

Shelter Policies

Security

Policy

The safety and security of residents in the shelter is the highest priority of the service.

Procedure

Visitors and ex-residents are not allowed on the premises at any time.

Residents are not to give the address to anyone either directly or indirectly.

No information regarding other residents will be given out either directly or indirectly.

- A breach of any of the above will result in the resident being required to leave. Wherever possible assistance will be given to re-locate.

Children will be provided with a standard response for any address enquiries. Reasons for not disclosing and why they cannot bring friends home will be explained.

Strangers to the shelter are not allowed on the premises. Residents are requested to inform staff of any strangers and staff will require strangers to leave.

Information Given to Staff

Policy

Information shared with workers regarding the actions/behaviours of other residents will be acted upon if workers assess that the safety of residents is compromised.

Procedure

Residents are informed that if they choose to give information to workers regarding the actions/behaviours of other residents at the shelter (i.e., using drugs, being abusive towards their children/having visitors), that information may be acted upon if workers assess that the actions/behaviours compromise the security and safety of residents.

Care will be taken to avoid implicating the resident sharing the information but this may be unavoidable.

Notices will be placed in the unit booklet advising of this policy (see attached).

Care of Communal Room

Policy

The communal room and children's playroom is provided for the enjoyment of all residents. Residents using the facility are responsible for the maintenance of a clean and safe environment.

Procedure

Residents are to take responsibility for tasks as rostered, including washing floor and removing rubbish. If any units are unoccupied, other arrangements will be made at the house meeting.

Residents using the communal room will be responsible for leaving the area clean and tidy, including the children's playroom.

Smoking is not permitted in the communal room.

House Meetings

Policy

House meetings are held Monday and Friday mornings to facilitate the smooth running of the shelter.

Procedure

All adults are required to attend the house meetings. Residents must inform staff if they are unable to attend.

The on-call worker will facilitate the meeting. Whenever possible a child support worker will be in attendance to care for the children.

Absence from Shelter

Policy

Lions Emergency Accommodation Centre Inc. (LEAC) provides shelter accommodation for people escaping domestic and family violence situations or who are homeless.

Procedure

If residents stay away from the shelter for three (3) consecutive nights, or on a regular basis, it will be assumed that they are no longer in need of emergency housing. Residents may be asked to leave unless they have previously informed a worker of special circumstances and it has been agreed to by the Co-ordinator.

Single Women

Policy

No more than two units are to be occupied by single women.

Procedure

If two units are occupied by single women, opportunity may be given to share with another woman.

In exceptional circumstances, the policy may be revisited (e.g., if a woman is expecting children to join her).

Weapons

Policy

Weapons are not permitted in the shelter.

Procedure

Staff will request resident to remove weapon from the premises.

If a resident refuses to dispose of the weapon appropriately she will be asked to leave.
Two staff members are to be in attendance.

Police may be called if the resident does not comply with the request.