



Lake Haven Centre

Youth Access Protocol

A place where young people are valued and respected.

Guidelines for Young People

What is the Lake Haven Centre Youth Access Protocol?

The Youth Access Protocol is a set of guidelines developed in partnership by young people, management of Lake Haven Centre, and other stakeholders, to ensure a safe and equitable access to Lake Haven Centre. The protocol details acceptable behavioural standards and explains the consequences and processes of unacceptable behaviours.

While the protocol relates specifically to young people, the guidelines, behaviours and consequences apply to all community users of Lake Haven Centre.

What has led to the development of the Lake Haven Youth Access Protocol?

The Lake Haven Centre Youth Access Protocol was initiated to:

- Reduce the number of incidents of unacceptable behaviour involving young people.
- Reduce the number of shopping centre Prohibition (banning) Notices being issued to young people.
- Apply a consistent approach of the shopping centre rules to all community members; and
- Encourage the development of positive relationships between young people, Lake Haven Centre Management, Security Officers, Council Rangers and Police.

Why have a Youth Access Protocol?

Lake Haven Centre is a place where young people and the wider community are more than welcome; however it is privately owned property. Therefore the Centre's owners are allowed to set their own conditions of entry and deny access if these conditions are broken. A protocol ensures that these rules are applied consistently to all community members including young people.

The Lake Haven Youth Access Protocol's main principles are:

1. To recognise that young people, Security Officers, Police, shopping centre management, retailers and their staff, and other shopping centre users are as important as each other and are treated with equality.
2. To acknowledge that all Lake Haven Centre retailers, staff and other users have a right to be treated with respect, regardless of an individual's characteristic, such as age, gender, appearance, disability, sexuality or ethnicity.
3. To ensure that the shopping centre's conditions of entry and the consequences of breaking these conditions
4. are fair, clear and consistent.
5. That an appeals process (to discuss and resolve disagreements) be easily accessible, open and consistently applied; and
6. To encourage the use of the resources of the EpiCentre (San Remo Neighbourhood Centre) as a point of referral and information for young people, Security Officers, shopping centre management and other community members.

Acceptable behaviours when you are at Lake Haven Centre

All visitors to Lake Haven Centre, its retailers and their staff and young people want to enjoy their time and feel safe whilst using the shopping centre. It is the responsibility of Lake Haven Centre Management and its Security Officers to ensure that the centre is a safe place for all of its visitors; however visitors also have a responsibility to ensure that their own behaviour doesn't impact on others.

Respect yourself: when you respect yourself, you take care not to behave in a way that puts you at risk, or could lead to you coming to harm. If your behaviour puts your safety at risk then you will be approached by a shopping centre Security Officer.

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Respect others: when you respect others, you think about how your behaviour might affect the people around you. If your behaviour prevents other centre visitors or shopping centre employees from being able to enjoy their time in the shopping centre, or if it upsets or frightens them or interferes with them being able to freely move around the shopping centre, or may lead to harm to others, then you will be approached by a shopping centre Security Officer.

Respect the shopping centre: when you respect the shopping centre, you respect the shopping centre rules, and you respect property that belongs to others. If your behaviour is not respectful of property that belongs to the shopping centre owners or its retailers or other users of the shopping centre, then you will be approached by a shopping centre Security Officer.

Acceptable behaviour of a Lake Haven Centre Security Officer

A Security Officer who is youth-friendly is someone who:

- Shows young people respect.
- Is prepared to listen and hear someone out.
- Is fair and consistent.
- Is non-judgmental.
- Doesn't lose their cool.
- Is friendly and approachable.
- Is firm but courteous.

The consequences of unacceptable behaviour at Lake Haven Centre

The Youth Access Protocol details the consequences of unacceptable behaviour.

Unacceptable behaviour will result in a Security Officer approaching you to explain that your actions or behaviour is not welcome. The Security Officer may give you a *Verbal Warning* or ask you to *Move On*, depending on the circumstances.

Prohibition (banning) Notice

Serious or repeated unacceptable or illegal behaviour may result in you receiving a *Prohibition (banning) Notice*.

If a prohibited (banned) person enters the shopping centre property or if any conditions of a Prohibition Notice are broken, Police will be contacted and the prohibited person may be arrested for trespass and a Court may impose a penalty.

Any person who is prohibited will be given a Prohibition Notice which contains:

- Name, address and date of birth of the person prohibited;
- Shows the period of the prohibition and the date the person may return to the shopping centre;
- Shows the name of the person who issued the notice and it must be signed by this person;
- A map attached displaying the prohibited private property;
- Reasons for the issuing of the Prohibition Notice; and
- Any conditions that may be applied to the Prohibition Notice.

