



Operational Plan for Red Cross save-a-mate (SAM) Crew services at

Defqon.1

Saturday 19th September 2015

Sydney International Regatta Centre, Penrith

The save-a-mate (SAM) Crew

The Red Cross SAM Crew aims to encourage 'safer celebrating' to reduce the likelihood of harms occurring from alcohol and other drug use at music festivals and events. This is achieved through utilising teams of young volunteers (SAM Crew) to engage festival patrons in brief 'information sharing' conversations. A typical conversation will involve encouraging patrons to 'look out for their mates', keep hydrated, eat something and know where to go for help if it's needed. Conversations are conducted in a non intrusive, non judgemental manner that avoids moralistic statements about alcohol and other drug use. Typically the messages are designed to promote healthy norms and inform patrons of ways to reduce personal risks when choosing to use alcohol or other drugs.

SAM Crew employ the use of resources to assist the engagement process. These include free sunscreen, temporary tattoos, lollypops and drink bottles that patrons can fill at free water stations. Some resources also carry the SAM messages that promote safer celebrating.

In addition to being trained in Alcohol and Other Drug Peer Education, all SAM Crew volunteers are trained to recognise signs and symptoms of alcohol and other drug emergencies and hold a current first aid certificate (Apply First Aid – Level 2). As a secondary role to their health promotion activities, when 'crowd roving' they will act as spotters for patrons in distress and ensure first aid assistance is acquired from the on-site medical provider when required. However, it is the prevention of these types of emergencies that is the primary goal of SAM Crew operations and First Aid assistance will only be provided whilst awaiting the First Aid responders.

Outline of Activities

The SAM Crew proposes the following activities for Defqon.1 2015.

Primary Role

- Provide youth-focused health education and resources to festival patrons in an informal and non-judgemental manner that promotes healthy norms and encourages safer-celebrating. This is conducted through a 'Chill Out Space', a stall and through non-intrusive conversations between the 'Roving' SAM Crew and festival-patrons.

Key messages include:

1. *The importance of staying hydrated* – SAM Crew will alert patrons to free water access points and encourage them to take regular breaks to cool body temperatures down and reduce fluid loss through sweat. With permission from Q-Dance, Red Cross and SAM Crew propose to distribute empty cups and/or drink bottles that can be filled at water stations on a needs basis by individuals throughout the day.
2. *Looking after your mates* – SAM Crew encourage greater awareness of monitoring friends who are 'under the influence' and getting assistance early if in doubt of their physical or mental state. They also dispel myths about first aid alerting the police to illicit drug use, hence encouraging self presentation to First Aid Units before symptoms reach emergency point.
3. *Alcohol and other drug use can lead to risk taking behaviour including unsafe sex or driving under the influence* – SAM Crew distribute free 'safe sex' equipment (this will be available only from the SAM stall and not handed out in crowds) and remind patrons to plan their transport home ahead of time.

Secondary Role

- Provide support to the on-site First Aid Unit, specifically assistance in identifying potential incidents and assisting patrons to acquire first aid attendance in a timely manner. This is conducted by roving throughout the festival acting as 'spotters' for potential emergencies. The Crew's primary response to a potential or actual emergency will involve escorting patrons to First Aid stations or notifying the on-site First Aid Unit immediately via two way radio and providing support until the responders arrive.
- Raise awareness about the Red Cross SAM program and encourage support and participation in the project.

In order to provide these services we will require the following infrastructure at each event:

- A 6x6 tent with plastic flooring for infection control, or similarly appropriate space, located adjacent to First Aid
- 4 trestle tables
- 20 chairs
- Access to a staff only toilet
- Water to distribute to patrons within the chill-out space
- Staff and meal passes
- Any passes required to drive vehicle on site to deliver resources required on the day
- 10 x Radios for communication with First Aid provider at each site (These radios may be provided to SAM by the event First Aid provider.)
- Access to the festival via the staff entrance for SAM Crew members

SAM Coverage and Charges

Dates	Layout Type	Number of Staff & Volunteers Attending	Hours of Operation	Cost to Q-Dance Australia (AUD)
Saturday 19 th September 2015	Up to 22 000 patrons	31	1030-2300	\$3000

Partnerships

The Red Cross SAM Crew will work alongside and support the onsite First Aid provider to ensure patrons receive the most appropriate medical care.

Resources

All volunteer and promotional resources including SAM uniforms and harm reduction information (Temporary tattoos, “party survival guides”, drink bottles etc) will be supplied by Red Cross.

Note: Red Cross are conscious of the green policy that is often in place and will not distribute printed material to patrons – they will however, be available at our information stall for those who specifically request resources. All due care will be taken to ensure resources do not become ground litter.

Legislation Requirements

All SAM practices will comply with relevant federal, state and local government legislation. Including requirements around:

- Confidentiality
- Mandatory reporting
- All matters relating to the safety, orientation and debriefing of staff (as per OH&S legislation)
- Standard employment based legislation relating to EEO, OH&S, Anti-discrimination
- Public Liability, Professional Indemnity requirements

Deployment of Staff and Volunteers

Clearly defined roles and responsibilities for the SAM Crew will be communicated to all staff and volunteers. Zoning maps of the festival site will be created and the Roving SAM Crews will be directed to these specific areas to ensure complete coverage throughout the event. However, please note that these zone allocations may be modified throughout the event to respond to trends or identified issues or areas of concern that may arise.

- i) **Team Leaders** – The Chill Out Space and the Roving teams will each have a nominated Team Leader. Team Leaders are either staff or volunteers that have received a higher level of leadership training and have vast experience with the save-a-mate program. It is the Team Leaders responsibility to support the SAM Crew members in their team and report any trends, concerns or incidents to the Project Officer. The Roving Team Leader is not allocated to a specific zone on the operation roster to give them flexibility to support a Roving team that is less experienced or in need of assistance.

- ii) **Roving Teams** - Roving teams consist of a minimum of two SAM Crew members. Having at least two members ensures the safety of the SAM Crew whilst also providing practical support in the event of an emergency. In an emergency one person will be required to contact First Aid via radio and provide support and reassurance to friends and/or surrounding patrons while the other Crew member renders care to the person in need.

At the beginning of the day the Roving Teams will concentrate on engaging with patrons as they enter the event by distributing sunscreen and health promotion messages. As the day progresses teams will continue to distribute messages and resources to patrons across their allocated zones, however, they will also focus on the areas that are deemed 'risky' such as quieter, shaded areas and toilet facilities. As the event moves into the evening they will closely monitor the darker areas and fence lines in search of patrons in need of care.

Members of the Roving Team may be reallocated to the Chill Out Space if extra support is required throughout the event.

Communications and Evaluation

Clear communication protocols and adequate resources to enable communications with the on-site First Aid Unit, security, and event organisers will be established. If requested, an MOU between the on-site First Aid Unit and Red Cross save-a-mate program will be drafted and made available for review prior to the event.

Media and Publicity

Red Cross will promote the save-a-mate program's involvement with Q-Dance/Defqon.1 through the save-a-mate social media channels.

Promotion of the Red Cross SAM Crew via the Defqon.1 program, event literature and Defqon.1 and Q-Dance websites is requested. This promotion will include information regarding the role of the SAM Crew at Defqon.1 and the location of the SAM services.

Any media or promotional release/activity will need to be pre-approved by both Red Cross' Media and Communications department and Q-Dance Australia.

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