

# Inspection standards

For juvenile justice custodial services in New South Wales

Produced by

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# Inspection standards

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## Preface

When a young person is sentenced to a control order, it places their wellbeing in the hands of Juvenile Justice NSW for a defined period of time. In addition to assisting with the reduction of re-offending, education and health promotion of the young people in its centres, Juvenile Justice NSW also needs to ensure the safety and security of both staff and young people. It is essential that those responsible for looking after these young people do so in the most ethical and humane manner. The Parliamentary creation of an independent inspection body is direct recognition that such inquiry is essential if community confidence on our criminal justice system is to be maintained.

To this effect, the Inspector of Custodial Services has published these Juvenile Justice Standards (the Standards). Drawing upon a range of international and domestic legal instruments and conventions, the Standards provide a framework against which the conduct within juvenile justice centre walls can be examined. The publication of inspection standards ensures the predictability, transparency and consistency of inspections.

Being the most severe form of punishment available in Australia, a custodial sentence is to be imposed only where a court is satisfied that no other form of sanction is appropriate. Given the intrinsic vulnerability of children and young people, a period of detention has the potential to impact upon the individual significantly and have far-reaching effects. If a cycle of re-offending and institutionalisation in custodial settings is to be prevented, it is imperative that juvenile custodial environments maintain standards that ensure the safety and wellbeing of young people.

Young offenders are fundamentally different from adult offenders in terms of their specific emotional, cognitive, and physical needs. The Standards contained in this document follow policy, legislative provisions and observed best practice in Juvenile Justice NSW and in other jurisdictions.

Recognition of the specific needs of young people should be manifest at all stages of the custodial experience, from the initial orientation period, to the continued provision of tailored services throughout their period of incarceration, preparation for release, and transition to the community.

Although the deprivation of liberty is inherently punitive, the overall design and delivery of juvenile custodial services should not impose an additional punishment over and above the detention itself. Only the minimum degree of security necessary to ensure the safety of detained persons should be incorporated into the design of the facility. Additionally, staff and management must be trained to appreciate the unique needs of young people, and exercise their roles in a manner respectful of the growth and development of detainees.

The primary objective of the juvenile justice system is to reduce young people's re-offending. Accordingly, the range of services and programs available should emphasise the importance of maintaining links with family and community. Where possible centres should provide access to community-based activities allowing the young offender to strengthen community connections and provide skills which will enhance reintegration.

## Abbreviations

AJJA standard#	Full reference	Example
AJJA standard#	Australasian Juvenile Justice Administrators, Juvenile Justice Standards, (2009).	AJJA ss 3.1, 9.1
C(DC) Act section#	<i>Children (Detention Centres) Act 1987</i> (NSW)	C(DC) Act s.1
C(DC) Regulation clause #	<i>Children (Detention Centres) Regulation 2010</i> (NSW)	C(DC) Reg. cl.4
UKHEALTH	UK Youth Justice Board Healthcare Standards for Children and Young People in Secure Settings	
RCIADIC recommendation #	Royal Commission Into Aboriginal Deaths In Custody, Regional Report of Inquiry into Underlying Issues in Western Australia (1990)	RCIADIC 93
UNBEIJ rule#	United Nations, Standard Minimum Rules for the Administration of Juvenile Justice ("The Beijing Rules"), (29 November 1985).	UNBEIJ rr. 28, 29
UNCRC article# (point)	United Nations, Convention on the Rights of the Child, (2 September 1990)	UNCRC arts. 2(1), 5
UNRPJDL rule#	United Nations, Rules for the Protection of Juveniles Deprived of their Liberty (14 December 1990)	UNRPJDL r. 17

This domain seeks to ensure that all processes and services officered by juvenile detention centres are fair and acknowledge the rights and responsibilities of all involved.

## 1.1

Young people can only be held in detention under a legal order of detention and should be released at the earliest appropriate opportunity.

- All young people taken into detention have the opportunity to challenge their detention in court within 24 hours of arrest. This may be either in person or via video link.
- The admission process includes checking all arrivals have a legal order for detention and that the correct person is in detention.
- Any detention documentation required for court is provided in a timely manner.
- Involvement from the Department of Family and Community Services is sought at the earliest opportunity for all young people without existing care arrangements in the community.
- Young people in custody are considered for release to community programs or supervision at the earliest opportunity, providing safe accommodation and support is available and they are not disadvantaged by early release from detention.
- Participation in a program or intervention does not automatically delay early release, however, should a young person be released prior to completing a program, efforts are made to connect them to a comparable program in the community.

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### Supporting References

C(DC) Act ss.12, 42A  
UNBEIJ rr. 4.1, 28.1, 28.2  
UNCRC arts. 3(1), 3(2), 37(b), 37(d), 40(4)  
UNRPJDL rr. 17, 20

## 1.2

Young people should understand their rights, obligations and what to expect during their time in custody.

- Young people are informed of their legal rights verbally and in writing in a way they understand.
- Young people are offered necessary assistance in gaining access to legal advice and in reading/writing legal correspondence.
- Young people can easily and confidentially communicate with legal representatives free of charge.
- Private legal visits are supported and accommodated in suitable facilities

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### Supporting References

C(DC) Reg. cl. 5, 6, 27, 39, 41

## 1.3

No young person should experience disadvantage, discrimination or abuse while in custody. All policies and procedures should be applied without regard to the young person's race, colour, sex, age, language, religion, nationality, politics, culture, social origin, or disability.

