement and to performance based acquittal in P2i.

GM16 (description: What significant achievements or factors have impacted on the quality of service delivery during the reporting period?) is a free text item recorded directly into P2i and is only completed if required. Funded organisations should contact their departmental contract officer to discuss issues and concerns if significant impact on service delivery is occurring.

5.2. Format and submission

The template for the Service Report is provided with your Service Agreement.

The output reporting and *Service Reports* are to be submitted, via P2i, on a quarterly basis as set out in your Service Agreement and are part of the Performance Based Acquittal. Quarterly reporting periods and reporting due dates set out in the table below:

Quarter	Period	Due date
Quarter 1	1 July – 30 September	28 October
Quarter 2	1 October – 31 December	28 January
Quarter 3	1 January – 31 March	28 April
Quarter 4	1 April – 30 June	28 July

6. Other supporting documents

- Human Services Quality Framework
- Service Agreement - Standard Terms
- Your organisations Service Agreement with the department – Funding and Service Details and associated Funding Schedules.

7. Contact

Please contact your departmental contract officer if you have questions about your Service Agreement or this Program Guideline - Service and Reporting Specification.

Appendix – Service Report data guide

1. Introduction

This data guide provides information for the completion of the IS70 report to be uploaded with the online reporting.

The guide sets out descriptions of the data elements requested in the report and information for how to the data element should be reported including counting rules.

The department will review and update this reporting guide, as required. Any queries regarding delivery of services, funding or reporting should be directed to your Contract Manager.

The Service Report is an excel template with a tab containing reporting instructions, that reiterate the details in the Appendix – Service Report data guide, and three tabs for entering information:

- Service Users
- Resourcing Hours
- Optional Practice Example

The template for the Service Report is an excel spreadsheet format that will be provided separately to this document.

2. Service Users

2.1 Service Outlet Number

Description:

Service Outlet Number is the unique identifier linked to the Service Outlet. This number is identified in your organisation's Service Agreement Funding Schedule.

Reporting this element:

The Service Outlet Number should be reported on each row of data for the Reporting Period.

2.2 Service Outlet Name

Description:

Service Outlet Name is the unique name linked to the Service Outlet. This name is identified in your organisation's Service Agreement Funding Schedule.

Reporting this element:

The Service Outlet Name should be reported on each row of data for the Reporting Period.

2.3 Reporting Period

Description:

Reporting Period identifies the year and quarter that the data relates to.

Reporting this element:

The Reporting Period should be reported as a combination of the Year and the Quarter, i.e. Year/QX.

For example, the reporting period for July-September 2020 should be recorded as 2020-21/Q1.

The Reporting Period should be reported on each row of data for the reporting period.

2.4   Service Type

Description:

SNPSS have two Service Types *Assertive Outreach* (T316) and *Rest and Recovery* (T322).

Reporting this element:

The *Service Type* should be reported on the row corresponding to the data reported on the same row

2.5   Number of Service Users who received assistance with intervention

Description:

*Service Users who received **assistance with intervention*** are those who receive care and support due to the effects of intoxication or vulnerability. For example, care and support may include but is not limited to:

- providing a safe place to get support or to sober up with supervision
- providing first aid due to intoxication, injury, assault or other medical condition
- providing support to plan how to get home, travel to another safe place or gain safety by connecting with family or friends.

Reporting this element:

The *number of Service Users who received assistance with intervention* should be reported on the corresponding row for the *Service Type* received.

The number of Service Users should be reported as the **total** of unique Service Users who receive *assistance with intervention* for the reporting period.

Counting rule notes and examples:

- A unique Service User is counted as one (1) irrespective of the number of interventions received, for example if a Service User was assisted with first aid and support to get home safely count as one (1) unique Service User.
- A group of friends bring an intoxicated person into the Rest and Recovery area and only the intoxicated person receives assistance with intervention. Count as one Service User *who received assistance with intervention*.
- A Service User presents at the Rest and Recovery area twice in one evening. Count as one Service User

2.6   Number of Service Users who received assistance with intervention in relation to incidents of violence or aggression

Description:

*Service Users who received assistance with intervention in relation to **incidents of violence or aggression*** are those who were provided support due to alcohol related aggression or violence. Note that this data item is a sub-set of '*assistance with intervention*', the two data items can be understood through the following example "*Total Service Users who received **assistance with intervention** was 100, of this total, 20 Service Users received **assistance with intervention in relation to incidents of violence or aggression***".

Examples of *assistance with intervention in relation to **incidents of violence or aggression*** include but are not limited to:

- assisting an individual to calm down
- providing first aid and support to an individual who has been assaulted
- providing appropriate assistance for QPS or security personnel to manage a violent situation

Reporting this element:

The *Number of Service Users who received assistance with intervention in relation to incidents of violence or aggression* should be reported on the corresponding row for the *Service Type* received.

The number of Service Users should be reported as the **total** Service Users who received *assistance with intervention in relation to incidents of violence or aggression* for the reporting period.

This measure relates to the <u>reason</u> that a Service User has received support therefore the Service User count is not distinct from and will be included in the number of Service Users counted for "assistance with intervention" Meaning that if a Service User receives first aid for an injury caused by an assault then that Service User will be counted in *Number of Service Users who received **assistance with intervention*** AND *Number of Service Users who received assistance in relation to **incidents of violence or aggression.***

2.7   Number of Service Users who received minor assistance or resources

Description:

*Service Users who received **minor assistance or resources*** are those who are provided a service that supports or promotes their wellbeing and/or reduces vulnerability at a general level and creates awareness of the SNPSS should they need greater assistance at another time. For example, *minor assistance or resources* may include but is not limited to:

- providing water,
- providing phone charging,
- providing directions.

