Venues Report

The All Good Project Evaluation

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Background

MusicNT's All Good Project works with live music venues and festivals across the Northern Territory (NT) to create safer spaces for staff, performers and patrons. The All Good Project (AGP) aims to increase safety for patrons including minority groups, encourage equity and diversity, and contribute to ending discrimination and gender-based violence. The project comprises of safety and wellbeing components such as policy and procedure support for music venues, social marketing campaigns, training and education for staff and volunteers, and the delivery of a peer harm reduction service in festivals.

Methods

The current evaluation aimed to understand the need for AGP within the NT, and the barriers/facilitators to effective delivery of the project. It focuses on the need for, and effectiveness of, a bystander training program delivered by AGP in music venues in Alice Springs and Darwin, NT. In addition, it explores bystander training for staff and volunteers of NT festivals.

The study sought to understand to what extent does AGP:

a) Improve staff and patron awareness of what constitutes sexual harassment and assault and what should be done when it occurs?

b) Provide staff with the skills and confidence to respond to instances of sexual harassment and assault?

c) Provide patrons with the confidence that instances of sexual harassment and assault will be appropriately dealt with by venue staff?

d) Contribute to reduced gender-based violence in participating venues/festivals?

e) Contribute to improved active bystanding culture in participating venues?

This report focuses on two data sources:

1) Pre- and post-training surveys administered by All Good, and

2) Interviews with NT music venue patrons and staff

This report is part of a broader evaluation of the AGP (funded by Music NT) undertaken between 2023-2025 that includes both qualitative and quantitative methods to understand whether the AGP is meeting its stated objectives.

For quantitative survey data, descriptive statistics and data analysis were produced using Stata (v18) software. Measures capturing pre- and post-training were analysed using paired samples t-tests. Qualitative interviews with patrons and staff were recorded and then transcribed using Microsoft transcription. These transcripts were checked for errors by the evaluation team and imported into NVivo (v12, QSR) for analysis. Data analysis followed an inductive thematic analysis approach (Braun & Clarke, 2006).

Findings

The evaluation data has shown that many factors support venue safety and harm reduction, including:

- **Experienced and Stable Staff:** Longstanding managers and hospitality workers who have developed a safety-mindset through accumulated experience. Managers/owners strongly influence the safety culture (or lack of) in a venue.

- **Bystanding skills increase with training:** For experienced hospitality staff the AGP training formalised, clarified and articulated safety instincts that had been developed through time in the industry. For newer staff it helped to build practical skills, increase responsibility, readiness and confidence to act as a bystander.

- **Visibility of harm:** The venue layout, lighting and crowd density impacts visibility within a venue. This either facilitates or inhibits monitoring and early intervention.

- **System of responders:** The system of responders in a music venue was seen to be important. Who can see harm, who has been equipped with what kinds of training, what venue policies are applied, and who can and will respond to harm or intervene early were all part of this response system. Each group within a venue (i.e., patrons, bar staff, performers, security, and managers) face unique enablers and barriers in their ability to respond to harms.

- **Venue Culture and Regular Patron Community:** A cohort of regular patrons who are familiar with the venue's values and culture tend to notice problems and intervene when necessary. Being 'a regular' was associated with increased responsibility and

confidence to act as a bystander, which contributes significantly to venue safety. Building a sense of shared responsibility for safety through signalling a venue's safety and wellbeing values increased capacity of bystanders in a venue.

- **Older Patron Demographics:** Older patrons (especially women) are more likely to notice harm and act to support others. Age is likely to be a proxy of past experiences of harm and confidence to intervene, which appear to instil a strong sense of bystander responsibility.

- **Atmosphere and Event Focus:** A venue's focus on live music and relaxed socialising creates a social environment distinct from venues oriented towards casual sexual interactions and intoxication. The former was identified by patrons and staff as having lower risks of harm and higher feelings of safety.

- **Additional Safety Supports:** The presence of quiet areas, accessible free water, and food contribute to safer patron experiences. These environmental and practical features mirror many AGP recommendations.

Impact of All Good Project Training

The surveys provided pre- and post-training delivery tended to align with participants' perspectives provided during the interviews. Adapted scales for readiness to help (Banyard et al., 2014), intention to help (Banyard et al., 2014), and confidence to help (Banyard, 2008), were measured before and after training. These scales provide insight into different dimensions of bystander behaviour and were used to assess changes in participants' attitudes (readiness), motivation (intention), and perceived capability (confidence) with intervening effectively in real-world situations.

For both festival volunteers and music venue staff, there was a statistically significant increase in scores for readiness to help, intention to help, and confidence to help following AGP training.

In the post-training survey both music venue staff and festival volunteers (N = 70) were asked about the impact of the training. Overwhelmingly participants felt positively about the training.

Most participants agreed or strongly agreed that after the training they felt better equipped to work towards reducing violence and harassment in live music venues/festivals (84%, n = 59).

Venue staff reported an increased ability to recognise signs of discomfort, harassment, and emerging aggression following their participation in bystander training. Many staff described becoming more attuned to subtle cues, such as body language or shifts in crowd behaviour, and felt more confident identifying situations that might escalate. Experienced staff and managers also reflected that the training helped articulate and formalise instincts they had developed over time, strengthening their awareness and capacity to act early.

In addition to improving recognition of harassment and discrimination, staff described how the training provided practical and accessible strategies for how to intervene safely and effectively. This reinforced a sense of responsibility and confidence among staff to act when issues arose. Staff frequently described the bystander training as providing them with a set of concrete, practical strategies they could apply on the job. Many commented that before the training, they felt unsure about what steps to take, or were afraid of escalating a situation. The training helped to demystify bystander action, offering realistic options for different levels of confidence, authority, and role within the venue.

Staff reported that the training upskilled them with contextually appropriate language, de-escalation approaches, and ways to involve colleagues or security staff. Several managers noted the training made their team more consistent in how they responded to harm and reduced the reliance on personal judgement.

A key impact that staff attributed to the training was a stronger sense of personal and professional responsibility to intervene when harm occurred. Many staff we interviewed described a shift from a previously passive or minimising stance to one where they felt accountable for patron safety. Staff attributed this change to the training's emphasis on taking harassment seriously, and on their improved understanding of the impact of harassment and discrimination on patrons and colleagues.

Enablers to uptake of training strategies

Enablers of the uptake of All Good strategies included safety-oriented leadership, stable staffing, integrated safety systems, and visible trust-building practices. Venues where management was actively engaged – whether for cultural or commercial reasons – fostered a safety culture where patron wellbeing was prioritised, policies were enforced, and staff felt confident acting to intervene or respond. Consistent messaging from management, paired with open communication and clear expectations, helped embed All Good strategies into day-to-day operations. Stable and experienced staff also played a key role; their familiarity with

venue dynamics and ability to mentor newer staff contributed to more consistent and confident responses to incidents, even in busy or high-pressure environments.

Integrated safety systems across staff, security, and patrons further supported the success of bystander interventions. Patrons contributed to the safety culture by looking out for one another and reporting concerns. This collective approach was reinforced when patrons experienced respectful and proactive staff responses. Visual signage and messaging helped communicate venue values, but their impact depended on consistent follow-through from venue staff. Safety cultures that extended beyond posters through staff behaviour, performer messages, and community campaigns helped build trust and loyalty, proving that safety could be both a cultural strength and a commercial asset.

Barriers to uptake of training strategies

Barriers to the uptake of bystander training strategies in music venues were often systemic. One major challenge was the high turnover and casualisation of the hospitality workforce, which led managers to deprioritise training for short-term staff, focusing instead on core operational skills. Some managers reserved training for supervisors or long-term staff, believing broader implementation was inefficient. Additionally, confusion around staff roles and inconsistent expectations regarding who should intervene in harmful situations contributed to a fragmented safety response. While some managers preferred problems be escalated to supervisors, others expected all staff to act, creating uncertainty and undermining staff confidence. The perceived appropriateness and capability of security personnel to respond to sexual harassment were also contested, with many patrons expressing distrust due to a lack of specialised training and gender-related concerns.

Systemic and structural factors within venues further hindered the visibility of, and response to harms. Venue design, lighting, crowding, and noise made it difficult for staff and patrons to notice or report incidents, with both groups highlighting barriers to locating help during peak times. Performers and patrons also experienced limitations in their ability to act due to focusing on performing or social distractions, respectively. Commercial interests often conflicted with safety goals, as staff described pressure to tolerate harmful patrons for business reasons, leading to downplaying of potential harms and silencing of concerns. These layered barriers underscore the need for structural changes, clearer policies, and training approaches tailored to specific roles, venues, and staffing realities.

Recommendations

AGP training strategies	• Timing of venue staff training should be towards mid-end of season [July to October]. During early peak season, managers are training staff for their core business roles. • Consider incorporating more scenarios into the bystander training to help apply bystander principles and discussing barriers to intervention in larger groups (e.g., festivals).
Supplementary strategies	• Consider different roles within a venue to coordinate effective response systems. • Highlight the role of environment (visibility, lighting, layout, noise, crowd density) in bystanding training. • Continue to offer safety audits, flagging the complex nature of safety in venues and opportunities for tailored AGP advice. • Consider engaging performers, patrons and security staff in AGP strategies or training to enhance bystander intervention.
Security	• Extend safety training (i.e., AGP training) to include contracted security staff to better equip security personnel in handling harassment issues.
Zero-tolerance to harassment campaign	• Consider a zero-tolerance to harassment type campaign. AGP could help to build a consistent understanding of acceptable and unacceptable behaviour within venues to avoid ambiguity.
The AGP brand	• Consider perceptions of trust with AGP venue brand, and requirements for AGP-venues to 'practice what they preach'. We recommend constructing mechanisms to report venues not actioning the AGP values. • To increase uptake of AGP training in new venues, highlight the benefits to workplace culture, addressing positive duty legislation requirements and supporting retention of local staff.

Northern Territory Positive Duty Legislation	• Recent legal obligations in the NT (Positive Duty legislation) aimed at preventing discrimination and harassment could catalyse cultural change at the industry level. We recommend continuing advocacy with the hospitality industry around workplace positive duty requirements and All Good's potential role in proactively preventing workplace harassment. • Consider value of a communications strategy regarding positive duty obligations for organisations to prevent discrimination and harassment. • Continue to build relationships between MusicNT and the Anti-Discrimination Commissioner to promote awareness of harassment issues in the music industry.

Accountability	• Consider AGPs role in developing or supporting reporting mechanisms for music patrons to report harms and hold venues accountable.
	
	• Consider exploring ways to increase accountability of venues
	
	    o Community accountability e.g., quick reporting type application, regular surveys to 'check-in'.
	
	    o Regulatory accountability, e.g., AGPs role in risk-based licencing.

Systemic change	• Advocate for embedding bystander training in NT RSA Course (SITHFAB021). • Support the integration of gender-based violence content, trauma-informed practice, and bystander intervention into the CPP20218 Certificate II in Security Operations. • Explore advocacy with networks like Australian Festivals Alliance and other organisations regarding changes to the security certificate and interstate service of alcohol training packages.

Introduction

All Good Project

MusicNT's All Good Project (AGP) works with live music venues across the Northern Territory (NT) to create safer spaces for staff, performers and patrons. AGP aims to increase safety for minority groups, encourage equity and diversity, and work to end discrimination and gender-based violence.

AGP engages with music venues and festivals to increase safety and wellbeing through a range of initiatives. The program has developed NT-context-specific social marketing campaigns focussed on patron safety and the prevention of gender-based violence. When working with music venues, AGP offer environmental audits, tailored harm reduction advice, bystander training for venue staff, and support with policies and practices around safety and harm. Since 2023, the project comprises of training and education for music festival staff and volunteers and delivers a festival peer harm reduction service.