During the prohibition period, the prohibited person is not allowed to enter the shopping centre unless through an appeals process a concession of access is granted. Any conditions applied to the prohibition will be recorded on the Prohibition Notice.

A concession of access may be granted:

1. At the discretion of Lake Haven Centre Management for matters relating to special circumstances. In such cases, the person may be required to be accompanied whilst at the shopping centre by a Parent or Legal Guardian or youth Advocate (for example, LINKS Youth Support Service from The EpiCentre); and/or
2. If the prohibited person is employed by a shopping centre retailer, they will be allowed to enter and leave the shopping centre 10 minutes prior and 10 minutes after their nominated shift. The person must use a direct path in and out of the shopping centre, which is closest to their place of employment. For example, those who work at Woolworths, the undercover parking entry/exit should be used to enter and exit the shopping centre.

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Consequences of Unacceptable Behaviour in Lake Haven Centre

Respect Yourself

| Behaviour | Description | Initial Response (Strike 1) | Continued Behaviour (Strike 2) | Maximum Consequence |
|-------------------------------|--|--|--|------------------------------|
| Appearance | People must be clothed and wear appropriate footwear | Verbal Warning and Move On | Given a Move On verbal notice. | Move ON and leave property |
| Unacceptable Behaviour | Disorderly activities that hinder the safety of yourself or interfere with any business activities | Verbal Warning and Move On | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months |
| Alcohol | Possession of open alcoholic beverages | Verbal Warning and Move On | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months |
| Prohibited Drugs | Possession of any form of prohibited drug | Police will be contacted and 12-month Prohibition Notice | | Prohibition Notice 12 Months |

Respect Others

| Behaviour | Description | Initial Response | Continued Behaviour | Maximum Consequence |
|---|--|---|--|------------------------------|
| Obstructing the flow of pedestrian traffic | Blocking doorways, Display windows, or walkways. Running, skateboarding, riding scooters, roller blading, riding bicycle in malls and walkways | Verbal Warning and Move On | Verbal notice that the next consequence to leave the property. | Move ON and leave property |
| Unacceptable Behaviour | Disorderly activities, including congregating that hinders the safety of others or interfere with any business activities | Verbal Warning and Move On | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months |
| Offensive Language | Using swearing or sexual language, obscene gestures, racial or religious slurs that offend other members of the public | Verbal Warning and Move On | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months |
| Intimidation or Harassment | Physically or verbally threatening any person | Police involvement and/or Prohibition Notice issued | Police will be contacted | Prohibition Notice 12 Months |
| Physical Violence or Fighting | Offensive or aggressive behaviour to another person | Police involvement and/or Prohibition Notice issued | Police will be contacted | Prohibition Notice 12 Months |

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Respect Lake Haven Centre

| Behaviour | Description | Initial Response | Continued Behaviour | Maximum Consequence |
|------------------------|--|--|--|--|
| Conditions of Entry | Conform to all conditions of entry displayed at all mall entries | Verbal Warning | Move On | Verbal notice that the next consequence is a Prohibition Note. Recorded. |
| Pedestrian Traffic | Soliciting money or other contributions or donations without approval from Centre Management | Verbal Warning | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months |
| Littering | Throwing, discarding of any waste except in designated rubbish bins | Verbal Warning | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months. |
| Smoking | Smoking other than in designated areas | Verbal Warning | Verbal notice that the next consequence is a Prohibition Note. Recorded. | Prohibition Notice 3 Months. |
| Theft or Shop Stealing | Theft of goods from another person or shop | Prohibition Notice and Police called | | Prohibition Notice 12 Months |
| Vandalism and Graffiti | Defacing, damaging or destroying property in any area belonging to the shopping centre, its customers, employees and retailers of the centre | Prohibition Notice and Police called | | Prohibition Notice 12 Months |
| Trespassing | Remaining on premises and shopping centre property after being requested to leave. Returning to the shopping centre after being given a Prohibition Notice | Directed to leave the shopping centre property | Police called | Extension of Prohibition Notice period of time |

Definitions

INITIAL RESPONSE is the first reaction or caution given by the Security Officer or Centre Management that relates to unacceptable behaviour.

CONTINUED BEHAVIOUR is when a person or group of people have been warned about unacceptable behaviour but continues to engage in it. It may be on the same day as the initial response or on a separate occasion.