Reporting this element:

The *Number of Service Users who received minor assistance or resources* should be reported on the corresponding row for the *Service Type* received.

The number of Service Users should be reported as the **total** of unique Service Users who received minor assistance or resources for the reporting period.

Counting rule notes and examples:

- A unique Service User is counted as one (1) irrespective of the amount of *minor assistance or resources* received, for example if a Service User was provided water and directions to the taxi rank count as one (1) unique *Service User who received minor assistance or resources*.
- Only count a service user as *minor assistance or resources* if they did not receive any other direct care or support. For example, if the Service User has already been counted as a *Service User who received assistance with intervention* do not count that Service User again for *minor assistance or resources* if they also need their phone charged.

It is acknowledged that it may be difficult to determine whether a Service User who received *minor assistance or resources* has received services more than once in a particular night. For example: a Service User may return multiple times during the night for water or a Service User who got some water earlier in the night may come back for assistance later following an assault. The Service User counts may have minor overlap however the intention of these measures is to differentiate as much as possible Service User numbers for "*assistance with intervention*" versus "*minor assistance or resources*".

2.8   Number of Service Users who received minor assistance or resources, hydration (water) specific

Description:

*Service Users who received **minor assistance or resources, hydration (water) specific*** are those who are provided water as minor assistance through 'hydration stations' and is particularly relevant for those SNPSS who provide water in large numbers.

This data item aims to acknowledge the importance of providing water and to assist with understanding the data provided for minor assistance or resources. In an effort to capture this data more accurately, hydration related assistance will be a subset of "*minor assistance or resources*". The two data items can be understood through the following example "*Total Service Users who received* **minor assistance or resources** *was 1000, of this total 900 Service Users received minor assistance or resources,* **hydration (water) specific.**

To count this item only include water that is provided. For many SNPSS this could be counted by the cup or by the bottle, count one (1) for each bottle or cup.

Reporting this element:

The *Number of Service Users who received minor assistance or resources, hydration (water) specific* should be reported on the corresponding row for the *Service Type* received.

The number of Service Users should be reported as the **total** Service Users who received minor assistance or resources hydration (water) specific for the reporting period.

Counting rule notes and examples:

- Count one (1) for cup or bottle provided, noting that it would be difficult to distinguish if one Service User has returned to the 'hydration station' more than once in a night, therefore it is not a 'unique' Service User count.
- Service Users counted in *Number of Service Users who received minor assistance or resources, hydration (water) specific* are also counted in total of *Number of Service Users who received minor assistance or resources because it is a subset of this count*.
- As a sub-set of *minor assistance or resources* do not count a Service User who has already been counted in *assistance with intervention*. For example, if the Service User has already been counted as a *Service User who received assistance with intervention* do not count that Service User again for *minor assistance or resources hydration (water) specific* if they also were provided water.

It is acknowledged that it may be difficult to determine whether a Service User has received water or visited the 'hydration station' multiple times in one night and or if a Service User who got some water earlier in the night may come back for assistance later following an assault. The Service User counts may have minor overlap however the intention of these measures is to differentiate as much as possible Service User numbers for "*assistance with intervention*" versus "*minor assistance or resources*".

3 Resourcing Hours

3.1 Number of paid staff hours

Description:

The *number of paid staff hours* is the **total** number of paid staff hours for the SNPSS service outlet for the reporting period. Note that this data element is not to be divided for each Service Type.

Reporting this element:

The *number of paid staff hours* should be reported as a **total** of hours for the service delivery and operation of the SNPSS for the reporting period.

Below are some examples to help describe how to count these hours for inclusion in the total *paid staff* hours:

- The Rest and Recovery shift from 11pm to 3am has two paid staff who attend a pre-shift briefing at 10:30pm and post-shift briefing that finishes at 3:30pm – count as ten (10) hours.
- One paid staff member undertakes 5 hours of administrative work or training during weekday hours, count 5 hours

3.2   Number of volunteer staff hours

Description:

The *number of volunteer staff hours* is the **total** number of volunteer staff hours for the SNPSS service outlet for the reporting period. Note that this data element is not to be divided for each Service Type.

Reporting this element:

The *number of volunteer staff hours* should be reported as a total of hours for the service delivery and operation of the SNPSS for the reporting period.

Below are some examples to help describe how to count these hours for inclusion in the **total** *volunteer staff* hours:

- The Rest and Recovery shift from 11pm to 3am has two volunteer staff undertake pre-shift preparation of rest and recovery area from 10pm to 11pm count as two (2) hours.
- The Mobile Patrols shift from 11pm to 3am requires four volunteer staff. Count four volunteers by four hours, count as 16 hours.
- One volunteer undertakes 2 hours of training during weekday hours, count 2 hours

4   Optional Practice Example

The **Practice Example** tab is optional for providing an example of SNPSS practice in a free text format for qualitative information.

The Practice Example requests written information describing a de-identified example of services provided and how the service has benefited the Service User. You might include information such as presenting issue, how the service user arrived at your service, resources used, resources required, support provided and how the servicer user left your service. Alternatively, you might include an example that highlights a shift in service trends.

The purpose for gathering this qualitative information is to gain a greater understanding of the impact and outcomes delivered by SNPSS for future program planning and development. This qualitative information can be very useful in advocacy or to provide context to describe the nature of SNP support services.