



A Safe Space Snapshot

Ensuring continued connection for our community

A **Safe Space** is an inclusive, welcoming and warm environment that employs a community-based model of care for vulnerable people experiencing emotional distress or crisis.



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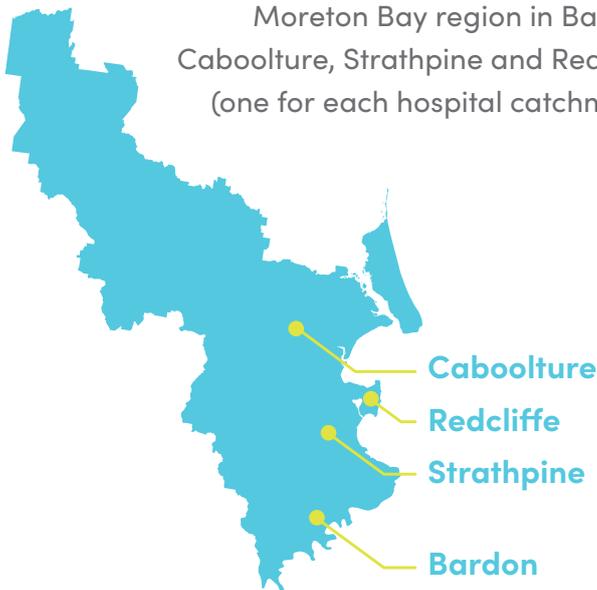


Walk-in



Non-clinical

Four Safe Spaces are available across the North Brisbane and Moreton Bay region in Bardon, Caboolture, Strathpine and Redcliffe (one for each hospital catchment).



Safe Spaces are filling a crucial gap in the regional healthcare system:

1. They provide inclusive and accessible care for vulnerable people at a time when the cost of living and housing crisis continues to worsen and increase demand for these kinds of services.
2. They provide a critical alternative to emergency departments (ED) at a time when EDs are overwhelmed.

Between April 2022 and December 2023, Safe Spaces:



Provided **14,662** total hours of support to people within our communities experiencing emotional distress

Supported the **avoidance** of close to **900 ED admissions**, negating \$7.5 million in ED related costs



Received **7,306 total contacts** (visits, phone calls and enquiries) and welcomed 1,145 guests for a total 6,194 physical visits.

The number of guests physically attending Safe Spaces continues to rise.

All data from the Safe Spaces Interim Report.

Our guests told us that Safe Spaces are saving their lives

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“With the support of the Safe Space, I have more reasons to want to live. There isn't the feeling that suicide is like an impending thing that is inevitable anymore.”

“If I were to be really honest with you, there is a much higher possibility I'd be dead if I did not have access to this service – this was life-saving for me.”

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“I wouldn't still be alive if the Safe Space wasn't here.”

“I would be absolutely terrified if Safe Space were to close, because that's where I go to for my safety plan.”

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of guests showed improvement in distress after their visit.



of guests have visited a Safe Space more than once.

Our guests told us that Safe Spaces are a valued, trusted location for acute distress management

Hospital EDs are complex clinical environments that are not always appropriate for people in crisis or distress – **Safe Spaces are a necessary gap service.**

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“The Safe Space is way better than hospitals. You're actually empowered to improve your life for good. I don't want to go into the medical model where they just give you medication and force you to stay in the hospital.”

“It can be really bad for me sometimes being in the hospital and I feel it's more comfortable and safer here [at the Safe Space].”

“The Safe Space is a much better alternative to hospital for me. Going to hospital makes me more depressed and makes me go downhill. You don't get the help you need at the hospital.”

Our guest demographics told us that Safe Spaces offer an emotionally and culturally safe and identity-affirming service

8%



identified as Aboriginal and/or Torres Strait Islander

17%



identified as being part of the LGBTIQAP+ community

6%



identified as being from a culturally or linguistically diverse background

R (non-binary guest) presented to Safe Space with suicidal ideation, thoughts of self-harm and a SUDS of 75. R disclosed to peer workers that were the service not available, they would have attended the ED. During their engagement with Safe Space over multiple visits, R was able to access one-on-one support that included the creation of an ongoing wellbeing plan. R exited with a SUDS of 15, and was able to continue to access Safe Space as an alternative to ED in times of high distress. After a significant history of repeated inpatient psychiatric admissions, R has had no patient stays and only one ED presentation since accessing Safe Space.

“How can we help?” – the Safe Space model and philosophy

- People experiencing emotional distress, as well as their carers or support persons, are greeted by friendly staff who will help them to settle in, offer refreshments, and make themselves available to discuss available supports.
- The median guest visit duration is two hours. During this time, peer workers can offer guests support with problem solving, safety planning, guided sensory and calming activities to help self-manage emotionality, connection to other services and accessing phone and online supports.
- When it is time to leave, peer workers can provide support with transport, referrals, phone numbers and resources.
- A follow-up phone call to check on the guest's wellbeing is offered 24 and 72-hours after the visit.