



Guest Admission Policy

Policy: 04

Policy:

Sunbury Winter Shelter exists as crisis accommodation to provide a supportive, safe environment where guests can receive food, shelter and care. An invitation to stay at the Shelter will be extended to Winter Shelter people experiencing homelessness who are from, or who have a strong connection to the area. Places will be offered to both males and females aged 25 and over. Children will NOT be accepted at the shelter. For the safety of all the guests and volunteers, Winter Night Shelter is “dry”, with the use of drugs or alcohol being prohibited on the premises. People who are unable to comply will not be eligible as guests. Likewise, people with severe mental illness or who have particularly aggressive behaviour will be ineligible. Referrals will be received from local agencies with risk assessment being undertaken by a Sunbury Winter Shelter facilitator. Guests who are considered low-medium risk may be invited into the Shelter.

Procedures for new guests:

- 1. Guests are informed of the purpose, scope and contents of services offered by SWS.**
- 2. A guest assessment form is completed and, if suitable, a guest is invited to voluntarily attend.**
- 3. The Guest Agreement document is explained and signed.**
- 4. Guest’s photograph is taken.**
- 5. Privacy policy, complaints procedure, feedback form and copy of Guest Agreement to be given in an information pack.**
- 6. A booking is made for shelter that night.**

Procedures for existing guests:

- 1. Guests who have stayed at the shelter may book in for the next night at breakfast. They will not need to re-register or sign another agreement.**
- 2. Guests who have not booked in at breakfast can make a telephone booking for the night in the shelter. They will not be required to re-register or sign another agreement.**
- 3. Guests will be informed of the next night’s venue.**

Procedure for guests who need to re-register:

- 1. Determine if the guest is permanently banned from using the shelter, or whether the ban has expired.**
- 2. Conduct risk assessment to address the suitability of the guest, taking into consideration reasons for the ban.**
- 3. Explain the Guest Agreement and ask for a further document to be signed. Specific conditions of entry may be added at the discretion of the Project Co-ordinator.**

Procedures for all guests on admission to shelter:

1. **Guests will be greeted by the Venue Coordinator and will sign in on entrance to the Shelter.**
2. **The identity of new guests may be confirmed by checking the photograph taken at assessment.**
3. **Orientation**
 - **To building (toilets, emergency exits and procedures, etc.)**
 - **To timetable**
 - **Introduce volunteer staff**

Low Risk	Medium Risk	High Risk
No issues Recovering alcoholic/social drinker Mild depression and anxiety Managed chronic illness eg. diabetes	Alcoholic able to abstain for 12+ hours Drug user, but not an addict Managed mental health (taking meds) Managed chronic illness eg. epilepsy	Alcoholic unable to abstain Drug addict Unmanaged mental health Known aggressive behaviour Unmanaged chronic illness

(Winter Night Shelter – Sunbury acknowledges and thanks Stable One for permission to use their documents either whole or as reference)