

# SAFER SCHOOLIES GOLD COAST RESPONSE



## Red Frogs Walk Home Tents

- Escorted walk home service for school leavers who have visited support services or the Emergency Treatment Centre and are ready to return to their accommodation.

**When: 8pm-1am | Where: F5**  
**When: 10pm-2.30am | Where: F3**

## Red Frogs Hotline: 1300 557 123

- 24/7 telephone hotline school leavers can call for support, assistance or information
- Allows school leavers to request/receive:**
  - practical support and assistance over the phone
  - a room visit by a Red Frogs team
  - a pancake cook-up
  - a walk home.

**When: 24/7**

## DS Schoolies Day Space

- A private and safe area for school leavers needing assistance – operational throughout the daytime
- Distribute free water, sanitiser and sunscreen
- DAY TIME – referral point for school leavers:**
  - needing hydration
  - requiring information, any type of support, a chat or guidance
  - requiring first-aid.

**When: 11am-4pm | Where: F5**

## Street Patrol and Walk Home Zone

- Mobile, practical support and assistance to school leavers on the street, including information
- Referral point for school leavers who need:**
  - advice or information

## i Information Hub and Drive Home Service

- Emergency transportation for at-risk youth (NB: drive home service can only be accessed via referral)
- Key point for lost property
- Information on crime prevention and reporting a crime.
- Referral point for anyone who:**
  - is identified as at-risk youth requiring emergency transportation
  - is in possession of lost property
  - is looking for lost property.

**When: 7pm-1am | Where: F5**

## W Welfare Space

- support or a referral to another support/health service
- a condom
- a walk home (within the zone area only).

**When: 6pm-1am**

## W Late Night Service

- Support and assistance for school leavers after 2am when the Emergency Treatment Centre has closed
- A safe and supervised area for at-risk young people, including school leavers without accommodation. (NB: can only be accessed via referral)

**When: 2am-6am | Where: E5**

## Red Frogs Accommodation Outreach Services

- On-site practical support and assistance for school leavers in their accommodation
- Services delivered by the Red Frogs include:**
  - room visitations
  - respond to calls for support via the Red Frogs Hotline and app
  - assist with mediation between accommodation managers and school leavers
  - pancake cook-ups.

**When: 24/7**

Further support is available 24/7. Scan the QR code or visit <https://bit.ly/HelpContacts>

## + Emergency Treatment Centre

- Emergency medical and first-aid services staffed by Gold Coast Health doctors/nurses and QAS paramedics
- A dedicated mental health team from Gold Coast Health
- QAS led Emergency Response Teams equipped to respond anywhere within the precinct and accommodation venues
- Referral point for school leavers presenting who:**
  - require medical treatment/first-aid
  - are intoxicated/under the influence of drugs (unable to walk, stay awake or not responsive)
  - are presenting with suicide ideation/self-harm (who can walk to the facility)
  - require mental health support.

**When: 6.30pm-2am | Where: E5**

## W Recharge Zones and Chill Out Zone

- A private and safe area for school leavers needing assistance
- Distribute free water
- Referral point for school leavers:**
  - needing hydration
  - requiring any type of support, a chat or guidance
  - who are affected by alcohol or drugs.

**Recharge Zones: Rosies and Gold Coast Youth Service**  
**When: 7pm-12am | Where: J5, I5**

**Recharge Zone: Drug Arm**  
**When: 7pm-1am | Where: G5**

**Chill Out Zone**  
**When: Fri & Sat: 9.30pm-4.30am**  
**Sun to Thu: 9.30pm-2.30am**

**Where: F4**

## W Welfare Space

- Dedicated safe area for school leavers needing a heightened level of assistance, in a private and quiet environment
- Proximity to the Emergency Treatment Centre, in particular the mental health team, allows for increased support
- Intake/referral for the Late Night Service, prior to 2am
- Referral point for school leavers presenting due to:**
  - an alleged sexual assault (who can walk to the facility)
  - experiencing distress/overwhelmed
  - underage youth
  - require mental health support
  - quiet space for sensory overload and anxiety.

**When: 7pm-2am | Where: E5**

## W Late Night Service

- Support and assistance for school leavers after 2am when the Emergency Treatment Centre has closed
- A safe and supervised area for at-risk young people, including school leavers without accommodation. (NB: can only be accessed via referral)

**When: 2am-6am | Where: E5**

## Red Frogs Accommodation Outreach Services

- On-site practical support and assistance for school leavers in their accommodation
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**When: 24/7**

## MEDIA PROCEDURES

Media Managers are engaged to manage all non-emergency related media. All emergency related media enquiries will be managed by the Queensland Police Service.