- All young people have equitable access to the full range of services available within the centre.
- The centre has an effective anti-discrimination strategy, equity and diversity policy and actively promotes respect for difference.
- The centre has active strategies for the protection of vulnerable and at-risk young people and to identify and manage bullying. Strategies are reviewed regularly.
- Staff are trained in these strategies, cultural awareness, supporting diversity, preventing discrimination, and methods for diffusing cultural conflicts.
- Children and young people are given clear information about how the centre promotes equity and diversity, and how to obtain support regarding equity or diversity issues.
- Information and instructions are provided to young people in a way that they can understand.
- Allegations and incidents are treated consistently and investigated thoroughly. Incidents are routinely reported, patterns identified, and strategies are put in place to address new and emerging trends.
- Interventions and responses to allegations address both victim and perpetrator.

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#### Supporting References

UNCRC art. 2, 30  
UNRPJDL r. 38

## 1.4

Information regarding individuals must be kept private and confidential, with monitored and documented processes in place for appropriate information sharing between staff and agencies directly involved with the young person's care and management.

- Information is managed and stored with respect for confidentiality and security.
- Protocols and procedures are in place to facilitate appropriate information sharing between agencies directly involved in managing individual young people.
- Procedures are in place to ensure the protection of young people from exposure to the media (especially during court transports and external activities).
- Appropriate checks are made on visitors or telephone callers to reasonably ensure they are genuine and appropriate to talk to or visit young people, or be given any information about specific young people.
- Documents gained whilst in detention intended for use in the wider community do not indicate the young person was in detention (for example, school certificates, work references, identification, medical referrals), unless directly relevant or required.

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### Supporting Documentation

C(DC) Act s. 39B  
UNBEIJ rr. 8.1, 8.2  
UNCRC art. 16  
UNRPJDL rr. 19, 40, 87

## 1.5

There should be robust and accountable recording and reporting systems for major aspects of the centre's activities.

- Young person records are current, confidential and accessible to relevant staff.
- Operational procedures follow from clear policy, derived from legislation, and are regularly reviewed. All staff have easy access to policy and procedures.
- Decisions are effectively communicated to relevant staff.
- Investigations of issues, incidents and allegations are undertaken expediently.
- There is regular internal and external risk-based auditing of all areas of centre operations.
- Adequate human resource management and administrative systems support the effective functioning of the centre and staff.
- Each centre should have a quality assurance system whereby it is able to monitor, measure and improve its own performance.
- Each centre should have agreed external reporting arrangements which are followed consistently.

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### Supporting References

UNRPJDL rr 21, 23  
UNBEIJ r. 30.0

## 1.6

The centre has an effective and confidential complaints mechanism in place that promotes the protection from repercussions of those who use it.

- Information about complaints is reinforced through notices and posters displayed throughout the centre in a range of formats.
- Staff make efforts to resolve complaints promptly without requiring young people to go through formal procedures unnecessarily.
- Young people can access and submit complaint forms easily, in confidence and without fear of punishment or recrimination
- All complaints, whether formal or informal, are dealt with fairly and promptly, taking into account individual circumstances.
- Young people receive responses to their complaints that address the issues raised in a timely manner.
- Young people feel and are able to ask for help in completing their complaint.
- Young people receive help to pursue complaints and grievances beyond the establishment/with external bodies, if they need to.
- An effective monitoring system is in place to analyse complaints, to identify patterns and make any appropriate changes.
- Staff are able to make comments, suggestions or complaints in a formalised manner, either within the centre or to external bodies.

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#### Supporting References

C(DC) Reg Part 5

UNCRC art. 40(2)(b)

UNRPJDL rr. 24, 25, 75, 76, 77, 78

## 1.7

All young people should be able to satisfy the needs of their religious, spiritual, and cultural life.

- All young people have easy and private access to representatives of their faith.
- Young people know the timings of religious services; these timings are appropriate to different religions.
- Centre activities are arranged so that young people are able to attend religious services.
- Worship areas are equipped with facilities and resources for all faiths.
- Religious representatives demonstrate and promote understanding, acceptance of and respect for, different religions.
- Young people are able to attend faith classes and groups in addition to worship and private discussions.
- Young people are able to obtain, keep and use artefacts that have religious or cultural significance, provided they do not pose a risk to safety or security.
- Young people are able to celebrate all major religious and cultural festivals and are encouraged to participate in their planning and organisation. These are actively promoted to all young people.
- Monitoring of the different religions in the centre population is comprehensive, accurate and is reviewed regularly to shape service provision.
- Procedures are in place to allow young people to express their cultural identity, for example, through access to food requirements or cultural advisers.

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#### Supporting References

AJJA s. 3.11  
C(DC) Reg cl. 20  
UNRPJDL r. 48  
UNCRC arts. 14, 30

This domain ensures that professional, timely, and evidence-based advice is provided to courts, statutory authorities and other stakeholders.

## 2.1

Current information about agency policy and operations of the centre should be readily available to staff, visitors and any other interested parties as appropriate.