A major component of AGP is a bystander intervention training program for staff working in music venues and festivals. The Program, like other bystander prevention programs, aims to increase staff knowledge and awareness of problematic behaviour, as well as increase the skills and responsibility of these bystanders to act when incidents occur (Banyard et al., 2007; Powers & Leili, 2018). AGP is underpinned by several assumptions:

1) There is a need for a program to address sexual violence in live music venues and festivals in the NT;
2) There is a need for a program to address discrimination and violence in live music venues and festivals in the NT;
3) Bystander training for venue and festival staff is an effective strategy to bring about change (through improved awareness of, responsibility for and responses to discrimination and sexual violence in venues);
4) Supporting venues with policy and procedures to address discrimination and sexual violence is an effective strategy to bring about change; and
5) Social marketing/campaign messaging is an effective strategy to bring about change.

Evaluation

In 2023-2025, Menzies School of Health Research was commissioned by MusicNT to undertake an evaluation of AGP. The evaluation included both qualitative and quantitative methods to understand whether AGP was meeting its stated objectives. The evaluation included surveys and interviews with venue staff who undertook training and surveys and interviews with festival and venue patrons. The current report describes two parts of the evaluation which aim to: 1) understand the experience and impact of the bystander training among staff working in live music venues and festivals using pre- and post-training surveys; 2) understand patron and venue staff perspectives on safety in NT music spaces, including reflections on the AGP within venues they frequent.

Conceptualising bystander behaviour

Bystander behaviour has been conceptualised through several theories, including the transtheoretical model of behaviour change (the stages of change model) (Prochaska & DiClemente, 1983), theory of planned behaviour (Ajzen, 1991), situational model (Latané & Darley, 1970), and the social norms theory of prosocial behaviour (Berkowitz, 2005). There are several key learnings from these theories.

1. Bystander behaviour can change, but it changes through a spiral of stages rather than a linear pathway, with a return to old patterns of behaviour (relapse) to be expected (Prochaska et al., 1992). It explains why people may initially avoid intervening in a situation of harm, but with training, can progress towards consistent readiness and confidence to step in.

2. Attitudes (beliefs about helping), subjective norms (perceived social expectations), and perceived behavioural control all impact a person's behavioural intention, which can then predict actual behaviour (Ajzen, 1985; Ajzen, 1991). Therefore, intention to help can be considered the most proximal predictor of bystander intervention behaviour.

3. People do not always carry out their intended actions (Ajzen et al., 2004). Therefore, measuring actual bystander behaviour is useful, as well as exploring barriers that impact intended bystander action (Austin, 2016).

4. Bystander intervention is influenced by perceptions about others' common behaviour (group norms). If harmful behaviour (e.g., harassment) is seen as 'normal' people are less likely to intervene; but if prosocial norms (e.g., calling out harassment) are

highlighted, bystanders are more likely to act. Campaigns often use this to shift perceived norms toward safety.

5. The situational model (Latané & Darley, 1970) articulates five distinct steps required for bystander intervention: (1) notice the event, (2) interpret it as a problem, (3) assume responsibility, (4) know how to help, and (5) act. This can be useful to explain barriers to bystander intervention and where training/education efforts should be applied (Banyard et al., 2014).

Bystander Interventions

Bystander training programs are a key strategy in a whole-of-community approach to target the multi-faceted nature of sexual violence. They have become a popular and common approach to prevention of sexual violence, including in live music settings. Bystander programs address and shape the social and gender norms that protect against violence, placing prevention work and responsibility with the community rather than individual victim-survivor's (Fileborn, 2017). They typically aim to increase knowledge and awareness of problems in venues/festivals, increase skills and confidence of bystanders to act (Centre for Alcohol Policy Research, 2018; Public Health England, 2016; Quigg et al., 2022) and promote safe and inclusive venue culture (VicHealth, 2012).

> *Bystander intervention refers to [individuals who] . . . by their very presence, have the potential to do nothing, to step in and diffuse a high-risk situation . . . or to make the situation worse by condoning a perpetrator's behaviour . . . or being unsupportive in responding to a victim . . .* (Banyard, 2011, p. 216).

Bystander behaviour can take the form of direct or indirect interventions, and can be carried out in passive, aggressive or engaging ways (Haikalis et al., 2018). Such prosocial bystander behaviour can make a significant difference to the prevalence of sexual violence (Baillie et al., 2022).

Prevalence and impacts of previous bystander programs

In a qualitative study by Fileborn (2017) of victim/survivors of sexual violence in pubs/clubs, bystander intervention had both practical and symbolic importance. For participants in that study, bystander intervention reduced feelings of harm, improved a sense of safety, and provided a sense of accountability for the perpetrator (Fileborn, 2017).

Examples of community bystander programs in Australia include the MATE bystander program (Australian Council for Educational Research, 2022), 'Stepping in' (VicHealth, 2014) and 'Men speak up' (Whiteribbon, 2011). In the nightlife / music venue / festival context, programs are present in the USA (Powers and Leili 2018), Europe (Quigg et al. 2021; Quigg et al., 2022), and New Zealand, (RespectEd Aotearoa 2021) among others.

In Australia, examples of bystander programs for music venue and festival settings include 'Good Night Out' training for music venue and festival staff (Full Stop Australia, nd), 'Project Night Light', a pilot program to increase safety in Adelaide's nightlife setting (City of Adelaide, 2022), and a sexual harassment pilot program for licenced venues in Victoria (Centre for Alcohol Policy Research, 2018). Peer-based programs such as Hi-Ground, ConsciousNest, DanceWize, All Good and others train volunteers to respond as bystanders, as well as provide rovers as active bystanders in festival settings.

Data sources

The current study aimed to understand the need for AGP within the NT, and barriers/facilitators to effective delivery of the project. It focuses on the need for, and effectiveness of, the bystander training program delivered by AGP in music venues across the NT.

This report focuses on two data sources:

> 1) Pre- and post-training surveys of AGP-trained music venue and festival staff (collected by All Good)

> 2) Interviews with NT music venue patrons and staff

This report is part of a broader evaluation of AGP (funded by Music NT) undertaken between 2023-2025 that includes both qualitative and quantitative methods to understand whether AGP is meeting its stated objectives.

Training impact surveys

Surveys were developed in collaboration between AGP staff and Menzies to understand participants' learning experience of AGP training, both before receiving the training (pre) and immediately following the training (post). The surveys also aimed to understand participants' experiences with bystander interventions, key measures of potential impact from the bystander training, and participants' perceptions of sexual harassment and sexual assault in the context of live music venues and festivals in the NT. The research team used unique identifiers to link the pre- and post-surveys completed by individual participants to understand average change at the individual level. This analysis reflects individual-level average change, as it compares each participant's average score before and after the training, as well as aggregated change at the group level.

AGP has trained approximately 114 music venue staff and 275 festival staff/volunteers over the evaluation period, between 2023 - 2025. Staff working at live music venues who undertook AGP training completed the survey at the time of their training between November 2023 to June 2025. In September 2024, AGP began delivering training to staff working at festivals, and festival staff completed surveys at the time of their training between September 2024 to June 2025. Both surveys had comparable measures, but we worked with MusicNT to tailor language for staff working in festivals or venues.

Survey measures

The evaluation team were interested in comparisons between pre-training and post-training results on several bystander measures to assess whether the training would improve bystander behaviour.

Measuring bystander behaviour in sexual violence situations is difficult to do directly, thus, academic research and evaluation initiatives have explored bystander behaviour through a range of other self-report measures (Centre for Prevention Innovation Research, 2015). Several validated scales have been developed to measure bystander behaviour including the prominent Readiness to Help Scale (Banyard et al., 2014), Intention to Help Scale (Banyard et al., 2014), and Bystander Efficacy Scale (Banyard, 2008). While these scales were originally developed in the US for sexual violence in young adult/college campus populations, scholars have begun to adapt them for use in Australian festival and nightlife settings (Fileborn, 2020;

Baillie et al., 2022). Dr Fileborn generously shared these adapted scales with the Menzies research team, and these scales were further adapted to suit the context of the training survey.

In addition to measuring any potential impacts of the training, we asked about participant learning experiences of the training.

We also measured staff experience of reporting of sexual violence in live music venues or festivals, including frequency of reporting. Further questions focused on staff experience of venue culture relating to sexual violence and harassment.

Interviews

We conducted qualitative interviews with staff and regular patrons of live music venues to allow for deeper insights to be generated on experiences of AGP safety measures, perceptions of venue safety, and barriers/facilitators of bystander intervention.

The sampling approach was purposive, aiming to obtain insights from people with relevant knowledge of sexual violence in live music venues. For the current study, we recruited two groups of participants: (1) staff employed at music venues and (2) patrons of music venues. Venues were selected in consultation with project partner Music NT based on active participation in AGP and recency of training, so that insights on the impact of bystander training (staff) and safety messaging (patrons) could be understood at a venue level. Both patrons and staff reflected on experiences in the venue of interest, as well as venues in the NT more broadly. Staff also had reflections as patrons and workers in venues.

Information about the study was distributed in several ways. Information was sent to venue managers via MusicNT, with contact details of the research team. Consenting venues facilitated access to the venue, with the research team attending in person to engage consenting staff and patrons. To recruit patrons, posters were distributed at the venues, snowballing recruitment was undertaken, and the study was promoted via a Darwin online social media group.

Interviews focussed on staff and patron experiences or observations of harms in their venue, their experience of AGP, and any changes they have noticed since the venue participated in the program, such as changes to active bystander culture. Interviews also captured feedback on how to improve the project's impact, such as barriers and enablers to change at the venue of recruitment, and at venues more broadly.

The evaluation team conducted qualitative interviews with consenting participants between August and November 2024. Participants were invited to take part in a semi-structured interview either face-to-face or via phone or videoconferencing (i.e., Zoom). Interviews were recorded and transcribed using Microsoft Transcription. These transcripts were checked for errors and imported into NVivo (v12, QSR) for analysis. Data analysis followed an inductive thematic analysis approach (Braun & Clarke, 2006).

Ethical approval was obtained from the Menzies School of Health Research Human Research Ethics Committee (2022-4267).

Findings

Findings from this report focus on both insights from pre- and post-training survey results from AGP training provided to staff of NT music venues and festivals, and from qualitative interviews with NT music venue patrons and staff.

Pre- and post-training surveys

For both festival volunteers and music venue staff, there was a statistically significant increase in scores for readiness to help, intention to help, and confidence to help following AGP training. In the post-training survey both music venue staff (n = 33) and festival volunteers (n = 37) were asked about the impact of the training *(Total n = 70)*. Overwhelmingly participants felt positively about the training. Most participants agreed or strongly agreed that after the training they felt better equipped to work towards reducing violence and harassment in live music venues/festivals (84%, n = 59).

First, we will outline results from the training surveys for venue staff, followed by results from the training surveys for festival staff.

Venue training surveys

Participant characteristics

Overall, 33 venue staff were matched completing the pre- and post-training survey (see Table 1). Participants' median age was 26 years (IQR = 21 – 33 years) with most working in Darwin (73%, n = 24). Most of the sample identified as female (58%). Most reported that they worked in pubs or bars (64%, n = 21). Most said their current role was as a bar staff (52%, n = 17).

