

THE DILLY DEAL

WOLLONDILLY SHOPPING CENTRE PROTOCOLS



A PROJECT BY COMMUNITY LINKS WOLLONDILLY
IN PARTNERSHIP WITH WOLLONDILLY SHIRE COUNCIL | MACARTHUR LEGAL CENTRE |
NSW POLICE – CAMDEN LOCAL AREA COMMAND | WARRAGAMBA/SILVERDALE
NEIGHBOURHOOD CENTRE



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WHAT IS THE DILLY DEAL?

The Dilly Deal is the name given to the development of the shopping centre protocols for the Wollondilly Shire. It is the production of a resource package that addresses issues and concerns around young people and shopping centres. It will help all stakeholders understand the rights and responsibilities of young people and the rights and responsibilities of retailers/businesses: i.e. what behaviour is acceptable and what behaviour is unacceptable at Wollondilly shopping centres. The consultation report for 'The Dilly Deal' is available via Community Links Wollondilly and is on our website www.communitylinks.org.au

Additional Information included in The Dilly Deal resource package:

- Under age drinking – Fact Sheet
- Truancy – what to do – Fact Sheet
- Police Assistance Line – Fact Sheet
- Consultation Report – Fact Sheet

The Dilly Deal Youth Access Card:

This resource is specifically designed for the use of young people and includes useful information on youth services available to young people living in the Wollondilly.

RIGHTS & RESPONSIBILITIES

What are your rights and responsibilities as a young person?

Young people have the right to be treated with respect and the responsibility to treat others with respect. Shopping centres are privately owned spaces used by all members of the community. Young people have the right to be there, while retailers/businesses have the right to request that young people leave if young people are engaging in unacceptable behaviour. Wollondilly Shire has a number of small shopping centres; each shopping centre has the responsibility to develop their own rules and regulations.

What are your rights and responsibilities as a retailer or business operator?

The majority of shops within the Wollondilly Shire are privately owned. Shop owners have the right to determine conditions of entry and have the right to request people to leave their shops if they are behaving unacceptably. Shop owners have the right to request a person leave for the day or for a specified period of time; a banning notice may be issued for more serious unacceptable behaviour.

APPROPRIATE BEHAVIOUR

What behaviour is acceptable in Wollondilly Shopping Centres?

Wollondilly shire residents and shop owner's want their shopping centres to be safe for all members of the community; where both young people and retailers are treated with respect. Retailers and businesses also want to work in a pleasant environment. Behaviour that promotes feelings of safety and respect is the type of behaviour wanted at Wollondilly Shopping centres.

Whilst surveying the community it was identified that "to treat others with respect" was very important, therefore we ask that community members, staff and young people apply this principle when attending local shopping centres.

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What behaviour is unacceptable in Wollondilly Shopping Centres?

Any behaviour that makes another person feel unsafe: this includes any illegal; unsafe or inappropriate behaviour. Each shop or shopping centre has the right to implement their own conditions of entry. The Shopping Centre Protocol Working Party recommends that these conditions of entry be clearly displayed for all relevant parties to be aware of what is expected of them. The working party also recommends the following conditions of entry be considered when shops or shopping centres are developing conditions of entry:

- Minimum dress requirements – appropriate footwear, shirts and pants/skirt must be worn at all times.
- Animals/pets not allowed in shopping centres except those used as guide dogs
- Smoking only allowed in designated areas
- Skateboarding, rollerblading, bike riding and the use of scooters is not allowed in shopping centres and their car parks

*** It is important to note that under section 633A of the Local Governments Act 1993 "A person who, in a public place, uses skating equipment so as to obstruct, annoy, inconvenience or cause danger to any other person in that place is guilty of an offence." This can be enforced by Police.

- Violence and abuse is banned from shopping centres
- Illegal and criminal activity banned and dealt with according to the law
- Alcohol consumption banned from shopping centres

*** It is important to note that Wollondilly Shire Council enforce Alcohol Free Zones in Bargo, Appin, Tahmoor, The Oaks, Picton, Thirlmere, Oakdale, Douglas Park, and Warragamba. Police have power to act when a person is drinking in the Alcohol Free Zones. Please see Wollondilly Shire Council for information about the locations of Alcohol Free Zones.