- Centre rules, policies and procedures are readily available to all staff (including external and visiting staff) within the centre in accessible locations and formats.
- Staff specific policies, for example, the code of conduct and whistle blowing, are readily available to staff.
- There is adequate information available in the foyer, visits area, and on relevant websites regarding visits policy, visiting hours, how to book visits, make queries or lodge complaints. Staff should be available to answer queries in person before, during and after visits and at other times via telephone or written contact.
- There are effective complaint systems for visitors, staff and any others having contact with the centre. Complaints are actioned promptly, with progress and outcomes recorded for future reference.
- Confidential telephone help lines are available for all young people. These are private (unrecorded), available free of charge and well advertised through the centre.

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### Supporting References

C(DC) Reg. Part 5  
UNRPJDL r. 8

## 2.2

Staff comply with legislative reporting requirements.

- Any harm or suspected harm of a young person whilst in custody is reported by the employee immediately on becoming aware of the harm or on their reasonable suspicion of harm to the young person.
- Staff are trained to recognise and respond to behaviours indicating emotional, psychological, or physical harm.
- Policies and procedures are in place to define reporting obligations and processes.

## 2.3

Systems are in place for communicating effectively and appropriately with staff and service providers.

- All support services work in a coordinated manner.
- There are clear protocols for information sharing, service agreements and confidentiality provisions to support open and timely communication between different sections and staff regarding detainee management, activities and interventions.

This domain supports the provision of services that support compliance, contribute to reducing offending, increase community safety, and support positive behaviour.

### 3.1 The treatment of young people and the conditions in which they are held must meet contemporary community standards of decency and humanity.

- Detention conditions take into account the individual needs of young people – their status, developmental stage, special requirements, physical and mental health issues to ensure their protection from harmful influences and risk factors.
- Operating procedures reflect the requirement to maintain human dignity and ensure that no young person suffers unnecessarily while in custody.
- Staff model appropriate ways of behaving and interacting with each other and young people, and challenge inappropriate behaviour.
- Young people are not routinely locked down for extended periods – if they are, there are compensatory measures and increased staff interaction is provided.
- Young people are involved in cleaning, laundering and maintaining their clothing and living environment with appropriate staff supervision.

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#### Supporting References

C(DC) Act s. 22  
 UNCRC arts. 27(1), 37  
 C(DC) Reg cl. 9, 11, 65, 66  
 UNRPJDL rr. 12, 31, 33, 34, 36, 66, 87

### 3.2 All custodial arrangements for young people must reflect a youth-focused philosophy and be operated independently of adult prisons.

- There is a clearly articulated and understood operating philosophy in the centre. This philosophy accords with legislative requirements relating to juvenile detention.
- The detention centre has a clear focus on developmental needs, links to family support, throughcare from and to the community as well as the specific needs of individual young people.
- Juvenile detention services and facilities are located separately from adult custodial facilities.
- Procedures try to avoid taking a 'blanket approach' and cater to the individual needs of young people.

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#### Supporting References

C(DC) Act s. 4  
 UNRPJDL rr. 30, 31, 32, 85  
 UNCRC arts. 3, 20, 27(1), 27(2)

### 3.3

Within two hours of admission to a centre, each young person should undergo a rigorous assessment to ensure that their risks and needs are identified and they are placed appropriately in the centre.

- Admission discussions take place in a clean, secure, non-threatening and confidential environment.
- Young people are always asked if it is their first time in custody and treated accordingly.
- All staff deal with sensitive information in an appropriate manner and ensure that the needs of the young person are communicated to all relevant parties.
- Upon admission, at risk young people are identified and strategies developed to ensure their safety.
- Young people are examined by a medical professional within two hours of admission to identify any conditions that require attention.
- All assessment instruments are validated for the population of young people to whom they are applied.
- Until they are assessed, all young people are treated as being high risk and are subject to closer and more frequent checking than standard.
- Young people are held in reception for as short a time as possible and are not left for long periods with nothing to do.
- Prior to being locked down on their first night, and regardless of the time, young people are given the opportunity to shower and have a hot meal.
- All new arrivals are offered the chance to speak to a member of the chaplaincy or peer support team on their first night or the following morning.
- Young people are given a pack containing phone credits and essential basic toiletry items.
- The system for earning and repayment is explained clearly.
- Staff spend time with young people on their first morning to assess how they are coping.

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#### Supporting References

UKHEALTH cl. 1.1

## 3.4

Induction begins within 24 hours of the young person's arrival at the centre and upon its completion all young people understand the centre's routines and how to access available services and support.

- All young people receive a structured and comprehensive induction which leaves them with a clear understanding of the centre and how to access any information or service they need or deal with problems.
- Staff should reinforce the information given in reception and be easily approachable for questions to be asked on a continuing basis.
- An individual interview takes place during the induction program to assess how the young person is feeling about being in custody.
- Young people are informed about the centre's procedures to protect them from bullying, peer pressure and abuse.
- Young people are informed that their private information will be treated confidentially.
- There is a 'peer support' program to support young people and supervision provided for the peer supporter.

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### Supporting References

C(DC) Reg cl. 5, 6, 27, 43  
UNRPJDL rr. 24, 25, 75, 76, 77, 78

## 3.5

Each young person must have in place a detailed case management plan executed by an appropriately trained caseworker within two weeks of their admission to the centre.