Table 1. Participant characteristics – Venue training surveys

	N=33	%
Gender		
Female/woman	19	57.6
Male/man	13	39.4
Non-binary/gender fluid	1	3
Age group		
15-17 years	2	6
18-24 year	9	27.4
25-29 years	11	33.3
30 years and over	11	33.3
Aboriginal or Torres Strait Islander		
No	32	97
Yes, Aboriginal and Torres Strait Islander	1	3
LGBTQIA+		
No	24	73
Yes	6	18
Missing	3	9
Person with a disability		
No	26	79
Yes	4	12
Missing	3	9
Location of your workplace		
Garramilla / Darwin	24	73
Mparntwe / Alice Springs	8	24
Missing	1	3
Venue type/s		
Pub / bar	21	64
Restaurant / cafe	9	27.4
Nightclub	6	18
Festival	4	12
Events	2	6
Social / sports club	1	3
Missing	3	9
Current role/s		
Bar staff	17	52
Floor staff	7	21
Manager	6	18
Security	1	3
Production crew	3	9
Musician	2	6
Festival volunteer	2	6
Office staff	1	3
Missing	2	6

Key training messages

In open-text responses, survey respondents were asked to describe in their own words the key messages from the AGP training. These responses can be found in Appendix 1.1. In summary, participants stated the training reinforced the collective responsibility of staff to create safe, inclusive environments and to actively intervene as bystanders when necessary. As one participant succinctly put it, *"Everyone had a role to play in creating safe spaces in venues"*. Other key themes from the survey included:

Awareness and Vigilance

Venue staff said they learned the importance of being observant and aware of potential issues in the venue. The training encouraged them to stay alert, *"be curious"* and *"do something if you see something"* to identify and defuse situations early. One staff member noted, *"never be too sure - it's always worth to check if everything is okay. One little word may save someone."*

Active Bystander Role Recognition

For many venue staff, the training emphasised to them their role as an active bystander and the different ways staff could intervene based on their confidence and ability. One staff member mentioned, *"everyone can make a difference in each other's life, so keep an eye out for your fellow people and always try your best, even if you don't succeed"*. Another participant highlighted, *"there are various ways to do this depending on your confidence and ability. Check in with people and help people in your community out."*

Compassion and Empathy

Many venue staff mentioned they were encouraged to approach each situation with compassion and understanding. One staff member reflected, *"Treat people with understanding"* emphasising the role of empathy and community care in addressing unsafe situations.

Zero Tolerance for Harm

A zero-tolerance policy towards harassment and violence was strongly reinforced by several respondents, ensuring that venues are safe for all patrons. As one participant shared, *"zero tolerance to harassment makes our venues a safe space for patrons to feel comfortable."* The training also emphasised the importance of bystander intervention, with one staff member stating, *"say something and do something."*

Understanding Discrimination and Privilege

For many, the training encouraged staff to recognise and address discrimination in all its forms, including sexual assault and harassment. A key lesson from the training was to recognise the importance of *"acknowledging unconscious bias"* in maintaining a safe environment. One staff member explained, *"we can create a safe place with our own hands"* highlighting the active role staff can play in building inclusive and safe spaces. Another shared that the training reinforced the importance of *"understanding discrimination, privilege, and safety for customers and ourselves"*.

Practical Actions

Venue staff reflected that they were taught specific actions to take in unsafe situations, such as speaking up or offering support when necessary. For example, *"the key messages were to be aware of what can happen in a venue, the different actions you can take about it and in what different ways"*.

Readiness to Help

Both the pre- and post-training survey asked participants to score between 1 to 5 their agreement with the following statements; 'Sexual harassment is a problem within live music venues and festivals in the NT' and 'Sexual assault is a problem within live music venues and festivals in the NT'. It then asked participants to score 1 to 5 on the extent they agreed with the following statements; 'Sometimes I think I should learn more about sexual violence', 'I think I have a role to play in preventing sexual violence', 'I am planning to learn more about the problem of sexual violence in live music venues and festivals', 'I have tried to find out information about sexual violence in live music venues and festivals', 'I know the background reasons why sexual violence occurs', and 'I understand the barriers to reporting sexual violence'.

For each individual, an average score was derived from answers to these eight questions providing an overall average score for the adapted Readiness to Help scale as in Table 2.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's readiness changed after the training. There was a significant difference in readiness to help pre- and post-training. Participants in post-training scored higher in readiness to help (Median score at post-training = 4.07, *SD* = 0.47) compared to pre-training (Median score at pre-training = 3.73, *SD* = 0.47); t(31) = -3.66, *p* < .001.

Intention to Help

Both the pre- and post-training survey asked participants to score between 1 to 5 on how likely the following statements were; 'You tell a patron if you think their drink may have been spiked with a drug', 'If a patron has had too much to drink, you ask them if they need help to arrange transport home', 'You see a male patron talking to a female patron. He is sitting very close to her and by the look on her face, you can see she is uncomfortable. You ask her if she is okay or try to start a conversation with her', 'You stop and check in on a patron who looks very intoxicated when they are being taken out of the venue by someone else', 'You ask a patron who seems upset if they are okay or need help', 'You tell a patron their behaviour is not accepted in your venue if you hear them making discriminatory jokes or comments', and 'You call the police if someone needs help because they are being hurt sexually or physically in your venue'.

For each individual, an average score was derived from answers to these seven questions providing an overall average score for intention to help as seen in Table 2.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's intention to help changed after the training. There was a significant difference in intention to help scores for participants pre- and post-training. Participants post-training scored higher in intention to help (Median score at post-training = 4.72, *SD* = 0.06) than pre-training (Median score at pre-training = 4.34, *SD* = 0.09); t(32) = -4.98, *p* < .001.

Confidence to Help (regarding sexual violence)

Both the pre- and post-training survey asked participants to score between 1 to 5 on how confident they were to; 'Respond appropriately to a patron who reports an incident of sexual harassment', 'Respond appropriately to a patron who reports an incident of sexual assault', 'Recognise sexual harassment when it occurs in our venue', 'Recognise sexual assault when it occurs in our venue', 'Ask a patron who looks very upset if they are okay or need help', 'Ask a patron if they need help to get home', 'Do something to help a very drunk patron who is being taken out of the venue by someone', and 'Do something if I see a woman surrounded by a group of male patrons who looks very uncomfortable'.

For each individual, an average score was derived from answers to these eight scenarios providing an overall average score for the adapted confidence to help scale in situations of sexual violence (SV) as in Table 2.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's confidence to help changed after the training. There was a significant difference in confidence to help scores for participants pre- and post-training. Participants post-training scored higher in confidence to help (Median score at post-training = 4.18, SD = 0.58) than pre-training (Median score at pre-training = 3.75, SD = 0.73); t(32) = -4.11, p = .003.

Table 2. Venue staff training – Readiness, intention and confidence to help

	N=33	SD	N=33	SD	t	df	p
Overall average score /5	**Pre-training**		**Post-training**				
Readiness to Help	3.73	0.47	4.07	0.47	-3.66	31	<.001*
Intention to Help	4.34	0.53	4.72	0.33	-4.98	32	<.001*
Confidence to Help (SV)	3.75	0.73	4.18	0.58	-4.11	32	.003*

*Note: SV = sexual violence, AOD = alcohol and other drugs, SD = Standard Deviation, t = t score, df = degrees of freedom, *p < .05*

Venue culture

Venue culture, as it relates to sexual violence, was investigated in the pre-training survey. Participants were asked if they felt supported by their manager or workplace to respond to incidents of sexual harassment or sexual assault in their venue, and if they felt that sexual harassment or assault was tolerated in their venue.

Most participants agreed or strongly agreed that they felt supported by their manager or workplace to respond to incidents of sexual harassment (91%, n = 30) or sexual assault (91%, n = 30). In open-text responses one participant said that it *"depends on the manager"*.

Most participants disagreed or strongly disagreed that sexual harassment (85%, n = 28) and sexual assault (91%, n = 30) was tolerated in their venue.

To the statement 'sexual violence (sexual harassment or assault) does not occur in my venue', most were undecided (39%, *n* = 13), a minority agreed or strongly agreed with the statement (30%, *n* = 10), and a minority disagreed or strongly disagreed with the statement (27%, *n* = 9).

Prevalence of reports of sexual violence in venues

Venue staff were asked about patron reporting of sexual violence as seen in Table 3. They were asked 'has a patron ever reported that they have experienced or witnessed sexual harassment or sexual assault to you?'. Most staff reported that they had not ever received a patron report of sexual violence (64%, *n* = 21), a minority had received a report of sexual violence (18%, *n* = 6) or were unsure (15%, *n* = 5).

Venue staff were also asked 'how commonly do patrons report that they have experienced or witnessed sexual violence to you?'. For those who selected 'yes' or 'unsure' to the previous question, most said reports were rare (55%, *n* = 6), or sometimes common (27%, *n* = 3).

Table 3. Reporting of sexual violence in venues

	N=33	%
Q1. Has a patron ever reported that they have experienced or witnessed sexual violence?		
No	21	63.6
Yes	6	18.2
Not sure	5	15.2
Missing	1	3
Q2. How commonly do patrons report that they have experienced or witnessed sexual violence?*		
Never	1	9.1
Rarely	6	54.5
Sometimes	3	27.3
Often	1	9.1
Always	0	0
Missing	0	0

For those participants who said 'yes' or 'unsure' in Q1, n=11.

Training Feedback

In the post-training survey participants were asked a series of questions about the delivery of the training and content uptake. **Overwhelmingly, venue staff felt positively about the training.** Most participants agreed or strongly agreed that after the training they felt better equipped to work towards reducing violence and harassment in live music venues/festivals (80%, *n* = 24) as seen in Figure 1.

Figure 1. Impact of All Good training on venue staff

IMPACT OF ALL GOOD TRAINING
Venue staff were asked if they feel better equipped to work towards reducing violence and harassment in live music venues and festivals?

| 40% | 40% | 17% | 3% |
| STRONGLY AGREE | AGREE | NEUTRAL | STRONGLY DISAGREE |
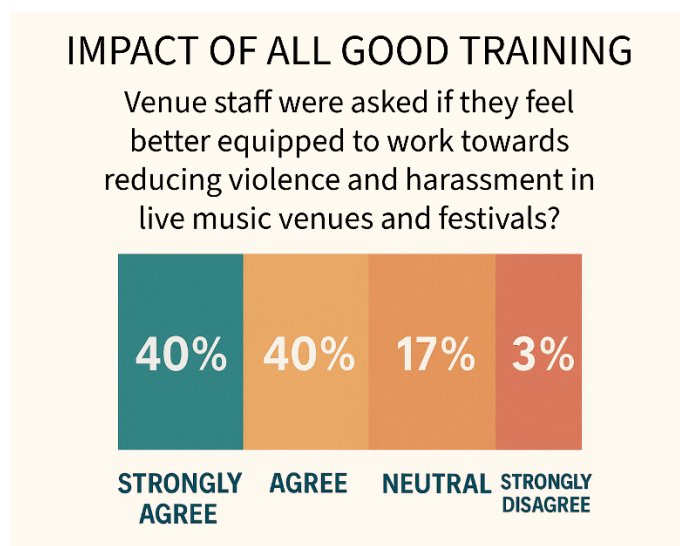
In open-text responses participants commented positively on the delivery of the training, describing it as *"very good delivery, thanks"* and noting *"the presenter did a great job of making sure everyone was comfortable with the topics"*. Other questions and responses related to training delivery can be seen in Table 4a and Table 4b.

In constructive feedback participants commented on the aircon being too cold, and the seating arrangements of the training *"I think sitting in a circle/at a table where all participants can see each other and make eye contact might make more people comfortable to contribute"*.

Participants' knowledge and uptake of the training content was tested by asking five questions that covered recognising signs of harassment within a music venue, response to reports of sexual violence, mandatory reporting in the NT (the requirement of all NT residents to report domestic violence and child abuse), venue harassment-policy-processes, and AGP 'safe venue' certification components.

Most participants (79%, *n* = 26) scored 5 out of 5 on all content knowledge questions. Overall, participants on average responded with 95% accuracy as shown in Table 5.