Media enquiries should be directed to Safer Schoolies HQ/Media Managers and all workers (including volunteers and contractors) are not permitted to conduct interviews with the media regarding the Safer Schoolies Response without prior approval from Media Managers

- volunteers must not answer media questions, provide information or personal opinion.

All other volunteers, officials, crew and support service personnel must collect their accreditation from Safer Schoolies HQ before, or at the commencement of their first shift. Red Frogs volunteers must collect their accreditation from Red Frogs HQ.

## WORK PLACE HEALTH AND SAFETY

We are committed to providing a safe and healthy environment for all Safer Schoolies response workers and any other persons who are affected by its operations.

The Safer Schoolies team complies with legislation applicable to health and safety as specified in the *Work Health and Safety Act 2011* and is committed to achieving standards that equal or exceed best practice in the industry.

Dedicated Workplace Health and Safety (WH&S) personnel will be on site for the duration of the Response.

All workers on the Response have a responsibility to operate in a safe manner and to take reasonable care when carrying out their duties. All WH&S issues/concerns should be raised immediately with your supervisor.

## INCIDENTS

All incidents must be reported to your supervisor immediately. Incident reports must be completed if you:

- are injured
- witness a school leaver being assaulted or sexually assaulted
- witness an occurrence that affects a person's safety
- witness an incident involving child safety.

Check with your supervisor to find out the correct incident report forms to complete. Additional support is available if you have been involved in, or witness an incident. Please speak with your supervisor for more information.

## SAFER SCHOOLIES GOLD COAST RESPONSE

### 2025 MANUAL

@SCHOOLIESGC

DELIVERING FOR QUEENSLAND Queensland Government

# REFERRAL PATHWAYS

THE WELFARE MANAGER IS AVAILABLE FOR SUPPORT, ADVICE AND ASSISTANCE – RADIO CONTROL OR VISIT THE WELFARE MANAGER AT THE WELFARE SPACE.

## UPSET AND REQUIRES GUIDANCE/CHAT/SUPPORT

### SST VOLUNTEERS/ OFFICIALS/CREW

- Refer to Recharge Zone or Welfare Space

### RECHARGE ZONE

- Remain in Recharge Zone
- Listen and provide care and comfort
- Refer to Welfare Space if further support is required
- Radio CONTROL for walk home or walk to Welfare Space if required

### RED FROGS

- Listen and provide care and comfort
  - Contact Zone Leader if required
- 7PM-2AM**
- Refer to Welfare Space if further support is required

## REQUIRES TRANSPORT

### SST VOLUNTEERS/ OFFICIALS/CREW

- For SSTs**
- If within walk home zone** walk home
  - If outside walk home zone** refer to Red Frogs Walk Home Tent, or radio CONTROL to coordinate a Red Frogs walk home
  - If at-risk or unsafe to walk home** refer to Welfare Space
- For Officials/Crew**
- Refer to Red Frogs Walk Home Tent, or Radio CONTROL to coordinate walk home
  - If at-risk or unsafe to walk home refer to Welfare Space
- If schoolie is unable to walk they must be taken to the Emergency Treatment Centre – radio CONTROL for QAS assistance**

### RECHARGE ZONE

- Radio CONTROL to coordinate a walk home
- If at-risk or unsafe to walk home**
- Refer to Welfare Space
- If schoolie is unable to walk they must be taken to the Emergency Treatment Centre – radio CONTROL for QAS assistance**

## INTOXICATED/SUBSTANCE ABUSE

### SST VOLUNTEERS/ OFFICIALS/CREW

- If able to walk**
- Take to Recharge Zone
- If unable to walk**
- Radio CONTROL to request QAS assistance

### RED FROGS

- On street**
- If able to walk**
- 7PM-2AM**
- Refer to closest Recharge Zone, Welfare Space or Emergency Treatment Centre (opens 6.30pm)
- 9.30PM-2.30AM**
- Refer to Chill Out Zone
- 2AM-6AM**
- Refer to Late Night Service
- If unable to walk, stay awake or not responsive**
- Call 000 and notify Zone Leader
- In accommodation (24 hours)**
- If awake, alert and able to walk unassisted**
- Advise not to drink anything further and remain with schoolie if no sober friend available
- If unable to walk, stay awake or not responsive**
- Call 000 for QAS and notify Zone Leader