- Each young person has an individual youth worker allocated to them who they can go to on a daily basis for advice or help.
- All young people and appropriate family members should be actively involved in the young person's individual case management.
- A throughcare approach to case management should be coordinated across the whole centre as well as between the centre and the community.
- The case management plan must be based on the young person's needs and should follow an appropriate and realistic timeline.
- While the majority of young people will be of school age and so require education, there needs to be sufficient flexibility to ensure other needs are addressed as well, for example, therapeutic programs, family contact, and legal advice.
- Case management is also provided for young people who return to custody multiple times for short stays and enables previously started activities to be continued, where appropriate.
- The young person's caseworker should ensure they review the case management plan no less than once per month, and more frequently for more complex cases.

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### Supporting References

UNCRC art. 39

## 3.6

Arrangements for the young person's accommodation and access to relevant education, health, work, and social services must be finalised before the young person is released from the centre.

- Release planning should commence when the young person enters custody, based upon the needs and risks identified through assessment.
- There should be a step-down process leading up to a young person's release, with in-reach for community agencies, external activities, day release, or similar options.
- Preferably all young people should have some external community experiences prior to release from a centre.
- All young people should have a discharge interview and plan to ensure they are aware of any relevant requirements they may have following release, together with appropriate services and contacts in the community.
- Young people should leave detention with their immediate needs met, including accommodation, transitional support structures and contacts in place.
- Preparation for young people with serious and enduring mental health problems should ensure that they continue to be managed appropriately on release.
- Suitable clothes and bags are available to young people on release who do not have them.

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### Supporting References

C(DC) Reg cl. 24  
UNBEIJ rr. 24.1, 29.1  
UNRPJDL rr. 59, 79, 80

## 3.7

All young people are engaged fully in a program of education, learning and skill development to meet their individual needs.

- Program development and delivery is based on research and evaluation outcomes.
- A detailed education learning plan should be developed in conjunction with the young person as part of their case management, following a thorough assessment of their needs and abilities.
- Learning plans should contain clear goals and be used to record and review the young person's progress.
- Young people are permitted and encouraged to continue their schooling whilst in detention.
- Young people can also access vocational programs that will develop their potential for when they are released.
- Education and training programs are equal to the standard available in the community to enable continuity and recognition of prior learning.
- The range of educational and training programs can accommodate the disparate needs of the young people in the centre.
- Sentence status does not impinge on access to education and training.
- A range of teaching methods should be available and should not be limited to the classroom environment.
- High quality learning support is available for those who need it to make progress. Those who do not progress are assessed further and supported accordingly.
- Up to date technology and mass media should be available.
- Exclusion from education is used only as a last resort.
- Young people who refuse to attend education activities are monitored closely. Case management plans addresses such difficulties and works toward them undertaking relevant education as soon as possible.

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### Supporting References

C(DC) Act s. 18  
 C(DC) Reg cl. 13, 18  
 UNBEIJ r. 26.6  
 UNCRC arts. 13(1), 13(2), 17, 28(1), 29(1)  
 UNRPJDL rr. 38, 39, 41, 42, 43, 44, 45, 46, 62

## 3.8

A range of evidence-based treatment programs to address the identified risks and needs of young people in detention should be made available.

Programs offered to young people in custody should have the aim of improving the skills of the young person and reducing their likelihood of re-offending. In addition to addressing their criminogenic needs, programs and education should aim to better equip them for life when they are released.

- Drug and alcohol awareness programs are available for at risk young people.
- Drug and alcohol dependent young people have a suitable program drawn up based on a thorough assessment.
- Psychosocial interventions are integrated with clinical treatment.
- In addition to treatment programs, targeted interventions may include personal development and life skills programs, or personalised programs such as counselling or 'buddy' programs.
- Interventions are regularly reviewed and externally evaluated for effectiveness.
- Details of progress and achievements during all activities undertaken in custody are made available in a timely manner for parole hearings, not just those designated as offender treatment activities.

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### Supporting References

C(DC) Reg cl. 19, 22, 24

UNCRC art. 39

UNRPJDL r. 54

## 3.9

Young people in detention should only be transported when absolutely necessary and must never be transported in unsafe or inhumane conditions.

- Alternatives to transport should be used whenever possible, for example, the use of video links for court appearances and the provision of in-house medical and dental services.
- Prior to travel, all young people should be assessed to ascertain the potential negative impact of such travel and ways to minimise this impact.
- Any special needs identified must be met to minimise the impact of travel, including for young people who are injured, disabled or pregnant.
- Young people are given adequate comfort breaks and meals/drinks before transfer which are suitable for the length of the journey – as a guide, every 2 to 2.5 hours.
- Young people are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for property and with suitable emergency supplies and hygiene packs for young women.
- There should be a capacity to broadcast essential information to vehicle passengers.
- Vehicles must be able to be tracked in real time.
- A cool store for staff and inmate food and drinks must be provided.
- Where regional facilities are used for overnight stays they must provide an adequate level of accommodation and services.
- High security escorts, while ensuring security and safety must also have regard to the welfare and dignity of young people.
- Methods of restraint are only used if they are justified by a risk assessment. These are to be documented and reported.