Table 4a. Training delivery – venue training

	N=33	%
I had an opportunity to be heard		
Strongly agree	25	75.8
Agree	7	21.2
Neither agree nor disagree	1	3
Disagree	0	0
Strongly disagree	0	0
Intentionally skipped	0	0
I had an opportunity to interact with my peers		
Strongly agree	20	60.6
Agree	10	30.3
Neither agree nor disagree	2	6.1
Disagree	0	0
Strongly disagree	0	0
Intentionally skipped	1	3
I felt safe to express myself		
Strongly agree	21	63.6
Agree	9	27.3
Neither agree nor disagree	2	6.1
Disagree	0	0
Strongly disagree	0	0
Intentionally skipped	1	3
I was able to reflect on my own culture, attitudes and beliefs about others		
Strongly agree	17	51.5
Agree	12	36.4
Neither agree nor disagree	2	6.1
Disagree	1	3
Strongly disagree	0	0
Intentionally skipped	1	3
I experienced clear, value free, open and respectful communication		
Strongly agree	22	66.7
Agree	8	24.2
Neither agree nor disagree	2	6.1
Disagree	0	0
Strongly disagree	0	0
Intentionally skipped	1	3

Table 4b. Training delivery – venue training

	N=33	%
I felt there was a two-way dialogue where knowledge was shared		
Strongly agree	20	60.6
Agree	7	21.2
Neither agree nor disagree	4	12.2
Disagree	1	3
Strongly disagree	0	0
Intentionally skipped	1	3
I felt safe to engage in taboo/ challenging topics of conversation		
Strongly agree	15	45.5
Agree	13	39.4
Neither agree nor disagree	3	9.1
Disagree	1	3
Strongly disagree	0	0
Intentionally skipped	1	3
The training covered things that I didn't know already		
Strongly agree	7	21.2
Agree	12	36.4
Neutral	6	18.2
Disagree	4	12.2
Strongly disagree	1	3
Intentionally skipped	1	3
The training covered what I think it should have covered		
Strongly agree	13	39.4
Agree	15	45.5
Neutral	2	6.1
Disagree	0	0
Strongly disagree	0	0
Intentionally skipped	3	9.1

Table 5. Content uptake – venue training

	N=33	%
Knowledge of training content*		
5 out of 5 correct	26	78.8
4 out of 5 correct	5	15.1
3 out of 5 correct	2	6.1

Derived

Festival training impact surveys

Participant characteristics

Overall, 37 festival staff completed the pre- and post-training survey (see Table 6). Participants' median age was older compared with the venue staff group, 33 years (IQR = 28 – 41 years) with 57% volunteering for the first time (*n* = 21) and 43% returning to volunteer again (*n* = 16).

Table 6. Participant characteristics – Festival training surveys

	N=37	%
Gender		
Female/woman	21	56.8
Male/man	13	35.1
Non-binary/gender fluid	2	5.4
Missing	1	2.7
Age group		
15-17 years	0	0
18-24 year	5	13.5
25-29 years	5	13.5
30-49 years	23	62.2
50 years and over	4	10.8
Missing	0	0
Aboriginal or Torres Strait Islander		
No	36	97.3
Yes, Aboriginal and Torres Strait Islander	0	0
Missing	1	2.7
LGBTQIA+		
No	26	70.3
Yes	8	21.6
Missing	3	8.1
Person with a disability		
No	30	81.1
Yes	4	10.8
Missing	3	8.1
Person of colour		
No	30	81.1
Yes	4	10.8
Missing	3	8.1
Have you volunteered with All Good before?		
No	21	56.8
Yes	16	43.2
Missing	0	0

Key training messages

In open-text responses, festival staff were asked to describe in their own words the key messages from the AGP training. In summary, responses reflected a strong understanding of shared responsibility, practical strategies for safety, and an inclusive, proactive approach to supporting patrons at festivals. Other key themes included:

Active Bystanding

Participants reflected on the importance of being active bystanders, using the 3Ds—Direct, Delegate, Distract—as practical strategies to respond when issues arise. They recognised that anyone can step in to help, and that intervention is not solely the responsibility of security. Many participants emphasised that it is better to check in than to assume, and if they did not feel safe or confident, they could delegate or seek support from peers or supervisors.

Safety and Risk Awareness

Participants highlighted that safety always comes first, with staff needing to protect themselves before helping others. They reported gaining confidence in identifying red flags and recognising risky behaviour, such as signs of sexual violence, intoxication, or discrimination. Staff spoke about the importance of watching out for others by "reading the room," doing a "vibe check," and looking out for people who may need help.

Understanding Social Issues

Another strong theme was the importance of building awareness of broader social issues. Participants said the training deepened their understanding of sexual violence, harassment, consent and encouraged them to acknowledge how privilege shapes experiences in nightlife settings. They also learned that people may react to sexual assault in different ways, and that responses should be patient, aware, and kind.

Practical Support and Harm Reduction

Participants recognised their role in providing basic care to patrons, such as helping people sober up, ensuring they get home safely, or linking them to appropriate help. The training covered how to recognise and respond to drug- or alcohol-related concerns. The overarching goal was to help patrons feel safe while enjoying the music.

Skills and Knowledge

Finally, participants identified the value of practical skills and knowledge gained through the training. They reported becoming more familiar with tools like the 3Ds, learning how to properly complete incident forms, and gaining awareness of statistics and facts related to

safety issues. They also reported greater confidence in using available resources and networks for support when dealing with difficult situations.

Suggestions for improving safety in music festivals

In open-text responses, participants were asked for suggestions on how to improve safety and wellbeing at music festivals. Participants described a range of measures including more harm minimisation staff, ongoing presence of All Good, better training for security and police, fewer police and police dogs, and pill testing.

Readiness to Help

Both the pre- and post-training survey asked festival staff to score between 1 to 5 on how true the following statements were; 'Sexual harassment is a problem within live music venues and festivals in the NT' and 'Sexual assault is a problem within live music venues and festivals in the NT'. It then asked participants to score 1 to 5 on the extent they agreed with the following statements; 'Sometimes I think I should learn more about sexual violence', 'I think I have a role to play in preventing sexual violence', 'I am planning to learn more about the problem of sexual violence in live music venues and festivals', 'I have tried to find out information about sexual violence in live music venues and festivals', 'I know the background reasons why sexual violence occurs', and 'I understand the barriers to reporting sexual violence'.

For each individual, an average score was derived from answers to these eight questions providing an overall average score for the adapted Readiness to Help scale as in Table 7.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's readiness changed after the training. There was a significant difference in readiness to help scores for participants pre- and post-training. Participants post-training scored higher in readiness to help (Median score at post-training = 4.13, SD = 0.52) than pre-training (Median score at pre-training = 3.69, SD = 0.557); t(35) = -5.42, p < .001.

Intention to Help

Both the pre- and post-training survey asked festival volunteers to score between 1 to 5 on how likely the statements were; 'You tell a patron if you think their drink may have been spiked with a drug', 'If a patron has had too much to drink, you ask them if they need help to arrange

transport home', 'You see a male patron talking to a female patron. He is sitting very close to her and by the look on her face, you can see she is uncomfortable. You ask her if she is okay or try to start a conversation with her', 'You stop and check in on a patron who looks very intoxicated when they are being taken out of the venue by someone else', 'You ask a patron who seems upset if they are okay or need help', 'You use the 3 D's with a patron whose behaviour is not acceptable, if you hear them making discriminatory comments or jokes', and 'You call AGP staff, police or security if someone needs help because they are being hurt sexually or physically in the festival'.

For each individual, an average score was derived from answers to these seven questions providing an overall average score for intention to help as seen in Table 7.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's intention to help changed after the training. There was a significant difference in intention to help scores for participants pre and post training. Participants post-training scored higher in intention to help (Median score at post-training = 4.73, *SD* = 0.45) than pre-training (Median score at pre-training = 4.37, *SD* = 0.57); t(35) = -5.11, *p* < .001.

Confidence to Help (regarding sexual violence)

Both the pre- and post-training survey asked festival volunteers to score between 1 to 5 on how confident they were to; 'Respond appropriately to a patron who reports an incident of sexual harassment', 'Respond appropriately to a patron who reports an incident of sexual assault', 'Recognise sexual harassment when it occurs in our venue', 'Recognise sexual assault when it occurs in our venue', 'Ask a patron who looks very upset if they are okay or need help', 'Ask a patron if they need help to get home', 'Do something to help a very drunk patron who is being taken out of the venue by someone', and 'Do something if I see a woman surrounded by a group of male patrons who looks very uncomfortable'.

For each individual, an average score was derived from answers to these eight questions providing an overall average score for confidence to help in situations of sexual violence (SV), as seen in Table 7.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's confidence to help in situations of sexual violence changed after the training. There was a significant

difference in confidence to help scores for participants pre- and post-training. Participants post-training scored higher in confidence to help (Median score at post-training = 4.62, *SD* = 0.64) than pre-training (Median score at pre-training = 3.98, *SD* = 0.86); t(36) = -5.47, *p* < .001.

Confidence to Help (regarding alcohol and other drugs)

Both the pre- and post-training survey asked festival volunteers to score between 1 to 5 on how confident they were to; 'recognise a patron that is intoxicated on methylenedioxy-methylamphetamine (MDMA)', 'recognise a patron that is intoxicated on marijuana, 'recognise a patron that is intoxicated on cocaine, 'recognise a patron that is intoxicated on mushrooms, 'recognise a patron that is intoxicated on ketamine, 'approach a patron who is intoxicated', and 'manage different types of intoxication'.

An average score was derived from answers to these seven questions providing an overall average score for confidence to help in situations of alcohol and other drug intoxication (AOD) as seen in Table 7.

To compare pre- and post-survey results a paired samples t-test was undertaken. This means we are comparing people against themselves, to see how individual people's confidence to help in situations of alcohol and other drug intoxication changed after the training. There was a significant difference in confidence to help in situations of alcohol and drug intoxication scores for participants pre and post training. Participants post-training scored higher in confidence to help (Median score at post-training = 3.93, *SD* = 1.16) than pre-training (Median score at pre-training = 3.14, *SD* = 1.07); t(36) = -5.87, *p* < .001.

Table 7. Festival staff training – Readiness, intention and confidence to help

	N=37	SD	N=37	SD	t	df	p
Overall average score /5	**Pre-training**		**Post-training**				
Readiness to Help	3.69	0.55	4.13	0.52	-5.42	35	<.001*
Intention to Help	4.37	0.57	4.73	0.48	-5.11	35	<.001*
Confidence to Help (SV)	3.98	0.86	4.62	0.64	-5.47	36	<.001*
Confidence to Help (AOD)	3.14	1.07	3.93	1.16	-5.87	36	<.001*

*Note: SV = sexual violence, AOD = alcohol and other drugs, SD = Standard Deviation, t = t score, df = degrees of freedom, *p < .05*

Training Feedback

In the post-training survey, participants were asked a series of questions about the delivery of the training and content uptake. Overwhelmingly, participants felt positive about the training. Most participants agreed or strongly agreed that after the training they felt better equipped to work towards reducing violence and harassment in live music venues/festivals (96%, *n* = 35) with a minority feeling neutral (4%, *n* = 1).

In open-text responses, participants described the training as well-delivered, professional, and engaging, with knowledgeable facilitators. Many appreciated the nonjudgmental, trauma-informed and sincere approach, particularly when addressing challenging topics. The sessions were praised for creating a relaxed, welcoming, and safe environment that supported participation, even among shy attendees. Suggestions for improvement included incorporating more scenarios to help apply bystander principles and discussing barriers to intervention in larger groups. One participant said they were *"Looking for more content around intoxication and early intervention"*.