UNACCEPTABLE BEHAVIOUR is anti-social or illegal behaviour.

ANTI-SOCIAL BEHAVIOUR is any behaviour that, whilst not illegal, may hurt, harm, intimidate or frighten others or put them at risk of physical or mental harm.

ILLEGAL BEHAVIOUR is anything that is against the law.

MAXIMUM CONSEQUENCE is the maximum penalty Centre Management will impose for any one incident. The initial response may be the Maximum Consequence if the behaviour being engaged in is serious enough to warrant the Maximum Consequence.

A **VERBAL WARNING** is letting a person know that they are breaking the centre's rules and that they are to correct their behaviour immediately. Verbal Warnings may be issued on the spot by Centre Management or a Security Officer.

A **MOVE ON** is being asked to leave Lake Haven Centre by Centre Management or a Security Officer and not return for the rest of the day.

A **PROHIBITION NOTICE** (more commonly known as a banning notice) is issued by an authorised Security Officer or manager of Lake Haven Centre. It is a legal document that prohibits entry to the Lake Haven Centre for a specified period of time.

An **ADVOCATE** is a person who supports and/or represents you (for example, a youth worker from Neighbourhood/Youth Centre).

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Frequently asked questions about Prohibition Notices

Who can issue a Prohibition Notice?

Prohibition Notices will only be issued in accordance with the guidelines set out in the Youth Access Protocol. They are issued only under the direction and approval of the Centre Manager, Operations Manager or Duty Manager of Lake Haven Centre. Before a notice is served on a person, there should be a history of unacceptable behaviour by the offender, or an incident that is considered to be sufficiently serious to justify the issue of a Prohibition Notice, such as theft or aggressive behaviour.

What happens when a Prohibition Notice is issued?

The Centre Manager, Operations Manager, Duty Manager or Security Officer issuing the notice will read and explain the nature of the Prohibition Notice and include a map of the prohibited private property to explain the boundaries of the prohibited areas. A copy will be given to and signed by the prohibited person, and a copy will remain with the shopping centre Centre Management. A copy of the notice may also be given to the Police. A Prohibition Notice is still legally enforceable if the person receiving the Prohibition Notice refuses to sign the Notice.

What happens if I get a Prohibition Notice?

If you receive a Prohibition Notice it is important that you do not enter the prohibited areas as detailed in the Prohibition Notice. If you do, the Police may be contacted and may deal with the matter. This may involve you being charged with trespass or being dealt with under the Young Offenders Act (1997).

If you are under 14, your Parent(s) or Legal Guardian will be contacted by Centre Management. If your Parent(s) or Legal Guardian cannot be contacted, the Police will be involved if the matter relates to illegal behaviour.

What if I need to go to Centrelink, Medicare, the bus interchange or other similar services situated within the shopping centre during the prohibition period?

Arrangements may be considered for specific access to such services, however this is only possible through an appeal process.

How can I appeal a Prohibition Notice?

Young people and/or their Parent(s) or Legal Guardian(s) and/or a person acting as an Advocate may appeal against Lake Haven Centre Management decisions that may be considered as unfair by the prohibited person. They can do this by writing to the Centre Manager, Lake Haven Centre, PO Box 4219 LAKE HAVEN NSW 2263, requesting an appointment for a meeting (or emailing to lakehaven.mail@vicinity.com.au). Your Parent/Legal Guardian or an Advocate can also write on your behalf to request a meeting.

If you have been accepted for an appeals appointment, you may bring with you a Parent or Legal Guardian or somebody you feel comfortable with as an Advocate.

What are grounds for appealing against a Prohibition Notice?

You may have grounds for an appeal if:

1. You were not involved in the incident as detailed on the Prohibition Notice and can provide proof of this to the Centre Manager's satisfaction; or
2. You feel that the response or prohibition is extreme and out of proportion to the offence.

If there are special circumstances about the allegations made against you, it is advisable to contact the Epicentre Youth Support Services on (02) 43907888, or one of the youth service providers listed in this booklet. They may be able to help you prepare for an appeal.

If you are unhappy about the outcome of any appeal, you can make a further formal complaint in writing to the Centre Manager, Lake Haven Centre.

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What happens when my Prohibition Notice is over?

When the period of the Prohibition Notice expires, you should contact Lake Haven Centre Management and make an appointment to see the Center Manager before returning to the Centre. You should bring a Parent or Legal Guardian or an Advocate. If your Parent, Legal Guardian or Advocate is unable to accompany you, then you can contact any youth service provider listed in this booklet for assistance.