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### Supporting References

UNCRC arts. 37(a), 37(c)  
UNRPJDL r. 26

## 3.10

The unsentenced status of remanded young people should be respected in the way they are treated while in detention. Remandees must have no less access to services, activities and amenities as sentenced young people, and be able to access additional services required in line with their remand status.

- Wherever possible young people on remand are housed in domestic style, normalised accommodation to maintain their status as innocent until proven guilty.
- Unless it would cause disadvantage or distress, remanded young people are kept separated from sentenced young people.
- Remandees are encouraged to access programs that may be beneficial for them.
- Remandees have unlimited access to legal advisers and are kept aware of all relevant information regarding their court case.
- Remanded young people are able to access assistance with accommodation and support for re-entry into the community in the same way as sentenced young people and at a level appropriate to their needs.
- Efforts are made to maintain functional connections to the community for remandees, including additional visits and phone calls and continuation of study activities where possible.
- Remandees' case management system is the same as that of sentenced young people.

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### Supporting References

C(DC) Reg cl. 7  
UNBEIJ r. 7.1  
UNCRC art. 40(2)  
UNRPJDL rr. 17, 18

## 3.11

Young people have access to a library which meets Australian standards and are encouraged to use it frequently.<sup>1</sup>

- The library stocks a range of books for a range of reading abilities.
- The library is used for both leisure reading as well as supporting their educational needs.
- Young people not in normal location, for example, in separation or health care, are also provided for.
- Young people are encouraged to develop their research skills, including supervised use of the internet.

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### Supporting References

C(DC) Reg cl. 13  
UNCRC art. 17  
UNRPJDL r. 41

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<sup>1</sup> See 'living Learning Libraries: Standards and guidelines for NSW public libraries', 5th ed. Library Council of NSW.

## 3.12

The centre should have a structured daily routine conducive to the rehabilitation and positive development of young people.

- Activities in the centre should provide a regular routine similar to what may be in the community, with regular work, training and study activities during the week and a more relaxed routine on weekends.
- Work, study, relaxation, eating, and sleeping should take place in different settings.
- Various activities are available during 'free time' to reduce boredom.
- Security procedures do not unnecessarily disrupt the routine of activities.
- The routine of activities is flexible enough to accommodate family visits, appointments, and special events.

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### Supporting References

AJJA s. 10.4  
C(DC) Reg cl. 9, 18, 19, 26  
UNRPJDL r. 12

The standards in this domain seek to reduce offending by working with families and the support and cultural networks of young people who are involved in the juvenile justice system.

## 4.1

**The treatment of young people and the conditions in which they are held must meet contemporary community standards of decency and humanity.**

- Contact with family and friends is treated as a basic entitlement and is promoted as essential to the young person's psychological wellbeing and to their successful reintegration into the community.
- Young people have regular access to various forms of correspondence including mail, telephones and centre visits.
- Telephones are sufficient in number and location to allow for equitable access and privacy.
- The visits system is flexible and visitor-friendly, and allows for relaxed communication.
- Security measures are discreet and sensitive to privacy.
- Visiting areas include options for outdoor visits and child play areas.
- Inter-centre visits for significant family members held in other centres are facilitated regularly, subject to appropriate protection and screening.
- Family and or friends of a young person are only refused access to visit a young person for a valid reason and as a last resort, and any denial of access is explained clearly to the visitor and young person.
- Visits are not withheld as a punishment as part of any behaviour management regime.
- The centre regularly reviews the number and frequency of visits per young person to ensure all young people are receiving meaningful contact with family or friends, the centre takes proactive steps to address lack of contact as appropriate.
- Significant family members are informed and involved in the young person's management and case planning wherever possible.
- Consular involvement is sought for any foreign nationals and they receive assistance to maintain contact with family through provision of overseas phone calls or the use of video link. Arrangements are flexible in consideration of international time zones.

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### Supporting References

RCIADIC rr. 170, 171

UNCRC arts. 5, 9, 18(1), 18(2)

UNRPJDL rr. 22, 56, 59, 60, 61, 67

## 4.2

Young peoples' connections to the community should be strengthened by participation in interventions and activities involving relevant government and non-government agencies, community organisations and elders.

- Involvement with community organisations is regular and ongoing.
- Protocols and agreements to support service delivery or visiting services are in place.
- The centre conducts outreach activities, such as participation in local committees or representation at local events.
- Community events and promotions are incorporated in to the centre's routine and activities. For example NAIDOC week and Harmony Day.
- Centre management regularly reviews services provided by agencies to accommodate the changing needs of young people.

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### Supporting References

UNBEIJ rr. 1.3, 25.1, 28.2  
UNRPJDL rr. 8, 81

## 4.3

Young people should be held as close as possible to their home region.

- Video link communication is made available to those families who live out of region.
- Centre management recognise the financial or geographical hardships for some families to visit the centre and proactive measures are taken to increase visitor numbers for young people.
- Appropriate assessments use the best interest of the individual to determine placements away from the young person's home region.

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### Supporting References

RCIADIC rr. 168, 169  
UNRPJDL rr. 59, 60

## 4.4

The importance of peer interaction and social contact to healthy development should be recognised during custody.