## FIRST-AID

### SST VOLUNTEERS/ OFFICIALS/CREW

- Refer to Emergency Treatment Centre
- If unable to walk**
- Radio CONTROL to request QAS assistance
  - Provide reasonable care until QAS arrive

### RECHARGE ZONE

- Refer to Emergency Treatment Centre
- If able to walk**
- Radio CONTROL for an SST team to transport to Emergency Treatment Centre
  - Provide reasonable care until SST team arrives
- If unable to walk**
- Radio CONTROL to request QAS assistance
  - Provide reasonable care until QAS arrive
- Where any first-aid is initiated within a Recharge Zone, referral to the Emergency Treatment Centre is required**

### RED FROGS

- Requires urgent medical attention**
- Call 000 for QAS
  - Notify Zone Leader
- 6.30PM-2AM**
- Requires medical attention**
- If able to walk assist to Emergency Treatment Centre
- 2AM-7PM**
- If unable to walk call 000 for QAS and notify Zone Leader
- Does not currently require medical attention**
- Refer to local doctor or hospital
  - Listen and provide care and comfort

- For Officials/Crew**
- Refer to Red Frogs Walk Home Tent, or Radio CONTROL to coordinate walk home
  - If at-risk or unsafe to walk home refer to Welfare Space
- If schoolie is unable to walk they must be taken to the Emergency Treatment Centre – radio CONTROL for QAS assistance**

### RED FROGS

- Coordinate a walk home
- If at-risk or unsafe to walk home**
- Refer to Welfare Space
- During the day**
- Refer to Translink Journey Planner app or website
- If schoolie is unable to walk they must be taken to the Emergency Treatment Centre or call 000**

### RECHARGE ZONE

- If awake and alert**
- Remain in Recharge Zone and rest
- If unable to walk, stay awake or not responsive**
- Radio CONTROL to request QAS assistance

## SCHOOL LEAVER WANTS TO REPORT A CRIME

See Police Officer, refer to Surfers Paradise Police Station or call PoliceLink on 131 444

## SCHOOL LEAVER DOESN'T HAVE ACCOMMODATION

**7PM-2AM:** refer to Welfare Space  
**2AM-6AM:** refer to Late Night Service

## SCHOOL LEAVER TO REPORT OR FIND LOST PROPERTY

**7PM-1AM:** refer to Information Hub  
**1AM-7PM:** refer to Surfers Paradise Police Station or call PoliceLink on 131 444

## SCHOOL LEAVER WANTS A WRISTBAND

Refer to the Wristband Centre  
**SAT: 11AM-8PM**  
**SUN: 5PM-8PM**  
**MON TO FRI: 6PM-8PM**  
Refer to Information Hub Sat to Fri: 7PM-1AM

## SCHOOLIE PRESENTS IN DISTRESS

### SST VOLUNTEERS/ OFFICIALS/CREW

- 7PM-2AM**
- Take to Welfare Space
  - If required, radio CONTROL to request Welfare Manager
  - If at risk of self harm or harm to others radio control for QPS, QAS and Security**
- 2AM-6AM**
- Take to Late Night Service
  - If at risk of self harm or harm to others radio CONTROL for QPS, QAS and Security Supervisor**

### RECHARGE ZONE

- Refer to Recharge Zone Coordinator
  - Provide care and support as required
- If additional support required**
- Take to Welfare Space
  - If required, radio CONTROL to request Welfare Manager
  - If at risk of self harm or harm to others radio CONTROL for QPS, QAS and Security Supervisor**

### RED FROGS

- On street**
- 7PM-2AM**
- Take to Welfare Space
- 2AM-6AM**
- Take to Late Night Service
- In accommodation (24 hours)**
- Contact Zone Leader for support
  - If able to walk, take to Welfare Space (between 7PM and 2AM)
  - If at risk of self harm or harm to others radio CONTROL for QPS, QAS and Security Supervisor**

### SST VOLUNTEERS/ OFFICIALS/CREW

- 7PM-2AM**
- Take underage youth to Welfare Space
- 2AM-6AM**
- Take underage youth to Late Night Service
- If underage youth leaves prior to being referred, radio CONTROL to report**

### RECHARGE ZONE

- Take to Welfare Space
  - If not willing to go, radio CONTROL for Welfare Manager
- If underage youth leaves prior to Welfare Manager attending, radio CONTROL to report**