When asked for suggestions on how to improve the festival training, some participants said, *"spread far and wide"* and *"keep doing what you're doing!"*. Other participants suggested needing more time and to slow down the training, reducing the length of the questionnaire, including more story based scenarios, having support cards *("maybe have cards with hotline numbers on it e.g. MHAT, SARC, 1800 RESPECT")* and that it *"would be great to learn more about impacts of different drugs and how to appropriately respond depending on type of intoxication"*.

Other questions and responses related to training delivery can be seen in Table 8a and Table 8b.

Participants knowledge and uptake of the training content was tested by asking four questions that covered recognising signs of harassment at a music festival, how to respond to reports of sexual violence, mandatory reporting in the NT (the requirement of all NT residents to report domestic violence and child abuse), and All Good's harassment policy processes.

Most participants scored 4 out of 4 on content knowledge recall questions (89%, *n* = 33). Overall, participants on average responded with 93% accuracy as shown in Table 9.

Table 8a. Training delivery – festival training

	N=37	%
I had an opportunity to be heard		
Strongly agree	28	75.7
Agree	7	18.9
Neither agree nor disagree	1	2.7
Disagree	0	0
Strongly disagree	0	0
Missing	1	2.7
I had an opportunity to interact with my peers		
Strongly agree	25	67.6
Agree	11	29.7
Neither agree nor disagree	0	0
Disagree	0	0
Strongly disagree	0	0
Missing	1	2.7
I felt safe to express myself		
Strongly agree	26	70.3
Agree	9	24.3
Neither agree nor disagree	1	2.7
Disagree	0	0
Strongly disagree	0	0
Missing	1	2.7
I was able to reflect on my own culture, attitudes And beliefs about others		
Strongly agree	18	48.7
Agree	13	35.1
Neither agree nor disagree	5	13.5
Disagree	0	0
Strongly disagree	0	0
Missing	1	2.7
I experienced clear, value free, open and respectful communication		
Strongly agree	28	75.7
Agree	8	21.6
Neither agree nor disagree	0	0
Disagree	0	0
Strongly disagree	0	0
Missing	1	2.7

Table 8b. Training delivery – festival training

	N=37	%
I felt there was a two-way dialogue where knowledge was shared		
Strongly agree	27	73
Agree	9	24.3
Neither agree nor disagree	1	2.7
Disagree	0	0
Strongly disagree	0	0
Missing	0	0
I felt safe to engage in taboo/ Challenging topics of conversation		
Strongly agree	20	54.1
Agree	14	37.8
Neither agree nor disagree	3	8.1
Disagree	0	0
Strongly disagree	0	0
Missing	0	0
The training covered things that I didn't know already		
Strongly agree	8	21.6
Agree	21	56.8
Neutral	7	18.9
Disagree	1	2.7
Strongly disagree	0	0
Missing	0	0
The training covered what I think it should have covered		
Strongly agree	21	56.8
Agree	15	40.5
Neutral	1	2.7
Disagree	0	0
Strongly disagree	0	0
Missing	0	0

Table 9. Content uptake – festival training

	N=37	%
Knowledge of training content		
4 out of 4 correct	33	89.2
3 out of 4 correct	2	5.4
2 out of 4 correct	2	5.4

Derived

Interviews with venue patrons and staff

The findings from interviews with venue patrons and staff are divided into themes. These capture important messages about the experiences and observations of harm in NT music venues, and patron and staff experiences of AGP. Where appropriate, we include de-identified quotes from participants to illustrate important points. These participant stories illustrate the essential role of a safety and wellbeing program like AGP in creating a music venue industry that is both safe and commercially viable.

Participants

A total of 25 participants took part in the qualitative interviews, including 14 patrons (56%) and 11 staff (44%). Participants were drawn from both Darwin (14 participants, 56%) and Alice Springs/remote areas (11 participants, 44%). Overall, 17 participants were female (68%), and 8 participants were male (32%). Within the staff group three participants were venue managers (12%). Across both patron and staff groups, three participants identified as live music performers in addition to their role as a patron or venue staff. This mix of participants ensured a balance of perspectives from both patrons and key industry roles. Pseudonyms have been used to protect confidentiality.

Impact of bystander training

Increased capacity to notice signs of emerging problems

Venue staff described feeling that the bystander training had a range of impacts on staff knowledge, venue culture, and safety practices. They reported greater awareness and confidence in identifying early signs of harassment or aggression, with training enhancing their ability to recognise subtle cues and formalising instincts developed through experience. Patrons also noted differences in how observant and responsive staff appeared in trained venues compared to other venues they frequented. Some commented that trained staff seemed "more on it," stepping in early when discomfort or inappropriate behaviour arose. They contrasted this with other venues that were more often described as inattentive or chaotic, with few signs that staff were monitoring behaviour or able to intervene before harm escalated.

Increase in practical bystanding skills

Staff described how the training provided practical and accessible strategies for how to intervene safely and effectively, which reinforced a sense of responsibility and confidence among staff to act when issues arose.

> You always hear that you should help if you ever see the thing, we're never really told how to or shown how to do it. So, like you're told to step in if you ever see anyone get in trouble or feeling uncomfortable, but you're never given those tools… There's been times before where I've seen things like that happen, and I've tried to defuse it, but maybe not in the right way, but from [the AGP] presentation I thought it was very, very well put together and eye opening for me in some ways.
>
> **Urvi (male, staff**)

Staff described the bystander training as providing clear, practical strategies for responding to harm, boosting confidence and reducing fear of escalation.

> I just felt like my mindset had shifted a bit. I felt a bit more confident to be able to say something and step up to people if I did see something that didn't seem very safe.
>
> **Sue (female, staff)**

Demonstrated sense of responsibility to act

A key impact that staff attributed to the training was a stronger sense of personal and professional responsibility to intervene when harm occurred. Many staff described a shift from a previously passive or minimising stance to one where they felt accountable for patron safety. Staff attributed this change to the training's emphasis on taking harassment seriously and on their improved understanding of the impact of harassment and discrimination on patrons and colleagues. Staff from AGP-trained venues often spoke about prioritising overall patron wellbeing, even if it meant upsetting some patrons by asking them to leave. They framed action not as a burden but as a core part of their role.

> We'll ask them to leave yeah because we want the majority to feel safe not the minority. I would prefer eight people to feel safe yeah than one person to be slightly offended that they're making other people feel unsafe.
>
> **Yasmin (female, staff/manager)**

Venues that had undergone bystander training were described by staff and patrons as having a noticeably stronger safety culture compared to other venues.

> So, people that will be working there, when we're working there. It's kind of fun. Laid back, but also respectful. So, like if you had any problems to manage, I wouldn't feel afraid to go up the management and discuss them.
>
> **Urvi (male, staff)**

Staff from these venues often spoke about feeling supported by management and empowered to act on harm when it occurred. There was a sense of shared responsibility among teams, with open discussion about values and expectations around safety. One staff member noted, *"I feel very safe here. And I think the workplace has a good culture."*

Perception of venue culture

Patrons spoke positively about venues where staff showed proactive care and concern for safety, acted quickly on reports, or simply checked in when someone looked unwell. These small gestures helped build trust and made patrons feel like staff were not just doing a job but were actively contributing to a safer environment. In contrast, patrons described other venues as focused solely on profits, with minimal interest in creating a space where patrons felt safe. Patrons we interviewed described wanting to spend more time in venues where they felt there was a safe culture.

> It's nice to know that you go to a place and even though I know they're just doing their job but it kind of makes me feel like you know they care about us do you know what I mean like I've yeah I've gone out a few times like when I was sober and you know I haven't felt very well and I've wanted to go home and they you know it's nice even though I had to wait for my friends it's nice for them to go are you ok like do you need anything and it's just like "ohh like you know you're not actually trying to make money off me you're actually genuinely asking me if I'm ok" and then you know they asked if I wanted a chair that sort of stuff like it was really nice just to sort of feel that care I know it's a completely different aspect because I wasn't drunk or anything like that but it was just something that really made it stand out about that [AGP trained] venue.
>
> **Evone (female, patron)**

Most patrons we interviewed valued visible safety messages and felt these contributed to a safer venue culture. For these patrons, safety posters (including AGP campaign posters, sexual health posters, 1800RESPECT posters, and Ask for Angela campaign posters) signalled the venue's ethos and commitment to patron safety. These efforts were seen as reassuring and important for creating a safer environment. However, some patrons said they wanted posters that were more action oriented, such as telling a patron how to get help if they needed it.

Several patrons suggested that venues should do more than displaying safety posters. They suggested that these venues should also have a broader communications plan via social media and ticketing programs that described their venue safety approach and signalled it to patrons in a more comprehensive way, rather than only posters within the venue itself.

> I think too when venues are having bigger events maybe leading up to it they can send out an e-mail to RSVP's being like look, I just wanna let you know XYZ. Like, "we've got the Ask for Angela thing here. If you're ever feeling unsafe these are the procedures we've got in place in our venue to make you feel safe". So people are aware of it rather than hoping that they'll capture a poster somewhere.
>
> **Declan (male, patron)**

For some of these patrons, the follow through by venue staff was equally as important, with some describing a risk of the posters being tokenistic.

> I've been in a venue where All Good posters are, and almost on the same wall, it's talking about safe behaviour and there's a notorious drink spiker in that venue. In real time, spiking people's drinks… I think it would be helpful if the venues were reiterating those messages, even if it was something like a Facebook post or something on the event poster like "we really believe in these values the All Good Project conveys" because sometimes they have posters up but you know that there is things happening that are like completely in opposition to those ideas and those values and principles. And so, you feel like - are they just doing that tokenistically or are they embodying those as well?
>
> **Teo (male, patron)**

Multiple patrons noted that toilets are a common place that people retreat to when feeling unsafe in a music venue. Posters placed in toilets were described as having a role in providing comfort, information and a sense of being 'seen' in those vulnerable moments. However, one patron critiqued the placement of generic posters (like 1800RESPECT) in the women's only bathrooms, suggesting this reinforces the idea that safety is a women's responsibility, excluding others from the conversation. This patron advocated for more visible, inclusive and proactive messaging in the general areas of venues.

> Often there's like the 1800 respect numbers in the women's bathrooms at places, but I don't think that makes me feel safer being there. I think, perhaps other posters might, if they seemed more genuine and less generic, and they weren't just in the women's bathroom. Like it's just our responsibility as women, you know?! Ohh if you've experienced this awful thing here, don't worry, here's a phone number you can call, it's just in your bathroom. In a more general space where everyone is there to see, that message that might make me feel differently.
>
> **Izennah (female, patron)**

For staff interviewed, the posters were also seen to signal safety to their patrons and were seen as an important part of creating a supportive environment. Managers we interviewed valued having the AGP posters displayed in their venue and appreciated practical posters with local helpline numbers which they could refer people to if an incident arose.

> If I were the customer I will feel like 'ok, what should I do - I feel a little bit more safe you know with those posters [AGP posters] - because I feel like the venue cares about the customers'.
>
> **Lisa (female, staff)**

In addition to displaying messages through posters, safety could also be communicated by performers in venues. One performer we interviewed saw their role strongly as communicating safety values

> As the MC we have to speak out these messages on safety and looking after one another, just behave yourself don't spoil it for everybody on the night… that's what we always do.
>
> **Dwayne (male, performer/ staff)**

This was echoed by some venue patrons, who suggested performers and venue organisers had a central role in setting the tone for collective wellbeing in a venue.

> At the beginning of the night, just as something as simple as "no dickheads, everyone look out for each other", you know, having that kind of announcement going on at the beginning of the party and throughout. Like they [event organisers] had multiple of those announcements really. That just made me feel quite safe. And knowing that it wasn't just someone saying that, knowing that if something was going to happen, if I called it out, there would be people around who would support me in that. Yeah. And so like, sometimes that's one of those places where you might drink a little bit more… you feel safe to let go of that vigilance because you're in a safe space with safe people who have similar values to you.
>
> **Izennah (female, patron)**

While these examples highlight the potential influence of performers and organisers in promoting safety, this remains an underexplored area. It is unclear how many performers see this as part of their role, or what support they might need to do so effectively. This presents a valuable opportunity for organisations like MusicNT to explore how to support musicians in delivering safety messages, including identifying barriers, enablers, and preferred formats.