- Peer-based activities (including involvement from community and sporting groups) should be encouraged
- Peer associations within the centre should be identified and managed effectively, including in decisions regarding unit and cell placement.
- Programs targeting peer-based offending should be available.
- There should be consideration of appropriately controlled forms of electronic communication to and from family and friends.
- Young people should have regular access to information, entertainment, and multi-media appropriate to their age and developmental level.

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### Supporting References

UNCRC art. 15

UNRPJDL rr. 59, 62

## 4.5

Young people should have the opportunity to voluntarily engage in community service activities while in custody.

- Community service activities must always be appropriate to the development and maturity of the young person and must incorporate adequate supervision and protection safeguards.
- The full extent of the benefits to civil society derived from these activities should be explained to the young person.
- Preferably, community service should be focused on activities that benefit the young person's local community or have a personal relevance.

## 4.6

Special considerations should be made for young people who are parents or who have parental responsibilities.

- Young people with their own children should be enabled to have a positive relationship with their children (such as through flexible visiting arrangements, home leave where appropriate, and suitable child-friendly visit facilities).
- Young parents should be helped to address any issues in their primary relationship if relevant through programs or counselling.
- Specific services should be available for pregnant young women and new mothers in addition to juvenile health services – this may include appropriate food and nutrition, maternal health services, and flexible visiting arrangements.
- Developmentally appropriate programs should be available to address relationships, sexual health, parenting skills and child health.
- Young people are helped to fulfil any parental responsibilities. Young people undergoing separation and child protection procedures are well supported.

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### Supporting References

UNCRC arts. 18, 24(2)

C(DC) Reg cl. 21, 22, 23, 24

This standard outlines some of the ways in which juvenile justice centres can partner with government and community organisations to improve integrated services to young people.

## 5.1

The centre operates in partnership with both government and community organisations to ensure that programs and activities offered are effective and based on evidence and good practice.

- The provision of education and skills is developed and well-coordinated with external organisations and leads to demonstrable benefits for young people.
- The centre seeks partnerships with research bodies or businesses in the community to enhance sustainability.
- Juvenile Justice NSW seeks partnerships with organisations to enhance research and evaluation of practice.

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### Supporting References

AJJA ss. 5.1, 5.2

UNBEIJ rr. 30.1, 30.2, 30.3

6.1

Nil

This domain details the facilities and resources that are required to deliver effective and efficient juvenile justice services.

## 7.1

Detention centres are not oppressive environments and are designed to be used flexibly to allow young people to feel safe and comfortable.

- Detention facilities are relatively small-scale and purpose-built for housing young people.
- Centres are not overly institutional or imposing.
- There is good access to natural light and fresh air in all buildings and accessible and safe outdoor areas.
- The design and layout of buildings enable the accommodation of fluctuating numbers of young people, different living spaces to suit higher supervision needs or to suit shared living quarters (for example, buddy cells), and separate housing for remandees.
- There are sufficient multi-purpose and single-purpose activity rooms and spaces to meet the need for education, programs, visits, interviews, recreation and leisure activities.
- Recognising the high proportion of Aboriginal young people in custody and that the centre is built on traditional Aboriginal land, there is visual acknowledgement of youth and Aboriginality in the design, decoration and fittings of the centre.
- Where young people are segregated or confined, the place of confinement is of the same standard as the young person's normal accommodation.

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### Supporting References

AJJA ss. 9.1, 9.2  
 C(DC) Reg cl. 10  
 UNCRC 3(3), 20, 27(1), 37  
 UNRPJDL rr. 30, 31, 32

## 7.2

The infrastructure of the centre is well maintained and supports the operating philosophy and security requirements of the centre.

- Master planning allows for future expansion, as well as for temporary fluctuations in numbers.
- Fixtures and fittings are robust, but not industrial, in order to handle constant use and substantial wear and tear.
- There are regular cleaning, maintenance and replacement schedules and effective processes for identification and remediation of faults, breakdowns and unserviceability.
- Security is maintained at the lowest level required, in a discreet and unobtrusive manner. The design of the centre provides clear lines-of-sight and surveillance and recording systems without being overly restrictive or oppressive.

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### Supporting References

AJJA ss. 9.1, 9.2

UNCRC art. 3(3)

UNRPJDL r. 31

UNRPJDL r. 32

## 7.3

Effective emergency management, Workplace Health and Safety and other systems must be in place to ensure safety.

- The centre is a safe working environment for all staff (including visiting or external staff).
- An incident response capability must be in place that is commensurate with assessed risk.
- Systems and equipment must be secured safely, tested regularly and maintained or upgraded to ensure serviceability and effectiveness. This may include large-scale systems such as cell call system, locks and keys, radios, cameras, ventilation/heating systems, as well as small-scale items such as unit-based first aid kits, fire extinguishers and restraint equipment.
- Emergency management plans must be up-to-date, regularly reviewed, with all staff appropriately trained. Regular drills involving young people as well as staff are conducted.
- Physical and procedural security assists with the management, monitoring and responding to incidents.
- Staff are trained in workplace health and safety and specific training for the use of emergency equipment is provided.
- The use of any emergency response equipment is accurately recorded in a register.
- Hygiene and sanitation must meet the requirements of all relevant legislation.
- Emergency responses to incidents are documented, recorded and reported in accordance with agreed protocols.