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CONSEQUENCE TABLE

Consequences of unacceptable behaviour will vary depending on contributing factors to each individual incident:

- 1) How the incident has affected other people or property?
- 2) Did the incident involve illegal or criminal behaviour?
- 3) How has the person responded to being asked to stop the behaviour?
- 4) How might a staff member's attitude contribute to the incident?



Consequences could include:

- A verbal warning – Staff will ask the person to stop the unwanted behaviour
- A request to leave – Staff will ask the person to leave the shop or shopping centre for the rest of the day
- A banning notice – Staff will ban the person from the shop or shopping centre for a period of time (see the “What is a banning notice”)
- Police called – Staff will call the police to remove the person if the behaviour is illegal or criminal

Behaviour	Description of Behaviour	Initial Consequence	Continued Behaviour	Upper Consequence limit
Minor Matter	<ul style="list-style-type: none"> • No real victim • Swearing • Smoking in undesignated areas • Spitting 	<p>A verbal warning: Asked to stop behaviour, smoke in appropriate areas, asked to consider others impacted by behaviour.</p>	<p>A request to leave: Staff can request that you leave the shop/ shopping centre for the rest of the day.</p>	<p>A banning notice: Staff can issue a banning notice, if the person refuses to leave. The banning notice will depend on the severity of the behaviour</p>
General Matter	<ul style="list-style-type: none"> • Alcohol consumed in centre • Swearing (loud and continued) • Interfering with other shoppers • Riding a skateboard, bike, etc 	<p>A request to leave: Staff can request that you leave the shop/ shopping centre for the rest of the day.</p>	<p>A banning notice: Staff can issue a banning notice, if the person refuses to leave. The banning notice will depend on the severity of the behaviour</p>	<p>Police called: Police can be called if the banning notice is ignored and will be dealt with according to the law</p>
Serious Matter	<ul style="list-style-type: none"> • Intimidation • Threatening behaviour towards people or groups • Abusive language directed at a person 	<p>A banning notice: Staff can issue a banning notice, if the person refuses to leave. The banning notice will depend on the severity of the behaviour</p>	<p>Police called: Police can be called if the banning notice is ignored and will be dealt with according to the law</p>	<p>Police called: Police will be called to attend any incident that is against the law</p>
Criminal Matter	<ul style="list-style-type: none"> • Actual offence taken place • Shoplifting • Assault • Vandalism 	<p>Police called: Police will be called to attend any incident that is against the law</p>	<p>Police called: Police will be called to attend any incident that is against the law</p>	<p>Police called: Police will be called to attend any incident that is against the law</p>

How to manage unacceptable behaviour?

Managing unacceptable behaviour can be difficult. Most young people acknowledge that they are treated fairly by staff at Wollondilly Shopping Centres. During the consultation phase of the development of The Dilly Deal, young people identified the following as positive things retailers can do to ensure the shopping centre experience is enjoyable for all:

- Creating a feeling of safety for young people
- Speak to young people respectfully
- Serve young people in the order they came into the shop
- Treat young people the same as everybody else, and avoid treating them differently because of something you might perceive about them
- Don't judge a young person because of the way they look
- Young people appreciate shop staff that are able to "have a chat" with them
- Count change back to young people

What is a banning notice?

There are no regulations, guidelines or other methods of accountability governing the issuing of banning notices. This means a ban can be on any terms the centre management decides. Centre management has the legal power to issue bans. Shopping centres such as the Tahmoor Town Centre and Picton Mall are privately owned and accessible to the public. Owners of private spaces can issue a ban notice against any person for almost any reason, as they have the right to decide who enters the space.

A banning notice should be issued in writing, and should be clear about where the person is banned from, the duration of the ban, conditions of the ban, and why they have been banned. A verbal ban is a legal ban, but is harder to enforce as there is no written record of it. A ban means a person is not able to enter a designated space for a specified time; if they do, they can be forcibly removed by the police, and could also be criminally charged with trespass.