Venue responses to harm – patron experiences and expectations

Despite reports of the improvements for staff in AGP-trained venues, patrons reported mixed experiences when incidents of harassment or discrimination occurred. In the examples below, one patron shared a positive experience at an AGP-trained venue, safety was taken seriously and managed well, while the other patron shared a negative experience of discrimination at the same venue. When hearing about these patron experiences it was not clear to the evaluation team whether these experiences were from trained or untrained staff at the AGP-trained venues. This ambiguity was highlighted when patrons gave differing accounts of staff responses in the same venue, as in the quotes below.

> Whatever the kerfuffle was it got sorted so it just had a nice atmosphere, and I felt like everybody was allowed to be there and they [staff] did know how to handle when stuff happened.
>
> **Christine (female, patron)**
>
> At [AGP-trained venue] there's some clear discrimination happening at the door. Where Aboriginal people are getting rinsed all the time for their IDs and staff are saying, "oh, this ID, you know It doesn't look like the right kind of ID that we want" someone like me, that's not an Indigenous person just gets waved in there. I've never had my ID get checked for that and the only time they'll do it is if they've clearly asked someone right before you and then they might check a few more people's IDs out after that.
>
> **Teo (male, patron)**

When patrons discussed non-AGP-trained venues, many described being ignored, dismissed, or made to feel that they were overreacting when reporting harm. For some venue patrons this created confusion and mistrust in venue accountability. Several patrons said they rarely bothered reporting at all because they assumed nothing would happen.

These mixed patron experiences contributed to broader confusion about what music venue staff should do in responding to trouble or harm. Some patrons believed there should be a strict 'zero-tolerance' approach and were frustrated when inappropriate behaviour was tolerated. Other patrons felt disheartened by the ambiguity in staff responses, especially when reporting subtle or non-physical forms of harassment. Ultimately, the presence or absence of trust in staff responses shaped whether patrons felt safe enough to report or chose instead to leave the venue.

> It's a shit feeling that that happened to a friend and that security weren't more proactive and having a no tolerance approach for that sort of thing. Like once it's flagged that anyone feels unsafe, I think, the onus should be on the venue to remove those people pretty quickly or monitor that behaviour really closely.
>
> **Adam (male, patron)**

Benefits of training staff

Improved safety culture and harm reduction practices at AGP-trained venues had a direct impact on staff wellbeing. Staff from these venues often described feeling safer and more valued at work, especially when they compared their experiences in other bars or hospitality venues. This sense of safety and support contributed to job satisfaction and loyalty *"I enjoy working here"*. As another staff member put it, *"I really wanted to work at a place I feel safe."*. One manager spoke about noticing a difference in the staff who had attended AGP training *"the people that did go, I've seen a difference with them"*.

Managers further recognised that involvement in AGP allowed them to invest in staff upskilling – training which they would not have had the capacity to provide independently. Given the high rate of the transient workers in the industry, supporting staff training was seen as a major benefit for overall venue operations.

> What is great is that we can actually send people to training sessions and I've been to one and I think you learn a lot that you wouldn't even think about it and we have all those posters up… and to be honest, running a small business we only have limited time to train people. I could not spend a week training everyone on all the single policies we have, so I think it's great being able to send staff there and be like ok you go there and do a training session because that stuff is important.
>
> **Yasmin (female, staff/manager)**

Influence of training on venue environmental design features

In some venues, the training prompted managers to think more broadly about preventing harm. This included making changes within the venue to enhance safety for patrons, performers, and staff. One example of these changes was the installation of barriers around music performers to reduce unwanted contact and protect artists from patron harassment. Staff described these changes as simple but effective in signalling boundaries and creating a safer space for both performers and patrons.

> We even did the all good training yeah because we were like we need this needs to be different like they're too close to them [musicians] they can spill drinks on their gear yeah like we don't want that to happen we want them to you know have their own space yeah and then so we also had used to have the stage up against the fence yeah and there's been a lot of problems with that because people can just reach over and like grab them and so we've moved it yeah now to the other side and now we've got a barrier and yeah so everything's making them a bit more comfortable to work.
>
> **Yasmin (female, staff/manager)**

Barriers to uptake of All Good venue strategies

Workforce challenges

Staff and managers consistently reported that the casualised and transient nature of the hospitality workforce was the primary barrier to achieving change within the venue following the AGP training. Managers frequently noted that bar and floor staff were often short-term workers (e.g., 'backpackers'). This workforce dynamic made it difficult to justify investment of time in AGP training for all staff, especially early in the dry season (May to September when hospitality patronage is highest in Darwin and Alice Springs) when the focus was on core skills like drink service and stock handling. Some managers shared that they prioritised training for supervisors and long-term staff only, believing it was more efficient than to rotate training through a constantly changing workforce. One manager said that if staff were still present by the end of the season they would be happy to invest in bystander training for them.

> You're trying to train them on how to just do the basics of their job before you would go into something that I feel is a higher personal responsibility.
>
> **Yasmin (female, staff/manager)**

> Turnover is very high… but I do have like basically all our supervisors and managers – they're all on full time and they're all here for long term and they all have done a training as well. So at least the people who are in charge of the night have the training.
>
> **Zoe (female, staff/manager)**

Diffusion of responsibility

The system of responders in a venue was seen to impact on who can see harm, who has been equipped with what kinds of training, what venue policies are applied and who can and will intervene or respond to harm. Each group within a venue – patrons, bar staff, performers, security, and managers – face unique enablers and barriers which affect their ability to respond to harms. Thus, collective responsibility can lead to a diffusion of responsibility, with each group seeing the problem but assuming someone else is better placed to act. It also places an emotional burden on those who repeatedly witness harm without a coordinated or supported response system.

Across the staff and patron interviews we heard that gender, prior experience of harm, venue layout and local familiarity all shaped how bystanders perceive and respond to harm. Lack of clarity around this response system and who should respond to harm in a venue setting were discussed as a barrier to implementing bystander action and improving safety in venues. Below we highlight some of the differing expectations of responsibility across patrons, staff and venue managers.

> Making sure that their staff and security guards have training in early intervention, how to pick up things, how to deescalate or step in and stuff - cause at the end of the day they're the sober ones at a venue.
>
> **Kayla (female, patron)**
>
> It's hard to notice [sexual violence] sometimes when we're working because we just stay in the bar… sometimes the venue is very big… maybe when we collect the glass… but it's only like a few seconds… and we cannot judge.
>
> **Magda (female, staff)**
>
> I reckon we as staff members wouldn't necessarily notice things like this. This is the whole part of what security do for us because we have three sets of eyes just watching the crowd is literally what they do which relieves us as staff members to just focus more on you know on the other things or things which are evolving around the bar… 100% it's big for us that none of our staff members has to actually deal with any of the situations purely for safety reasons like that's really important for us. I don't want anyone to go into a situation where it might end up with physical assault or something so whether they feel confident, no matter what, that's what we have security here for - to resolve this.
>
> **Zoe (female, staff/manager)**

Many staff described being overworked, distracted, or physically separated from parts of the venue. Some staff said they did not always feel empowered to intervene, while others felt responsible but frustrated by the constraints of the environment or unclear policies.

> A lot of the time the team did always try and look out for each other and there was that support there but I think it just comes back down to like the like what the policy is on like how much you can tolerate and also what power the staff have to be able to bar [ban] someone or you know get someone out [eject someone from the venue].
>
> **Veronica (female, staff)**

Security personnel in music venues are a key part of the safety system. In interviews with venue staff and patrons, security personnel were consistently seen as responsible for dealing with aggression and physical violence. However, their role in handling sexual harassment and more

ambiguous forms of harm were inconsistent. Several patrons noted that sexual violence in particular did not fit neatly into security's traditional remit.

> If you are in [bar/club] and someone sexually assaults you, who do you talk to about that? There should be someone you can go to quickly and say, this person is unsafe. It could be the security guards but they're always moving around. They're not always visible. People have a different dynamic with them and often your interaction with the security guard is seeing them beating the crap out of someone they are trying to eject out of the premises. And do they see their role as that, as being a place to talk to about that sort of thing, to have a longer conversation. Because sometimes you talk to them, they go "Who was it?" and you go "I don't know who it is, but I'm trying to find them and point them out" and the security is gone one minute later… And have they [security] been trained? … Sometimes it's like "I kick someone out, but that other stuff is not part of my role" kind of thing.
>
> **Teo (male, patron)**

Some venue staff also observed high security staff turnover, and inconsistent standards of professionalism which could result in varied knowledge, behaviour and application of venue harassment policies.

> You'd be shocked seeing what security we sometimes have, like they literally just spend time looking into their phone and it's mind blowing they don't do their job at all - they don't even watch the people and that's just so important - paying attention to what's going on around you. We had security in the past - they refused to kick out someone we requested to leave - like this is not ok this is not your decision, it is our decision who we don't want in the venue … so that was definitely a challenge in the past which we thank god don't have at the moment.
>
> **Zoe (female, staff/manager)**

In contrast, one staff member spoke about their venue having long term security personnel who were well trained in responding to sexual violence. This staff member described feeling confident in their security staff's response to any kind of harm in the venue.

> The guards also just watch everyone like and they're very much onto it like especially [security personnel name] he's been doing this for 25 years, he knows body language. If someone, say it's like a group of girls and a guy comes over and you can see that slight movement, he's on to it … you know he is good at his job… obviously everyone has different experiences with which guard they're working with.
>
> **Yasmin, staff (manager)**

The performers we interviewed discussed having a visual advantage to notice harassment when sober on stage. However, they also noted that sometimes they had limits on what they could see due to the venue layout, and limits to understanding the details within a crowd or particular interaction.

> It all kind of depends on the night… when I'm performing, I can see all the audience and you can kind of pick up fairly quick if something's going down… You're probably not able to see the whole venue while you're performing as well so it could also be happening in a place where you can't necessarily see it.
>
> **Rob (male, patron/performer)**

Patrons also discussed their role, and the role of other patrons, in noticing emerging harm. Identifying as female, having prior experience of harm, and a relationship with the persons involved were identified as enablers of bystander intervention. Patrons regularly intervened as a bystander in situations where friends were victims of harm. Conversely, while there were some reports, patrons rarely described intervening to stop a friend when they were perpetrating harm. In describing barriers to intervening, some patrons noted feeling unsure whether to act, being worried about intervening with a stranger (and the potential risk of harm to themselves), not understanding the full context of an interaction, and being preoccupied with their group of friends or the venue environment.

> I think people are really good at like taking care of each other when they're out … like if someone's trying to start a fight someone will try to intervene to kind of deescalate the situation. I'd say like if people have drunk too much and get sick, people help them out in those instances as well.
>
> **Rob (male, patron/performer)**
>
> I've seen it quite a few times, yeah, like a friend telling a guy to piss off and leave another friend alone that's happened for sure. Yeah, I'm sure I've seen that on more than one occasion.
>
> **Justine (female, patron)**
>
> I would find the people that would step up and support me, like every time it was always other women. And I think part of that is because we have that same shared and lived experience [of sexual violence]. So, we know having been through it ourselves how to stand by and support other people who are experiencing it.
>
> **Izennah (female, patron)**

Design of venues and visibility

Different venues have unique challenges regarding harm visibility and response, suggesting that tailored training and safety audits could enhance safety efforts. Staff often described their ability to implement actions from their bystander training as being limited by the venue's physical layout and sensory environment of a venue, which played a critical role in whether harm could be noticed and responded to. Venues with open layouts and good lighting made early intervention more feasible, while dark, crowded, noisy venues made it difficult to monitor behaviour or hear when someone was trying to report an issue. These environmental features such as lighting, crowd flow, and staff visibility were discussed by both patrons and staff.