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### Supporting References

AJJA ss. 8.2, 8.3

UKHEALTH cl. 3.3, 11.1, 11.2

UNRPJDL r. 32

## 7.4

The centre should adopt and promotes principles of sustainability, to be reflected in daily operations.

- A sustainability plan is regularly monitored and includes targets to reduce use of utilities, reduce waste and increase self-sufficiency.
- Building design and outfitting of the centre reflects sustainability principles (for example, incorporating solar-passive design, solar heating and cooling systems, rain-water tanks or grey water systems).
- Young people are encouraged to become involved in sustainability projects within the centre or in the community.

It is essential to ensure that agencies implement workforce practices that support staff to deliver effective and efficient juvenile justice services.

## 8.1

Recruitment, supervision and retention strategies should be in place to ensure there is sufficient and appropriate staff with experience to meet the needs of the centre and the population of young people at all times.

- The recruitment process should ensure suitable individuals are selected (through appropriate screening and assessments, including but not limited to security and 'Working With Children Checks') and trained prior to commencement of duties.
- New staff should have a variety of supports and supervision by suitably selected experienced and trained managers, supervisors, and peers. They should undergo formal, supervised probation.
- Issues identified during probation must be addressed with opportunities given for improvement; probation should only be signed off when probationers meet all requirements for permanency and are deemed suitable for ongoing work in the centre.
- Retention strategies should be in place.
- Regular performance appraisal should also be undertaken for all staff. There are procedures for identifying unsuitable staff and methods for resolving issues or removing/redeploying unsuitable staff.
- The staffing model should be regularly reviewed and modified to ensure it meets the demands of centre operations and any changes in legislation, policy or procedures.
- Use of leave and overtime should be monitored as part of the regular review of staff morale.
- Staffing models should not be copied from adult prisons without rigorous review and modification to suit the needs of young people, for example, more custodial and/or program staff will be needed to maintain a higher staff to young person ratio, and shift structures need to support staff/young person interaction.
- The staffing model should include professionals and specialists in addition to custodial, administrative and support staff, preferably with experience working with children, adolescents and young adults.
- Appropriate screening should be conducted on staff from external agencies delivering services within the centre (or during external activities for young people).
- Staff are provided with excellence in supervision and management.

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### Supporting References

AJJA ss. 8.1, 8.2, 8.3, 8.4, 8.5  
 UNCRC art. 3(3)  
 UNRPJDL rr. 81, 82, 83, 86

## 8.2

The staffing mix should include male and female staff from diverse cultural backgrounds.

- The staffing model of the centre should be subject to regular reviews and modification to ensure it continues to be suitably diverse.
- These reviews should influence recruitment strategies. There should be formal recognition of staff used for interpreting or translation services.

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### Supporting References

AJJA ss. 8.8, 8.9  
RCIADIC r. 177  
UNBEIJ 22.2

## 8.3

All staff must be appropriately trained and receive ongoing development, and reaccreditation where necessary.

- All staff must receive regular training to maintain and upgrade their skills (and qualifications where relevant) and be able to access professional development activities.
- The regular performance appraisal process should include updating staff needs and professional interests.
- All staff should undertake training concerning human rights, Aboriginal issues and cultural awareness, duty of care, child and adolescent development (including gender-specific information), emergency management, drug and alcohol awareness, disability awareness and other relevant areas.
- The centre should have a formal training plan to coordinate the training of staff. Records must be kept of all staff training.
- Custodial staff and staff with direct detainee contact/supervision receive training in 'soft skills' (such as communication and de-escalation) as well as use of force and other security-focused procedural training.

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### Supporting References

AJJA ss. 8.1, 8.7  
C(DC) Reg cl. 65  
RCIADIC rr. 122, 155, 210, 237, 238  
UNRPJDL rr. 85, 87

## 8.4

Staff should value and develop positive relationships with young people while maintaining appropriate boundaries.

- Staff and young people are fair and courteous in their daily interactions.
- Staff are professional in their conduct at all times.
- Staff behave in a humane and consistent way, care for young people as individuals and respond to their different needs.
- Staff can easily access information relating to individual young people's needs which is comprehensive and current.
- Staff take the time to build relationships with young people and are knowledgeable about their strengths and weaknesses.
- Staff address young people by their preferred name.
- Young people should easily be able to identify staff by their name.
- Staff maintain regular contact with young people to check on their wellbeing and remain approachable, giving their time freely and showing genuine interest in young people by genuinely listening to them.
- Staff maintain accurate and detailed chronological records of their contact and interaction with young people.
- Staff behaviour that is considered disrespectful, hurtful or provocative is considered a serious breach of conduct by centre management.

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### Supporting References

AJJA ss. 8.1, 8.2  
UNRPJDL r. 12

This domain underscores the importance of ensuring that the environments in which young people are lawfully detained are safe, secure, and developmentally appropriate.

## 9.1

There is a clear policy on the role of security in meeting the centre's operating philosophy and stated objectives.