Bans are generally issued when shopping centre rules are broken. Shopping centres should have rules and regulations on display in language that is easily understood. Common grounds for the issue of a banning notice can include: shoplifting; vandalism; offensive conduct, and use of offensive language. Criminal actions can also lead to the issuing of a banning notice.

In some cases a young person can be banned from entering a shopping centre unless accompanied by an adult. Certain issues may need to be addressed when issuing a ban, such as:

- Is the ban fair?
- Is the ban clear on its expectations, time periods, and reasons?
- Does the ban address local access issues, such as: access to doctors, banks, the post office, supermarkets, etc?
- Does the person have a job in the centre, and if so, does the ban allow for travel to and from work?

Information included in this section was obtained from the Youth Action Policy Association (YAPA) website. Further information can be obtained from: "YAPA young people fact sheet: you're banned! Shopping centres, banning notices & young people".

What about unacceptable behaviour outside opening hours?

Often incidents will occur at a shopping centre outside normal operating hours.

Retailers or businesses can respond in one of two ways:

- 1) The Police Assistance Line (PAL) called and the incident reported to them. You will be issued an event number. NSW Police recommend that all incidents of a criminal matter be reported to the Police Assistance Line. Incidents that happen outside normal operating hours should be reported on this number: 131 444.
- 2) The incident may be referred to Wollondilly Shire Council Community Safety Forum. Wollondilly Shire Council Community Safety Forum meets quarterly, and is chaired by a Councillor. The Forum provides residents with the opportunity to discuss safety issues relating to their community, and receive feedback from both Council and local Police about strategies for addressing these issues.

Who is responsible for the implementation of The Dilly Deal?

It is the responsibility of all stakeholders to implement The Dilly Deal.



ASSISTANCE FOR YOUNG PEOPLE

It is important to acknowledge that some young people may be behaving in an unacceptable way due to issues affecting their current circumstances. For example: a young person may be asking for food because they are experiencing financial hardship. Retailers and businesses within the Wollondilly Shire have requested information on services available to help young people in need.

The Dilly Deal Youth Access card has been developed as a resource for young people. Retailers or businesses can provide the card to young people, to encourage access to youth services. Alternatively the card will be available at local youth services, and handed out to young people accessing these services. Retailers and businesses can contact these services on behalf of the young person, with their consent, or can ask the young person to contact the service directly.

The following is a list of support services funded to work with young people in the Wollondilly Shire:

- Community Links Wollondilly (Youth Team) – Community Links Wollondilly (CLW) Youth Team provides support and assistance to young people aged 11-24 years living in the Wollondilly Shire through:
 - Information
 - Referral to other services
 - Advocacy
 - Groups and activities
 - Assessing the needs of young people in the area
 - CLW addresses issues affecting young people such as:
 - Accommodation
 - Family conflict and/or breakdown
 - Legal and financial matters
 - Mental health
 - Alcohol and other drugs
 - Isolation
 - Crisis

- Wollondilly Shire Council – Wollondilly Shire Council (WSC) Community projects Officer -Youth Development. The Community Projects Officer Youth Development can be contacted in regards to issues that affect young people living in the Wollondilly Shire.
- Warragamba Silverdale Neighbourhood Centre – Warragamba Silverdale Neighbourhood centre (WSNC) is a community centre based in the township of Warragamba.
- Warragamba Silverdale Family Support Service – To access support and reduce isolation. Information and referral for families with children under 16 years of age.
- Macarthur Legal Centre – is a community legal centre that provides free legal advice to all community members who live in the Campbelltown, Wollondilly and Camden regions, and possible assistance and/or advocacy to low income earners. They produce educational material about the law, and lobby for reform in areas of common concern to our clients.
- NSW Police –Police Youth Liaison Officers:
 - support the Police Service Youth Policy Statement;
 - promote programs which divert young people from entering the juvenile justice system;
 - develop, implement and evaluate youth-specific programs such as school-based "crime prevention programs";
 - coach other police in interacting effectively with young people and delivering services appropriately;
 - represent the Service at community forums and meetings to help solve problems locally, enhance dialogue and break down barriers; and
 - promote networking, inter-agency co-operation and youth consultation.