Importance of partnerships

For these guidelines to be effective, everybody should understand the importance of working together in partnership. This means there needs to be active co-operation and information sharing between Lake Haven Centre Management, Security Officers, Police and Community Groups.

At all times proper consideration will be given to confidentiality and privacy of the young person involved.

Young people can access support and information from youth workers at the below listed locations. Providers listed will continue to keep in regular communication with Lake Haven Centre Management and security staff to ensure that the needs and concerns of young people are fairly represented.

Let's all work together to ensure that Lake Haven Centre is a safe and comfortable place for everyone.

Youth Service Providers

The Epicentre – 28 Brava Avenue North, San Remo NSW Ph: (02) 43907888 links@sanremo.org.au

Wyong Neighbourhood Centre Inc – Ph: (02) 43531750 info@wnci.com.au

Toukley Neighbourhood Centre – Ph: (02) 43961555 admin@tnc.org.au

North Lakes Neighbourhood Centre (Uniting) – Ph: 1800 864846 ask@uniting.org

YMCA (Lake Haven Recreation Centre) – Ph: (02) 43048020 lhrc@centralcoast.nsw.gov.au

RYSS (Regional Youth Support Services) – Ph: (02) 43232374 administration@ryss.com.au

Central Coast Council – Ph: (02) 43047104

Child Protection & Family Crisis Service (DoCS Helpline) | 132 111

Samaritans Youth Refuge | 1300 656 336

Helplines

Legal Aid Help Line 1800 806 913

Life Line 131 114

Kids Help Line 1800 551 800

Youth Suicide Help Line 1800 191 191

Domestic Violence Line 1800 656 463

**Youth Services Info Card is available from Lake Haven Centre Information desk or Centre Management.*

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Lake Haven Centre Contacts

Telephone 4392 7800
Email lakehaven.mail@vicinity.com.au
Postal Address The Centre Manager
Lake Haven Centre
PO Box 4219
LAKE HAVEN NSW 2263

Additional copies of this Protocol are available from the Lake Haven Centre Management Office, www.lakehavencentre.com.au or contacting Centre Management by the above email.

Lake Haven Centre Management reserves the right to change the conditions of this Protocol in its absolute discretion following consultation with its Protocol partners.

Information contained in this booklet is current as at July 2019

Acknowledgments

Lake Haven Centre would like to acknowledge the contributions of the following people and organisations in the development of this protocol:

- Mike Cochrane - Lake Haven Centre Manager
- Kian West – Lake Haven Centre, Retail Marketing Manager
- Corrina Cowan – LINKS Youth Support, Team Leader
- Youth population of the Lake Haven and Gorokan areas.
- The Lake Haven Community and Retail Precinct Community Working Party:
- Robert Olive – Metro Cinemas, Manager
- Lisa Browne – YMCA, Manager
- Chris Dryden – Wyong Neighbourhood Centre, Coordinator
- Caroline Mendes – RYSS, EIPP Caseworker
- Arran Moncrieff – Gosford Juvenile Justice, Assistant Manager
- Bethany Hawker – NSW Police Force, Crime Prevention
- Kerie Wells – NSW Police Force, Youth Liaison
- Murray Allcock – NSW Police Force, Crime PRevention
- Tara Dibban – OCTEC, Youth Worker
- Lyn Wheeler – Headspace, Project Lead
- Helen Isenhour – Headspace, Manager
- Steve Knee – Central Coast Council, Team Leader Youth Services
- Andrew Rowland – Central Coast Council, Community Infrastructure Team Leader
- Kerrie Forrest – Central Coast Council, Section Manager: Community Planning and service
- David Harris MP – Central Coast

Resources Used

The Working party would like to acknowledge the use of the following documents:

- *Stockland Shellharbour Shopping Centre Guidelines for Young People*
- *Penrith Plaza Youth Protocol* Penrith City Council
- CFSGAM Prohibition Notice
- *The Brisbane Myer Centre Youth Protocol*
- *Bondi Junction Youth Protocol*
- NSW Shopping Centre Protocol Project Creating the Space for Dialogue: *A guide to developing a Local Shopping Centre Youth Access Protocol*
- *Dealing With Young People and Security Guards* (training package) – Garner Clancy and Michael Huggett
- *Dealing with Young People and Wyong Council Rangers* (training package) – Garner Clancy and Michael Huggett
- *Shopping for a Solution - An evaluation of Western Sydney Shopping Centre Youth Projects*