

Newtown Neighbourhood Centre

Section 6
Operational

Banning Policy

Policy	Banning Policy
Section:	Operational
Status:	Operational
Approval date:	30.9.08
Approved by:	Management Committee
Review date:	October 2011
Staff Training Date:	25.9.08

Purpose

The purpose of this policy is to:

- Ensure Newtown Neighbourhood Centre activities and services are safe and enjoyable for everyone e.g. free from violence, serious threats, or harassment
- Provide knowledge and consistency in enforcement of the rules.
- Provide an opportunity for people to learn appropriate social behaviour in a supportive environment.

Approach

- Banning will be applied as a last resort in a respectful, non-discriminatory and supportive manner.
- A consistent approach by all staff will be used when enforcing rules and the implementation of consequences.

Education

- It is important when implementing this policy that the individual or group understand why their behaviour is not ok and that they are made aware of the mutual respect policy and what behaviour is acceptable in the centre. *Please see attachment 2: NNC's Mutual Respect Statement.*

PROCEDURE

The Newtown Neighbourhood Centre's mutual respect statement is on display in the public area of the Centre and in the policy and procedures manual.

When to initiate this policy

- If rules are being broken or an individual or group member is showing unacceptable behaviour towards staff, volunteers or other service users or the premises.

How to initiate this policy

When there is an incident

- The first step is to ask the person to stop the behaviour and give information as to why their behaviour is not ok and try to deescalate the situation.

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- A volunteer/student or service user must alert NNC staff if a person displays inappropriate behaviour.
- If the behaviour continues a staff member must give the person the choice of stopping the behaviour or asking them to leave.
- If the behaviour still continues the staff member must ask the person to leave.
- If they do not leave at this point let the person know that if they still do not leave then the police will be called.
- If they do not leave call the police and carry out safety procedures for dealing with a violent incident.

After the Incident

- Once the incident has passed complete an incident report and present it to the Executive Officer (EO).
- The EO in consultation with the staff member will make a decision on whether to ban the person based on the behaviour presented by the individual.
- The length of the ban will be determined on the risk or potential harm that an individual and/or group may cause. Most bans will generally last for 1-3 months.
- A letter including details of the breach of Newtown Neighbourhood Centre rule/s, mutual respect statement, the length of the ban and our feedback/complaints form will be included and given to the group or individual by the EO or the police if necessary. *Please see Attachment 1: Sample Banning Notice; Attachment 2: NNC's Mutual Respect Statement; Attachment 3: NNC's Feedback/Complaints Form.*
- A list of who is banned will be kept in the Front Office and names will be removed when the ban ceases, staff will be regularly updated by the Community Development Officer via email.
- If possible the EO or the most appropriate staff person, will speak to the person who has been banned about their behaviour and what is acceptable and to welcome them back to the service.
- If the ban is breached the individual or group may have their ban extended or be charged with trespassing.

I have read, and understood, the above Banning Policy and Procedure. I agree to abide by its contents and I understand that there are consequences for any breaches of the Banning Policy.

Name: _____ **Signature:** _____

Witness: _____ **Signature:** _____

Dated: _____

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Attachment 1: Sample Banning Notice



Newtown Neighbourhood Centre Incorporated

1 Bedford St, Newtown 2042

Ph: 9516 4755 Fax: 9519 2509

Email: coord@newtowncentre.org

Website: www.newtowncentre.org

ABN: 96 884 462 833

INSERT DATE

John Smith

INSERT ADDRESS

Dear John

I have decided to ban you from the following agency activities and services:

INSERT ACTIVITIES AND SERVICES

from now until INSERT DATE.

This is because of INSERT REASONS.

OPTIONAL:

I have also decided to ban you from the agency premises at:

INSERT ADDRESSES

from now until INSERT DATE.

If you come onto the premises at that address before that date, we will consider calling the police and asking them to prosecute you for trespass

OPTIONAL:

Do not contact other staff. If you wish to talk about this ban or anything else, you can contact INSERT STAFF MEMBER on INSERT PHONE/ EMAIL/ or in writing to the address above.

OPTIONAL:

You can still access the following agency services:

INSERT SERVICES EG. CASEWORK, ALTERNATIVE ADDRESSES ETC

If you want to appeal against this ban, you can write to the INSERT BOARD/MANAGEMENT COMMITTEE/DIRECTOR ETC and give your reasons.

If you want to complain about anything at this agency, please see the attached document *Your comments and complaints about this agency* for details of government departments, which take complaints about this agency.

During the ban, you may want to use the services and activities at:

INSERT DETAILS OF OTHER AGENCIES/ REFERRALS

You will be welcome back after the ban ends as long as you follow the rules.

Yours sincerely

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Attachment 2: NNC's Mutual Respect Statement

MUTUAL RESPECT STATEMENT



Newtown Neighbourhood Centre is Your Centre.
Please participate in and share this space by...

Treating others with RESPECT:

- Anyone who is physically or verbally abusive towards other staff or visitors will be asked to stop and may be required to leave the Centre
- When you are using the phone it is your responsibility to be aware of other people needing to use the phone. Please limit your phone calls to 5 minutes or less if there are people waiting.

Making it a SAFE place to be:

- Everyone has the right to feel safe inside the Centre. Safe from injury, fear or threats

SUPPORTING and being SUPPORTED by Newtown Neighbourhood Centre:

- If there are services or information that you need please feel free to ask for them.
- If you have a complaint about a service you receive please feel free to talk to a staff person or write a letter to the Centre. You have the right to make a complaint without worrying about losing the service or being treated badly.

Following the RULES of the Centre

No Smoking inside the Centre
No Drinking Alcohol inside the Centre
No Taking Illegal Drugs inside the Centre

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Attachment 3: NNC's Feedback/Complaints Form



Newtown Neighbourhood Centre FEEDBACK/COMPLAINTS FORM

Date Received: _____ Received By: _____

Feedback Received By: Telephone Letter/Fax In Person Online

Other: _____

Feedback Received By: _____

Telephone: _____ Address: _____

1. Subject of Feedback or Complaint: (Attach extra sheets if needed)

Note: Attach any Letters, Faxes or Additional Notes.

2. Comments by relevant Staff Member/Volunteer regarding complaint:

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3. Action To Be Taken: _____

4. Outcome of Complaint: _____

5 a) Has letter been sent to Complainant, within 14 days, explaining what is being done to investigate and resolve their complaint? Yes No

5 b) If No, give reason: _____

6. Comments by Executive Officer: (Or Board Member if complaint is against Executive Officer)

Signature: Executive Officer/Board Member: _____

Position: _____ Date: _____

Date for Review of Complaint Outcome: (within 6 months) _____