

Nowra Youth Protocol



A Safe and Welcoming Community



What is the Nowra Youth Protocol about?

The **Nowra Youth Protocol** is a set of guidelines for all those who use public and private space around the Nowra CBD. Its aim is to ensure people of all ages feel safe and welcome and promote cooperation between young people, youth services, shop owners, shopping centres, CBD business, Council, Police and the community. It aims to provide a clear set of expected and acceptable behaviour and consequences for all community members.

How will the Youth Protocol help me?

The Nowra Youth Protocol was researched and developed by a wide range of community members, from youth groups and council staff to local businesses and young people. The protocol is about respect, respect for yourself and for others. Having a Youth Protocol means that anti-social or illegal behaviour can be dealt with promptly and consistently.

What areas of Nowra does the Youth Protocol cover?

The Nowra Youth Protocol includes the Nowra CBD, Stockland Centre, Nowra Mall, the Bus Interchange, and participating shops, cafes and public spaces in the Nowra CBD. It applies to both public and private space.

The Nowra Mall, and all streets and roads are classified as public space; the Bus Interchange is what is known as enclosed land, while most of the remainder is privately owned or private space – including shopping centres, shops and restaurants.

Public Transport

The Bus Interchange is the transport hub of Nowra. There are also numerous bus stops and taxi rank areas. The space is neither private nor public and so some of the rules and fines differ from other areas of Nowra. Transit Officers can enforce rules in these areas.



Private Space

What is private space and how should I behave?

There are lots of private places where the public is welcome, but are privately owned. Some examples are shops, cafes and shopping centres. The owners have a right to make a list of rules for people to follow whilst on their premises and they can prevent people from coming onto their property if the rules are not followed.

The enforcement of rules within private spaces is the responsibility of the management of that space; this may include security guards, shopkeepers or shopping centre management. Illegal behaviour in Nowra may mean involvement with the police, as well as with the store manager, centre management or land owner.

You should behave with respect to the business owners, staff and other members of the community. If you don't, the initial response will be as detailed below. If you continue to behave anti-socially or illegally, you will be banned from the space, and depending on the seriousness, the matter will be referred to the police.



PRIVATE SPACES

Behaviour

Description

Initial Response + Continued Behaviour

Anti-Social Behaviour

- 🚫 Swearing
- 🚫 Bullying
- 🚫 Not following Instructions/rules
- 🚫 Drinking alcohol 18+
- 🚫 Riding Skateboards or bikes
- 🚫 Drunkenness
- 🚫 Not wearing appropriate clothing i.e. must wear a shirt, no bikinis or bare chests

Caution and advise of rules issued by security, centre management or store management and possibly asked to leave the private space for the day. Incident will be reported/recorded by security, centre management or store management. Person/s unable to care for themselves due to intoxication/drug effected, person/s will be assisted by security/management and police notified

Ban of up to three month (see below for banning procedures)

It may be appropriate in certain circumstances that police are notified

Abusive Behaviour

- 🚫 Spitting
- 🚫 Swearing at anyone

Caution and advise of rules issued by security, centre management or store management and possibly asked to leave the private space for the day. Incident will be reported/recorded by security, centre management or store management

Ban of up to three months

It may be appropriate in certain circumstances that police are notified

Minor Illegal Behaviour

- 🚫 Illegal Smoking
- 🚫 Lewd behaviour
- 🚫 Littering
- 🚫 Trespassing

Caution with a ban of up to one month, leading to a ban of up to six months, and the matter referred to police

Ban of up to six months, matter referred to police

Serious Illegal Behaviour

- 🚫 Stealing
- 🚫 Dealing Drugs
- 🚫 Assault
- 🚫 Vandalism
- 🚫 Graffiti
- 🚫 Drinking <18
- 🚫 Direct threats
- 🚫 Intimidation
- 🚫 Stalking

Matter referred to police with ban of up to six months

Referred to police with ban of up to twelve months

FAQ about Banning

What is a banning notice?

A banning notice is issued by security, Centre Management or business owners and management, if you continue to disobey the rules.

If you are under 18 years of age your parents will be contacted. If your parents cannot be contacted, the police will be in relation to illegal behaviour.

Once you receive a banning notice it is important that you do not go into the place you have been banned from. If you do, police may be contacted and may deal with the matter. This may involve you being charged with trespassing or being dealt with under the Young Offenders Act.

It is important to also remember that at the time of the banning, negative or uncooperative behaviour may mean a longer banning period.

Arrangements can be made for specific access to services. It is important to let the people managing the space you are banned from know in advance that access is needed.

What happens when my banning is over?

It is important that you contact the person or team that manage the area you were banned from and make an appointment to see them before returning to the area. If parents are unable to accompany you then you can contact the Nowra Youth Centre, who may be able to provide a Youth Worker to accompany you.

What if I don't think the banning notice is fair?

You can appeal against a banning notice by doing one of the following;

- Make an appointment to see the organisation that has banned you. This could be Centre Management, store managers or land owners
- Contact a local Youth Worker, who can give you advice on the matter.

Public Space

What is public space and how should I behave?

Public Space is a commonly shared area that is open and generally accessible to all people in the community. This may include roads and pathways, parks and public entertainment and recreation areas.

Council rangers and police refer to the Local Government Act 1993 as a guide to appropriate behaviour within public spaces. The rangers' first concern is to try to stop any offensive or anti-social behaviour. They have the authority to issue penalty notices where signs have been erected prohibiting certain activities such as skateboarding, or to call police should they witness any illegal behaviour.