> Ultimately when you're creating spaces for nightlife and recreating, your dealing in people's nervous systems… lighting and sound quality and that sort of thing is a bit more of an abstract way to create the safe space but if you get the lighting right if you get the sound right and you put people at ease and make people feel calm then they're much less likely to get out of control or cause violence … if you have lighting where you can see people but it doesn't trigger people or make people anxious it makes people feel at ease good lighting it actually has the most incredible effect on atmosphere and the way crowds behave
>
> **John (male, patron)**

Some staff contrasted venues to emphasise the importance of visible environments in responding to harm.

> Because we're such an open venue yeah you can see everything before it escalates yeah and you're just you're involved straight away… I can walk around this venue in like 30 seconds whereas it used to take me over 10 minutes [at another venue] to try and get through everyone and you can't even see anything … I think it's got a lot to do with the layout of certain venues.
>
> **Yasmin (female, staff/manager)**

Staff often struggled to notice subtle signs of distress when managing the competing demands of drink orders and restocking, particularly during busy times. Some venues had security positioned only at entrances or exits, meaning that much of what happened inside went unseen and, therefore, was not responded to. Patrons echoed these concerns, describing frustration when they were unable to find or communicate with staff due to crowd size, noise, or venue layout.

> We do have security but the security is only on the exit door so they can't really see what's happening inside the venue. And being bar staff I'm the one who needs to look after the staff which is ok but I feel like it will be better if like we have more staff on like security staff, things like that to ensure everyone's safe.
>
> **Lisa (female, staff)**

Patrons frequently commented on how hard it was to find help when they needed it. In the chaos of a packed bar or dancefloor, simply locating a staff member – let alone reporting an incident – could be difficult. These environmental limitations created conditions in which harm could go unnoticed or unaddressed, reinforcing a sense that patrons could not rely on venue staff when something went wrong.

> I feel like there are security there, but I wouldn't feel like it's worth getting them involved cause I feel like they wouldn't do anything most of time. The bar staff I guess I could tell to but like they're like so busy they don't have time to leave and sort something out like that [sexual harassment] so security would be the one you would talk to but they don't seem approachable most of the time anyway. The music is too loud; they probably couldn't even be able to hear you anyway … it's just easier if I left.
>
> **Gerty (female, patron)**

Commercial interests and safety interests

Staff and patrons described the tension between creating a safe venue and maintaining profit margins. In several cases, staff described feeling like management were more concerned with keeping customers, including those causing harms, than protecting staff or vulnerable patrons. The fear of losing business led to harm being downplayed or ignored, particularly when the behaviour fell into a 'grey area' rather than being overtly violent (such as making a patron feel uncomfortable). Staff, especially those in casual positions, felt disempowered to raise concerns and worried that notifying anyone regarding them could jeopardise their shifts or future employment.

> If you're working at bars, people are getting pretty drunk. So there's a kind of acceptance of people getting fairly drunk even though you know there's RSA and all that, but I feel like you have to sort of go along with what the venue wants, you know, it's sort of up to the venue. Some venues will be a bit strict on that and say like, "we don't want really drunk people here" and other venues, they just want people's money and they're not really keen on you cutting people off from alcohol.
>
> **Wan (male, staff)**

Patrons were quick to recognise when their safety was not prioritised. Several commented on how venues seemed to be cutting corners by reducing security or staff numbers to save money. This not only affected patrons' trust in the venue's ability to respond to harm, but also influenced whether they chose to stay, return, or recommend the venue to others. When safety is perceived as an afterthought, patrons reported feeling the need to manage risk themselves, often through leaving earlier than they had planned or avoiding certain spaces altogether.

> They don't have many security guards, or they don't have many staff working because they're really trying to push down on making money […] it takes away from it being a nice place to visit.
>
> **Evone (female, patron**)

Enablers to uptake of All Good venue strategies

Motivated and engaged management

A key enabler of successful uptake of AGP strategies was the presence of highly motivated and engaged management. Staff from AGP-trained venues, where owners or managers were committed to creating a safer nightlife culture described clear zero-tolerance policies, open communication, and leadership that prioritised both patron and staff wellbeing. In these settings, safety was not an afterthought, but a core part of how the venue operated. Staff described feeling supported to act on harm, empowered to remove patrons causing discomfort, and confident in their role as bystanders *"the team did always try and look out for each other and there was that support there"*. The visibility of management's values helped create consistency and accountability across shifts and teams.

> For us it is very important whenever someone [staff] feels they're not feeling right with someone [patron] - that person has to go - we don't ask any question. If someone reports that to the supervisor, like, "this person has been really weird to me and I don't feel comfortable being around them" - then that person has to go - that's not negotiable.
>
> **Zoe (female, staff/manager**)

Even when the motivations to engage with the AGP program were partly commercial, such as a desire to maintain good relations with MusicNT and attract performers, staff reported overwhelmingly positive outcomes. In one AGP-trained venue, staff shared that owners signed up to get in good favours with MusicNT, but the downstream effects were a stronger safety culture and improved staff morale.

> To be honest I think the move from the management was a little bit self-interested. They had this idea that if they went to the All Good Project that it might attract more people, like different kinds of musicians and stuff, to the bar, because they've got those sort of credentials … but then again, maybe regardless of the motive - just taking part in it and having those documents around and saying this stuff is serious, it does change the culture versus being somewhere where they don't have any of that stuff.
>
> **Wan (male, staff**)

Experienced and consistent staff

Venues with lower turnover and more experienced staff were better positioned to adopt and sustain AGP strategies. Staff who had worked in the hospitality industry for longer, or who were on ongoing rather than casual contracts, described a greater ability to notice emerging issues, intervene appropriately, and support their colleagues. Staff confidence to respond was often built on experience and prior training, with many describing how working in the hospitality industry for an extended period had made them more attuned to patron body language and shifts in crowd dynamics. These more senior staff could also act as informal mentors to newer or casual colleagues, creating a ripple effect of safety awareness.

Stability in staffing also contributed to consistency in enforcing safety protocols. Managers described how having a reliable core team, particularly among supervisors and senior staff, meant that safety messages did not disappear with staff turnover. These teams were more likely to remember and act on their training, maintain consistent standards for safety, and provide continuity between shifts.

> All our supervisors and managers they're all on full time and they're all here for long term and they all have done a training as well - so at least the people who are in charge of the night have had the training.
>
> **Zoe (female, staff/manager)**

Integrated safety systems

All Good-trained venue staff described strong, integrated systems between bar staff, security, management, and police. These integrated systems allowed bystander and safety practices to be applied consistently. Effective coordination with security was particularly important in how safety was handled beyond the venue.

> What is big I reckon is when it comes to getting people home safe - that's also something we pay a lot of attention to - if people are leaving by themselves quite intoxicated - I want staff to pay attention - especially security … quite often staff members would actually walk someone down the corner and make sure someone is safe in a cab home.
>
> **Zoe (female, staff/manager)**

Integrated safety systems allowed staff and security to work together calmly and respectfully to de-escalate or remove patrons causing harm. This increased staff and patron feelings of safety.

> Security would supply an extra level of reassurance to people in there and staff in there that they are like they'll be able to take control if anything comes up or to be able to just diffuse any situations.
>
> **Urvi (male, staff)**

Patrons were part of the safety system in a venue. Regular patrons showed a sense of responsibility for others in a venue. Staff felt regulars were part of the integrated system, noting that they would often alert staff to unsafe behaviour or step in to support friends or strangers. This informal vigilance contributed to a culture where safety was a shared responsibility between staff and patrons.

> I find that even when there is something about to happen the regulars they'll all stand up …they'll back all the staff …would have your back with any situation that you have to deal with like you know they'd watch as well or they'd come up and be like you know this is happening outside and I think this might kick off.
>
> **Yasmin (female, staff/manager)**

Staff spoke about safety systems extending beyond the physical limits of the venue, including police on the streets surrounding the venue and transportation operators.

> There is a lot going on with police touching base because they are really good actually - they usually come 2-3 times within a weekend and just seeing and touching base with staff "is everything ok do you need me to assist with anything" they are also doing a really great job with just like having a look at the crowd pointing out people we need to keep an eye on without it being too much you know - they've been great.
>
> **Zoe (female, staff/manager)**

This extended safety network was echoed by a staff description of remote NT music settings. These remote settings were described as having integrated safety systems that encompassed community level services, such as night patrols and accommodation providers, in addition to the music event staff.

> We have night patrol and we have to speak to all the communities all around … have a big meeting and make sure everybody's looked after and there's no fights, you know, family fights going on, just have a good weekend of sports and music and make sure everybody is safe and respecting one another.
>
> **Dwayne (male, staff/performer)**

As one patron expressed, responsibility for safety is the shared responsibility of an integrated system of security, venue staff, patrons, police and policy makers.

> [responsibility for safety] is a combination so first of all is the venue and the security to try and monitor and pick up on that behaviour and act upon it reasonably when it happens I'd say there's also like the particular like the occupants have a responsibility not to act like a dickhead for the second part I'd say there's also obviously the responsibility by like emergency services like the police to make sure they act upon it when they when they get reports about that but then I'd also say that there's also a responsibility on a government level to make sure that they set up or that they establish like good policy and legislation to try and prevent that as much as possible yeah I think the like the kind of management is a like a multi-faceted one
>
> **Rob (male, patron/performer)**

Building trust

Another enabler to the success of AGP strategies was the positive feedback loop created when patrons noticed and 'rewarded' safer venue environments. Several patrons reported returning to venues where they felt staff were attentive, harassment was taken seriously, and there was an obvious culture of care. These venues built reputations as safe, welcoming spaces – not just for regulars, but for performers and new patrons as well. Some patrons explicitly described preferring to attend venues where harm was addressed proactively. This pattern of 'voting with their feet' created an incentive for venues to maintain and promote safety practices. For venues already engaged with All Good, positive word-of-mouth and repeat patronage reinforced the value of continuing safety efforts. The commercial benefits of trust and loyalty aligned with cultural goals, proving that safety could be both the right thing to do and good for business.

> I always go there because I feel safe.
>
> **Hannah (female, patron)**
>
> I don't really go to those other places very often, all those other pubs - I don't like the culture of them - so I don't go there.
>
> **Justine (female, patron/performer)**

Broader context to consider

Structural reform / training gaps

Gender based violence disproportionately effects women in public spaces, yet it is not present in the national CPP20218 security operations training course (Australian Government Department of Education, Skills and Employment [DESE], 2018). The qualification CPP20218 Certificate II in Security Operations Training Package focuses on security fundamentals: patrolling, crowd control, entry screening, incident response, and first aid (via the HLTAID011/HLTAID003 unit) (DESE, 2018). It does not include content or guidance on managing or responding to sexual misconduct or related offences (DESE, 2018). Additionally, none of the elective or core units touch on sexual violence or harassment issues (e.g., dealing with sexual assault victims or perpetrators) (DESE, 2018).

The national CPP20218 Security Operations Training Package has currently and historically framed security work around property protection, rather than public care. The qualification sits

in the CPP Property Services Training Package and before CPP, security qualifications lived in the PRS98/PRS03 "Asset Security Training Package," making the asset/property framing explicit in the title and content. The training has consistently foregrounded guarding/patrolling premises and property (Prenzler, Sarre & Earle, 2008). This absence is a critical oversight, given the prevalence of sexual violence in public settings.