### RED FROGS

- On street**
- 7PM-2AM**
- Take to Welfare Space
- 2AM-6AM**
- Take to Late Night Service
  - If not willing to go, refer to QPS
- In accommodation (24 hours)**
- Discuss with Zone Leader
- If underage youth leaves prior to being referred, log with Red Frogs Call Centre**

### LATE NIGHT SERVICE

- If able to ascertain a name, address and age from the young person, contact Child Safety After Hours Service Centre (CSAHS)**
- If under the care of the state/under child protection orders**
- CSAHS will provide advice and guidance on appropriate action to be taken
- If NOT under the care of the state**
- Contact parent/guardian for collection
  - If the parent/guardian is not contactable or not willing to collect them
  - Contact QPS or allow underage youth to remain in the Late Night Service under supervision
  - If necessary, provide assistance with immediate transportation home
- Where Late Night Service is NOT able to ascertain a name, address and age from the underage youth, contact JESCC for QPS support on 5570 7899**

## SCHOOLIE REPORTS AN ALLEGED SEXUAL ASSAULT (CURRENT OR HISTORIC) [HRP]

### SST VOLUNTEERS/ OFFICIALS/CREW

- If able to walk**
- Take to Welfare Space
- If unable to walk**
- Provide support to schoolie and advise requirement to contact QAS
  - Provide support until QAS arrive
  - Schoolie controls communication with QAS
  - If schoolie wants to report immediately, radio CONTROL for QPS
  - Advise schoolie of reporting obligations (if required)
  - Provide sexual assault helpline phone numbers**

### RECHARGE ZONE

- Refer to Recharge Zone Coordinator
- If able to walk**
- Take to Welfare Space
- If unable to walk**
- Provide support to schoolie and advise requirement to contact QAS
  - Provide support until QAS arrive
  - Schoolie controls communication with QAS
  - If schoolie wants to report immediately, radio CONTROL for QPS
  - Advise schoolie of reporting obligations (if required)
  - Provide sexual assault helpline phone numbers**

### RED FROGS

- 7PM-2AM**
- If able to walk**
- Take to Welfare Space
- If unable to walk (or after 2AM)**
- Provide support to schoolie and advise requirement to contact QAS
  - Call 000 for QAS
  - Contact Zone Leader for support
  - Stay with schoolie until QAS arrive
  - Schoolie controls communication with QAS
  - If schoolie wants to report immediately, call 000 for QPS
  - Advise schoolie of reporting obligations (if required)
- Call received by Call Centre**
- Deploy Zone Leader
  - Recommend schoolie contact QAS/QPS
  - Zone Leader follows above pathway
  - Provide sexual assault helpline phone numbers**

### LATE NIGHT SERVICE

- Provide support to schoolie and advise requirement to contact QAS
- Call 000 for QAS
- Provide support until QAS arrive
- Schoolie controls communication with QAS
- If schoolie wants to report, call 000 for QPS
- Advise schoolie of reporting obligations (if required)
- Provide sexual assault helpline phone numbers**

### SST VOLUNTEERS/ OFFICIALS/CREW

- Take schoolie to Emergency Treatment Centre (advise of High Risk status)
- If not willing or able to relocate**
- Radio CONTROL for QAS/QPS
- If schoolie is violent or threatening violent behaviour towards self or others, radio CONTROL for QPS and a Security Supervisor**

### RECHARGE ZONE

- Refer to Recharge Zone Coordinator
- If able to walk**
- Take to Emergency Treatment Centre (advise of High Risk status)
- If unable to walk**
- Provide care and comfort to schoolie and advise requirement to contact QAS
  - Provide support until QAS arrive
- If schoolie is violent or threatening violent behaviour towards self or others, radio CONTROL for QPS and a Security Supervisor**

### RED FROGS

- 7PM-2AM**
- If able to walk**
- Take to Emergency Treatment Centre (advise of High Risk status)
- If unable to walk (or between 2AM-7PM)**
- Call 000 for QAS
  - Provide support to schoolie
  - Contact Zone Leader for support
  - Stay with schoolie until QAS arrive
- Call received by Call Centre**
- Advise caller to call 000 for QAS immediately
  - Deploy Zone Leader
- If schoolie is violent or threatening violent behaviour towards self or others, Red Frogs Call Centre to call 000 for QPS and a Security Supervisor**

### LATE NIGHT SERVICE

- Call 000 for QAS
  - Provide support to schoolie until QAS arrive
- If schoolie is violent or threatening violent behaviour towards self or others, call 000 for QPS and a Security Supervisor**

## SCHOOLIE PRESENTS WITH SUICIDE IDEATION OR SELF HARM [HRP]