PUBLIC SPACES

Behaviour	Description	Initial Response & Continued Behaviour	Maximum Response
Anti-Social Behaviour	<ul style="list-style-type: none"> ▶ Swearing ▶ Spitting ▶ Not following instructions 	Warning or asked to leave the area	Arrest or: Up to \$200 fine
	<ul style="list-style-type: none"> ▶ Drinking in Alcohol Free Zone 	Fine, or matter referred to police and possible arrest	\$220 fine
	<ul style="list-style-type: none"> ▶ Smoking in a smoke free zone 		\$300 fine
	<ul style="list-style-type: none"> ▶ <i>Skateboarding</i> 	<i>Penalty notice \$110</i>	<i>Confiscation of board</i>
Abusive Behaviour	<ul style="list-style-type: none"> ▶ Lewd behaviour ▶ Swearing at ranger or police officer ▶ Drunkenness 	Warning or asked to leave the area	Arrest
		Matter referred to police and possible arrest	
Minor Illegal Behaviour	<ul style="list-style-type: none"> ▶ <i>Littering</i> 	Warning or asked to stop behaviour	\$200 fine Arrest
	<ul style="list-style-type: none"> ▶ <i>Not providing proper name and address when asked</i> 	<i>Penalty notice \$375</i> Up to \$200 fine	Arrest
	<ul style="list-style-type: none"> ▶ Graffiti 	Matter referred to police	\$20 fine
	<ul style="list-style-type: none"> ▶ Drinking or possession of alcohol <18 	\$20 fine	\$20 fine
	<ul style="list-style-type: none"> ▶ Trespassing 	\$300	Arrest
Serious Illegal Behaviour	<ul style="list-style-type: none"> ▶ Shoplifting ▶ Stealing ▶ Dealing Drugs ▶ Assault ▶ Vandalism ▶ Custody of a knife in a public place ▶ Stalking ▶ Intimidation 	Matter referred to police and possible arrest	Matter referred to police and possible arrest

What do Security Guards do?

Security Guards are there to help provide an inclusive and safe place for everyone and to enforce the rules of management. All guards should be fair and consistent, friendly and approachable.

Is there a code of conduct for Security Guards and Council rangers?

Yes. Security guards and Council rangers will:

- Show you respect
- Be prepared to listen to you
- Be fair and consistent
- Keep their cool
- Not discriminate against you because of gender or culture, or because of the way you dress and look
- Be friendly and approachable
- Only physically detain you if they have seen you commit a crime
- Be willing to take part in 'working with children' training where possible

Try to remember if they ask you to change a behaviour, they are just doing their job. Your responsibilities when dealing with security include;

- Treat and speak to security and rangers with respect
- Do not use abusive behaviour or language towards security and rangers
- Respect that they have a job to do, listen to what they have to say and follow instructions they give you.

Remember, how you treat and react to security and rangers will influence how they ultimately manage a situation. In most cases, your behaviour or attitude will play a large part in the outcome.





Security Guard FAQ

Does a security guard have the right to ask you to leave a premises?

Yes. If you are not following the conditions of entry, displayed on the front door of the premises or the guidelines set out in the Youth Protocol, then it is the security guard's job to ask you to leave on behalf of the owners they are working for.

Can security arrest anyone?

Yes. A security guard can arrest someone they see committing an unlawful act. This arrest is considered a citizen's arrest.

How can you contact security if you need help?

If you are in a shopping centre you can ask any staff member in a shop or Centre Management to call a security guard.

Do I have to produce ID if asked by a security guard?

If you do not produce ID you may be asked to leave the property and will need to produce ID to stay. However, you do not legally have to produce ID if you wish to leave the property.

What can I do if I feel I have been unfairly treated?

You have the right to appeal against a banning notice, or to complain about treatment by shop workers, security, council rangers or police. If you want to appeal or register a grievance, you can ask for assistance at the following places:

- **Nowra Youth Centre**
T: (02) 4422 1988
- **Access Community Group**
T: (02) 4286 5600
- **Shoalhaven City Council**
T: (02) 4429 3111
- **Habitat**
T: (02) 4422 4222
- **Nowra Police Youth Liaison Officer**
T: (02) 4421 9626

Some other community groups that offer support and services to youth include:

• **Shoalcoast Community Legal Service**

T: (02) 4422 9529 or 1800 229 529

• **Legal Aid Hotline** (under 18's)

T: (02) 1800 101 810

• **Shoalhaven Youth Accommodation**

T: (02) 4421 8741

• **Headspace Shoalhaven**

T: (02) 4421 5388

• **Youth Beyondblue**

www.youthbeyondblue.com.au

• **Habitat**

T: (02) 4422 4222

• **Sexual Health Clinic Nowra**

T: (02) 4423 9353

• **Nowra Police Youth Liaison Office**

T: (02) 4421 9626

• **Barnado's**

T: 1800 061 000

• **The Smith Family**

T: 1800 024 069

• **Youth Action Policy Association NSW**

T: (02) 8218 9800

• **Nowra Mental Health Service**

T: (02) 4424 6430

Acknowledgement

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Nowra Youth Protocol Steering Committee:
Shoalhaven City Council, Nowra Police, Access Community Group, The Smith Family, Habitat Personnel, Illawarra Shoalhaven Local Health District, Barnados, Kmart Nowra, Shoalhaven Business Chamber and Stockland Nowra Shopping Centre.

For more information please go to:

Shoalhaven Council website:
www.shoalhaven.nsw.gov.au/mycommunity/communityservices

Stockland Nowra website:
www.stockland.com.au/nowra