Staff working in venues with long-standing relationships with consistent, safety–oriented security teams described more positive experiences than those working with transient poorly trained security personnel. Positive experiences with security staff were described as embedded in the venue's culture and better equipped to notice and respond to early signs of harm.

> The culture of the security company also makes a big difference because sometimes it's a security [personnel] that makes people feel more unsafe than the people that are there … it makes a big difference when security are friendly and feel more like part of the venue … the right security I think is very important.
>
> **Wan (male, staff)**

Patron descriptions of security personnel behaviour were often critical. Many expressed discomfort or distrust in security personnel's ability to appropriately handle sexual violence. They raised concerns about a lack of specialised training, inappropriate responses, and the dominance of aggression or hyper-masculinity among some security personnel.

> Making sure that their staff and like security guards have training to, you know, like early intervention, how to pick up things, how to, you know, like deescalate or step in and stuff. Like cause I suppose, you know, like at the end of the day like they're the sober ones at a venue of heaps of drunk people whose inhibitions are down so you know, like it's not their role to like, babysit everyone. But if you are a 'Secie' it kind of is. But you know, like if they had. Yeah, like making sure they had adequate training.
>
> **Kayla (female, patron)**

Patrons also highlighted issues around cultural and gendered appropriateness, particularly in contexts where women were expected to report sexual harassment or assault to male security guards. This added an additional barrier to disclosure and help-seeking.

> There should be a female safety officer for women who get sexually assaulted like say for example in our Arrernte culture, Walpiri culture, that's like shame job so can't go to a man, they can't go to a male security guard about it happening so they have to talk to a woman and I think all women would just prefer to talk to a woman after that happens you know.
>
> **Jo (female, patron)**

Advocacy for the integration of bystander intervention and safety approaches into national training frameworks for security personnel is both a practical and ethical imperative.

Positive duty for workplace harassment

> It is such a casualised industry... If you're a casual, you can't just be arguing with your manager about stuff [harassment] on a regular basis … if the manager doesn't like you anymore then they might just cut your hours immediately, right? So I feel like people aren't inclined to speak up for themselves or anyone else against the manager's wishes … you literally have to look for a new job. So, I think that's a big problem.
>
> **Wan (male, staff)**

Interviews with venue staff revealed that sexual harassment of staff by patrons remains common and under-addressed. Staff reported witnessing or experiencing harassment, which was often minimised, especially in venues with casual workforces. Fear of losing shifts and power imbalances with management made many reluctant to report incidents or speak up.

> Sexual assault that you might experience in the workplace, no matter how small it is. That could even be like someone like slapping you on your bum or brush past you or like the verbal cat-calling and that sort of thing - it's stuff that maybe a lot of men don't perceive as being as serious as it is … it can be easy for a lot of people to move it [these issues] to the back of their mind, especially if it doesn't affect you as prominently as it might affect the women in the workplace … A lot of the time we're accustomed to feel like it's the nature of the work that you're in whereas, you know, you should never feel uncomfortable somewhere that you work - but you know you have to earn money.
>
> **Veronica (female, staff**)

Leadership was repeatedly identified as key to workplace culture and safety. Staff described venues positively where management set clear expectations, enforced zero-tolerance for harassment, and prioritised staff safety. In contrast, venues that prioritised customer satisfaction over staff wellbeing were seen as unsafe, particularly for women.

> I still think that every venue should have a zero tolerance policy … for staff safety it should be at the forefront - for a lot of venues the consumer is at the forefront.
>
> **Veronica (female, staff**)

These insights point to a need for stronger accountability across the sector, particularly in light of recent NT "positive duty" legislative requirements for employers to prevent workplace harassment. Embedding safety and wellbeing in leadership practice not only improves staff safety outcomes, but also contributes to staff retention, reduces turnover costs, and builds a culture where safety is shared and visible. As one staff member put it, "These conversations should be spearheaded by management," underscoring the vital role of leadership in driving change.

Recommendations

AGP training strategies	• Timing of venue staff training should be towards mid-end of season [July to October]. During early peak season, managers are training staff for their core business roles. • Consider incorporating more scenarios into the bystander training to help apply bystander principles and discussing barriers to intervention in larger groups (e.g., festivals).
Supplementary strategies	• Consider different roles within a venue to coordinate effective response systems. • Highlight the role of environment (visibility, lighting, layout, noise, crowd density) in bystanding training. • Continue to offer safety audits, flagging the complex nature of safety in venues and opportunities for tailored AGP advice. • Consider engaging performers, patrons and security staff in AGP strategies or training to enhance bystander intervention.
Security	• Extend safety training (i.e., AGP training) to include contracted security staff to better equip security personnel in handling harassment issues.
Zero-tolerance to harassment campaign	• Consider a zero-tolerance to harassment type campaign. AGP could help to build a consistent understanding of acceptable and unacceptable behaviour within venues to avoid ambiguity.
The AGP brand	• Consider perceptions of trust with AGP venue brand, and requirements for AGP-venues to 'practice what they preach'. We recommend constructing mechanisms to report venues not actioning the AGP values. • To increase uptake of AGP training in new venues, highlight the benefits to workplace culture, addressing positive duty legislation requirements and supporting retention of local staff.

Northern Territory Positive Duty Legislation	• Recent legal obligations in the NT (Positive Duty legislation) aimed at preventing discrimination and harassment could catalyse cultural change at the industry level. We recommend continuing advocacy with the hospitality industry around workplace positive duty requirements and All Good's potential role in proactively preventing workplace harassment.
	• Consider value of a communications strategy regarding positive duty obligations for organisations to prevent discrimination and harassment.
	• Continue to build relationships between MusicNT and the Anti-Discrimination Commissioner to promote awareness of harassment issues in the music industry.
Accountability	• Consider AGPs role in developing or supporting reporting mechanisms for music patrons to report harms and hold venues accountable.
	• Consider exploring ways to increase accountability of venues
	o Community accountability e.g., quick reporting type application, regular surveys to 'check-in'.
	o Regulatory accountability, e.g., AGPs role in risk-based licencing.
Systemic change	• Advocate for embedding bystander training in NT RSA Course (SITHFAB021).
	• Support the integration of gender-based violence content, trauma-informed practice, and bystander intervention into the CPP20218 Certificate II in Security Operations.
	• Explore advocacy with networks like Australian Festivals Alliance and other organisations regarding changes to the security certificate and interstate service of alcohol training packages.

Conclusion

Bystander training is effective and improves workforce knowledge, confidence, intention to help and readiness to help. However, transient and seasonal workforce means that the gains need to be considered in terms of who can be trained and how, to enable a coherent system of responders in a venue.

There are economic benefits of addressing safety and wellbeing. Witnessing harm and a lack of visible bystanding behaviour erodes trust in venues and matters to patrons. Patrons have lower expectations of venues where harms are ignored and may reduce their participation in these venues. Conversely, safety is a drawcard for most nightlife patrons, who are more likely to return to venues where they feel safe.

Tolerance of harassment also negatively impacts the venue workplace. An insight gained from staff interviews was that improved safety within the workplace could lead to greater staff retention and lower associated costs of staff turnover. Recent legislation for positive duty in the NT may provide greater incentive for unaffiliated music venues to engage with safety training and AGP program of strategies, with potential benefits for patrons, staff and venue managers alike.

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Appendix

1.1 Descriptive responses: key messages from Venue training

- From what I've heard the key messages were to be aware of what can happen in a venue, the different actions you can take about it and in what different ways
- Everyone can make a difference in each other's life, so keep an eye out for your fellow people and always try your best even if you don't succeed
- To stop gender based violence, keep venues safe, provide information on how to handle unsafe situations
- To keep an eye out and stay curious at events to catch on and defuse any situations involving discrimination, sexual harassment or violence
- Solitary, compassion and deconstruction of bias are key
- Be aware of sexual assault in venues and how to stop it Highlighted ways of discrimination and how you can help in those situations
- Be an active bystander and speak up. There are various ways to do this depending on your confidence and ability. Check in with people and help ppl in your community out
- Understanding discrimination, privilege, safety for customers and ourselves. Importance of spreading awareness
- Playing you part to prevent discrimination and assault when you witness it
- YDWD
- never be too sure- it's always worth to check everything is okay one little word may save someone
- Everyone had a role to play is creating safe spaces in venues. It's important to intervene if you see something that doesn't look safe
- Keep an eye out for others Be aware of the people around you when working Treat people with understanding. Assess the situation before jumping to conclusions
- harassment violence safety in the workplace consent
- How to respond to violence and how to make your venue safer
- Creating safe spaces Doing everything we can to prevent violence and sexual violence, and providing support of needed Acknowledging unconscious bias Preventing discrimination
- say something and do something
- Do something if you see something
- zero tolerance to harassment, makes our venues a safe space for patrons to feel comfortable, being an active bystander
- Be safe and try to make people safe if you think someone is in danger go and ask help them.
- Be aware be safe and help others
- Be curious, make sure everyone is safe in your venue, don't discriminate against patrons, be an active bystander.
- How to keep people safe. What to do in situations
- We can create a safe place with our own hands
- Creating safe place for everyone around the world, and to know how to respond to bad behaviour in order to create those safe place

- Be curious. Act Recognise patterns and harassment before it happens
  - recognising discrimination, violence and harassment. - be curious

1.2 Descriptive responses: key messages from festival training

- Look out for people who need looking after.
- Good information about our roles and the event
- Safety first
- Be an active bystander (3 Ds)
- Observe and identify red flags
- Help patrons to sober up and get home safe
- vibe check keeping people safe
- Watch out for people
- Read the vibe and intervene when appropriate
- It's best to check in with someone than assume
- Keep self-safe first
- Help if you can, delegate if you can't or are uncomfortable but don't just watch
- Safety training, recognising privilege, understanding reactions to sexual assault
- Bystander effect
- Sexual based violence and abuse
- Harm minimisation
- Help people feel safe and have fun at live music
- The 3Ds, how to fill out the forms, how to recognise drug use
- Keep yourself safe.
- Do what we can to help peers out partying.
- Paramedics, police and security also there to support.
- Escalate to or ask Emma or Danielle if not sure.
- Provide basic care to people who need it.
- Be AWARE
- Be UNDERSTANDING
- Be PATIENT
- Be ALERT
- Use your resources and support network
- Be kind, be safe, delegate, help as directed
  - consent is hot
  - how to look out for people
  - there are ways to help
- If you don't feel confident addressing a situation directly, you can delegate someone else to help and that is still being proactive.
- Being aware to recognise discrimination or harassment and knowing what to do to stop it
- understanding sexual harassment & violence
- safety concern
- 3Ds
- Knowing the 3Ds, gain confidence in being able to address situations that may come up at events.

- Be an active bystander
- 3 D's
- Stats
- 3 DS
- Be an active bystander
- Consent
- Autonomy
- The three d's and being an active bystander
- Autonomy
- Be an active bystander
- Making sure everyone is safe and having a good time,
- Look after yourself
- Call out bad behaviour
- -Look out for any type of gender based violence
    - Use the 3D's!
    - Look after yourself- don't put yourself in dangerous situations.
- Active bystander, try and make every situation more comfortable for everyone and try to make everyone have a good time
- Use DDD, recognising intoxication symptoms, how to deal with SA if you see it, how to look after those who have been removed from the venue, including helping them get home, never leave someone alone
- If you see something, but not sure it is bad, just act and check
- Safety of the patrons, health and discrimination.
- helping others stay safe
- Enjoy the party
- That anyone can intervene if you see problematic behaviour and to do so in a safe manor.
- It's up to everyone at events to make spaces safer, not just staff/security. Making spaces safer isn't hard and there are different approaches you can take
- Do something
- Understanding problematic behaviour that can happen at live music venues, why they occur and how to respond to provide support