

# Exclusion of Services Policy

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<b>Location</b>	Operations NSW/ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	3.3
<b>Issue Date</b>	December 2023
<b>National Regulatory Code</b>	Performance Outcome 1- Tenant and housing services

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## 1. Objective

- 1.1 This policy outlines how Argyle Housing manages visitors, applicants, and Clients in its offices.
- 1.2 We train our Staff in the fair and transparent management of visitor, applicant, and Client behaviour.
- 1.3 We provide a peaceful and welcoming environment for our visitors.
- 1.4 For Ainslie Village please refer to guests at Ainslie Village.

## 2. Background and Scope

- 2.1 Argyle Housing promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to Clients in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.2 Argyle Housing supports and encourages a person-centred and culturally sensitive approach to service delivery.
- 2.3 Argyle Housing promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.
- 2.4 Argyle Housing has a structured process to ensure that visitors to our offices are aware of their responsibilities.

## 3. Policy Definitions

- 3.1 Refer Argyle Housing Policy Definitions Policy

## 4. Policy Details

### Accessing our service

Argyle Housing has a zero-tolerance policy to anyone accessing our service who behaves in a manner that is violent, threatening, or abusive towards Staff, contractors or visitors. Argyle Housing considers any Client or resident who behaves in this manner to be in breach of their tenancy agreement and action to terminate their tenancy with Argyle Housing may be taken.

- 4.1 Visitors to Argyle Housing's offices who behave inappropriately, use explicit or threatening language towards Staff or other visitors will be asked to leave the building.
- 4.2 Visitors to Argyle Housing's offices who steal company property or tamper with safety equipment will be asked to leave the building.
- 4.3 Any visitor who damages Argyle Housing's property including throwing equipment, punching, hitting, or upending furniture will be asked to leave the building.
- 4.4 Argyle Housing may also contact police to request assistance, or to pursue criminal action where appropriate to do so.
- 4.5 Argyle Housing will support Staff who have been abused or threatened to make a report to police or to file for an Apprehended Violence or Personal Protection Order should they wish to do so.
- 4.6 Argyle Housing Staff will report all incidents to the relevant Manager immediately via phone and then through CompliSpace using a critical incident report template.
- 4.7 Argyle Housing assesses all incidents on a case-by-case basis to determine the level of threat. The Housing Services Manager determines if a visitor, applicant, or Client is to be excluded from Argyle Housing offices and the length of the exclusion. Exclusion includes phone contact and approaching Staff Members directly.
- 4.8 Argyle Housing will notify people we exclude from our services in writing including the length of the exclusion and avenues for appeal.
- 4.9 In addition, Argyle Housing can ask the NCAT to terminate a tenancy without a notice of termination being issued if the Client, Co-Client or occupant threatens, abuses, intimidates or harasses an employee, contractor, or agent of Argyle Housing.

## 5. Appeals

- 5.1 If a Client believes Argyle Housing has made a wrong decision, they can ask for a formal review of the decision. To do this, they can complete an Appeals Form stating why they disagree with the decision. An appeal can be lodged by completing the 'I Want to Appeal Form' found on the website [www.argylehousing.com.au](http://www.argylehousing.com.au) or available from any Argyle Housing office. The form, or a letter, can be emailed, posted, or delivered in person to any Argyle Housing office or submitted online via the Argyle Housing website.
- 5.2 If the appellant remains unsatisfied with the outcome of the first appeal, they can appeal to the Housing Appeals Committee (HAC) which is an independent appeals body specifically set up to consider appeals made by social housing tenants in NSW. An appellant can access HAC by calling free call 1800 629 794 or can get more information from their Tenancy Officer.

Matters that the NSW Civil and Administrative Tribunal (NCAT) or the ACT Civil and Administrative Tribunal (ACAT) can resolve are not able to be appealed. For example, if Argyle Housing issues a Notice of Termination for breaches of the tenancy agreement.

See Argyle Housing's Appeals Policy for further information.

## 6. Related Policies and Documents

- 6.1 Delegation of Authority Schedule
- 6.2 Policy Definitions Policy
- 6.3 Argyle Housing Appeal Policy
- 6.4 Argyle Housing Procedures
- 6.5 Property-specific Complaints Policies, Procedures and Tools

## Version Control

Version	Review Date	Author	Positions	Next Review Date
1.0	10/3/2014	D. Skelton	GM BD&R	9/3/2015
2.0	20/5/2015	M. Ward	Operations Manager NSW	19/5/2016
2.1	1/5/2016	M. Ward	GM Operations	1/5/2017
3.0	18/12/2017	R. Reader	GM Operations	18/12/2018
3.1	14/4/2020	C. Doherty	Housing Services Manager	14/4/2022
3.2	26/4/2022	C.Tizzoni	Operations Manager	26/4/2023
<b>3.3</b>	05/12/2023	C.Tizzoni	Client Services Manager	05/12/2025