The Youth Liaison Officer's networks include local youth sector representatives (Government and non-Government), home school liaison officers, Juvenile Justice Officers and Department of Community Services (DoCS) caseworkers.



- Traxside Youth Health Service – Traxside is part of the Sydney South West Area Health Service (SSWAHS), and is a free and confidential service for young people aged 12-24 years of age. Traxside is a service for all young people in the Macarthur area.
- Youth Solutions – Youth Solutions is a community based drug prevention service covering Macarthur and Wingecarribee. Youth Solutions aim to support young people to make safer life choices to reach their full potential.
- Homeless Persons Information Centre – The city of Sydney's Homeless Persons Information Centre (HPIC) is a state wide telephone information and referral service that refers those in the community who are homeless, or at risk of homelessness, to the services that may assist them. HPIC provides professional assessments and referrals for clients seeking accommodation and support services within NSW. HPIC can make referrals for individuals, couples, and family groups over 18 years of age. HPIC is primarily a referral service for people over 18 years of age. People under 18yrs will be referred to the Youth Accommodation Line, or other help lines targeted at youth. They may be assisted by HPIC staff if other more appropriate youth services are not available. HPIC referral officers prefer to speak to the client firsthand, to allow clients to express their own needs and experiences directly. This also allows HPIC to gain the individuals permission to disclose personal details when making a referral to other services.
- Legal Aid Youth Hotline – Provides telephone legal advice to people under 18 years of age regarding criminal matters.
- Marumali – Aboriginal health brokerage services, health assessments, access to allied health services, G.P. liaison, appointment and referral services.
- Uniting Care Burnside: The Drum Youth Resource Centre – Information, referral, and support with accommodation, drug & alcohol use, and crisis issues for 12-24 year olds in Macarthur.
- Uniting Care Burnside: Macarthur Reconnect – Working with young people

and their families

- Mission Australia: Drug and Alcohol Awareness Program – provides young people aged 12-25 years with alcohol and other drug education workshops and group work programs, referrals, information, and a six week Quit Pot Program.
- Macarthur Disability Services – provides employment, training, advocacy, day programs, recreation, and after school/vacation care for people with a disability

GRIEVANCE/COMPLAINTS PROCEDURE?

A grievance or complaint can be taken up directly with the issuer, by phoning and/or booking an appointment to talk to them.

Do not go to the shop/shopping centre directly if you have been issued with a banning notice.

If you would like support with the grievance or complaint procedure, or require someone to act as a mediator, you can contact the youth team at Community Links Wollondilly or the Community Projects Officer -Youth Development at Wollondilly Shire Council. Alternatively the Police can be contacted for advice or assistance with banning issues.

CONTACT DETAILS

To find out more about the guidelines:

- Community links Wollondilly
6 Harper Close Tahmoor, 2573
Phone: 4683 2776
Website: www.communitylinks.org.au
- Wollondilly Shire Council
62-64 Menangle Street, Picton, 2571
Phone: 4677 1100
Website: www.wollondilly.nsw.gov.au

POLICE:

- Police Assistance Line (PAL) 131 444
- Picton Police Station 4677 8999
- The Oaks Police Station 4657 1142
- Warragamba Police Station 4774 1105
- Police Youth Liaison Officer 4655 0525
(located at Camden Area Command)

LEGAL ADVICE:

- Macarthur Legal Centre
4 Broughton Street, Campbelltown, 2560
Phone: 4628 2042
Fax: 4628 0771
Website: www.macarthurlegal.org.au

Appointments can also be made at Community Links Wollondilly on the first Wednesday of every month.

YOUTH SERVICES

- Community Links Wollondilly – Youth Team
6 Harper Close, Tahmoor, 2573
Phone: 4683 2776
Website: www.communitylinks.org.au
- Wollondilly Shire Council –
Community Projects Officer - Youth Development
62-64 Menangle Street, Picton, 2571
Phone: 4677 1100
Website: www.wollondilly.nsw.gov.au
- Traxside Youth Health Service
4 Langdon Ave, Campbelltown, 2560
Phone: 4625 2525
Website: www.beanbag.net.au/traxside
- Marumali
Level 3, 1 Bolger Street, Campbelltown, 2560
Phone: 4620 5846
Fax: 4625 9466
- Youth Solutions
Suite 19, Level 4, Macarthur Square Shopping Centre
Gilchrist Drive, Ambarvale, 2560
Phone: 4628 2319
Website: www.youthsolutions.com.au

- Warragamba Silverdale Family Support Service
Weir Road, Warragamba
Phone: 4774 2245
Fax: 4774 2245
Email: wsfss@bigpond.com
- Homeless Persons Information Centre:
Phone: Free call 1800 234 566
- Uniting Care Burnside – The Drum Youth Resource Centre:
Uniting Care Burnside – Macarthur Reconnect:
8 Iolanthe Street, Campbelltown, 2560
Phone: 4628 3199
Fax: 4628 4754
- Mission Australia – Drug and Alcohol Awareness Program
Level 1, 178 – 180 Queen Street, Campbelltown, 2560
Phone: 4621 7400
Fax: 4628 5971
- Macarthur Disability Services
Level 8, 138 Queen Street, PO Box 284, Campbelltown, 2560
Phone: 4621 8400
Fax: 4628 4006
Website: www.mdservices.com.au



ACKNOWLEDGMENTS

Community Links Wollondilly wishes to acknowledge and thank the following stakeholders for their participation and input into the development of the shopping centre protocols.

- The Wollondilly Shire Community Shopping Centre Protocol Working Party:
 - Community Links Wollondilly Youth Services Officer
 - Wollondilly Shire Council Youth Development & Community Projects Officer
 - Camden Area Command Police Youth Liaison Officer
 - Warragamba/Silverdale Neighbourhood Centre Coordinator
 - Macarthur Legal Centre Youth Worker
- Wollondilly Shire Retailers and Business'
- Young People of Wollondilly Shire
- Wollondilly Residents and Community Members
- We would also like to thank local schools who have supported this project:
 - Picton High School
 - Thirlmere Public School
 - Oakdale Public School
 - The Oaks Public School
 - Warragamba Public School
 - Appin Public School
- The services included in the Youth Access Card
- The Community Links Project Management Team:
Melanie Jordan & Rachelle Barber
- The following persons: Louise Croker, Mark Scambary, Fiona Devine, Barbara Simpson, Leanne Franklin

REFERENCES

Community Links Wollondilly Inc. (2006 – 2008). Wollondilly Shire Community Shopping Centre Protocol Project: *"The Dilly Deal" Consultation Report*.

Creating the Space for Dialogue –

A guide to developing local youth shopping centre protocol.

Macarthur Square. *The Macarthur Square handshake –*
Macarthur Square behaviour guidelines.

National Crime Prevention. (1999).

Hanging out: Negotiating young people's use of public space (Summary Volume).
Attorney-General's Department: Canberra, Commonwealth of Australia.

YAPA. *You're banned!* Shopping centres, banning notices & young people
(Fact Sheet).

DEFINITIONS

STAKEHOLDERS: Key members or groups of the community identified as having a stake in the outcomes of the shopping centre protocols. Including those considered to have valuable input into the development of shopping centre protocols, such as:

- Young people (11-24)
- Retailers & Businesses
- Community members
- The Wollondilly Shire Community Shopping Centre Protocol Working Party

COMMUNITY CONSULTATION: The process of engaging key stakeholders within the community to identify issues and establish needs.

YAPA (YOUTH ACTION POLICY ASSOCIATION) – guidelines developed by YAPA have been used in the development of “The Dilly Deal”

DILLY – refers to the Shire of Wollondilly, a term commonly used by young residents of the Wollondilly Shire as a reference to the local government area they live in.



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