- The centre's security policy is up to date and readily available to staff.
- The security policy reflects an appropriate balance between physical, procedural and dynamic security.
- There are no apparent risks or inconsistencies in the physical or procedural security practices of the centre.
- The centre is adequately staffed at all times.
- The security policy is proportionate to the needs of the centre and does not unnecessarily impinge on the rights of young people.
- A drug supply and reduction strategy is in place which is regularly evaluated for its effectiveness and is integrated with the security policy.
- Regular risk assessments are conducted of all areas of the centre.
- The criteria and process for the security ratings applied to young people are clear and consistently applied.

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### Supporting References

UNCRC arts. 3(3), 19(1)

UNRPJDL rr. 28, 32

## 9.2

Safety and good order should be maintained at all times, through effective dynamic and procedural security with minimum restrictions necessary to enable humane and respectful relationships between young people and staff and visitors.

- The core of centre security should rest on the encouragement of positive rapport between staff and young people.
- Staff interact with young people well and there are enough staff to supervise young people and specific areas and activities.
- Other elements of dynamic security should ensure that young people are occupied through constructive programs and activities.
- Intelligence processes are in place that are effective in assessing, reporting on and sharing potential security risks.
- Effective intelligence and security measures are in place to minimise the trafficking of prohibited substances.
- Surveillance equipment throughout the centre is regularly checked and maintained and this process is documented.
- Procedures are in place for staff to ensure that any equipment accessed through programs or classes that is a restricted article, such as scrap metal and screws are removed when not in use and young people are closely monitored during these classes.
- Articles that may be considered a potential security threat are recorded in a log book and accounted for at the end of each shift.
- All cells are fitted with serviceable cell call buttons for direct access to staff at all times. These are regularly checked and maintained and this is documented.
- Mechanical restraints should not be used for routine requirements of young people within a centre.
- Physical security and fire assessments are regularly undertaken and documented.

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### Supporting References

AJJA s. 9.3  
UNCRC art 3(3)

## 9.3

Force (including any form of restraints) must only be used as a last resort and for the shortest time required. Its use must be humanely applied, properly prescribed and monitored, and reported as required by legislation.

- The carrying of weapons by staff is prohibited in the centre.
- Centre policies and practices are consistent with legislation.
- Force is never used as a punishment or to obtain compliance with staff instructions.
- Staff are trained in de-escalation techniques and are encouraged to use these methods instead of using force.
- Only approved restraints are kept at the centre.
- The use of force register is up to date and contains comprehensive and accurate details of all incidents.
- All use of force incidents are investigated and reported appropriately.
- Where the use of force is unavoidable, trained staff only use approved techniques for the shortest possible time.
- As soon as possible after a use of force incident, the young person involved sees a healthcare professional.
- Following a use of force incident, the young person is offered the opportunity to discuss it with a staff member who was not involved.
- Parents/carers are notified of incidents of restraint or force where appropriate.
- Cameras are used to record planned interventions including the use of force.

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### Supporting References

AJJA ss. 9.3, 9.4  
 C(DC) Reg cls. 65, 66  
 UNCRC art. 19(1)  
 UNRPJDL r. 65

## 9.4

Searches should be undertaken to reduce risks to safety and security from contraband, weapons, alcohol and other drugs.

- Searches of rooms are conducted when there is reasonable suspicion of contraband; any search of personal possessions is conducted with respect and the room is always left tidy.
- Required outcomes from security information reports resulting in targeted searches are routinely documented.
- Search policies are regularly reviewed to assess their effectiveness and any scope for improvement.
- Additional measures such as use of overalls or increased supervision of visits is promoted as an alternative to searches.
- Emerging technologies are constantly being reviewed as an alternative to personal searches.
- Effective search procedures and recording are in place to check the entry and exit of all vehicles, contractors' tools and any other items that pose a potential security risk.
- Search procedures for visitors are clearly displayed and explained and are conducted in the least obtrusive way possible.
- Clear information on prohibited items is displayed to visitors.

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### Supporting References

AJJA ss 1.1, 1.2, 1.3, 9.1

## 9.5

Young people are subject to searching measures that are appropriately assessed and proportionate to risk.

- Unclothed searches are only used as a last resort and are based on intelligence. Prior to this other means of searching such as pat searches, metal detectors and increased surveillance are used.
- Staff are appropriately trained to conduct unclothed searches in a discrete and sensitive manner and are the same sex as the young person.
- The search is conducted as quickly as possible, the young person is allowed to remain partly clothed, and permitted to dress as soon as it is complete.
- A register is kept of all searches, the reasons for them, who conducted the search and the outcomes.
- The centre must have in place standard operating procedures for refusal to comply with an unclothed search or pat search.
- Strip searching is not routinely conducted on entry and exit to a centre where a young person has been transported in a secure vehicle.

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### Supporting References

AJJA s. 9.3

C(DC) Reg cls. 15, 16, 64, 65

UNRPJDL r. 64

## 9.6

Behaviour management systems must define fair and consistently applied rules for behaviour, where responses to misbehaviour are escalated as appropriate.

- Staff have been trained in and understand the behaviour management strategy.
- Rules are applied fairly and consistently without discrimination.
- Staff encourage young people to engage in all their activities by conforming to centre rules.
- There is an emphasis on motivating young people to achieve during their time in custody.
- All forms of discipline are accurately recorded in a register with complete details of the incident.
- Staff are trained in lawful disciplinary procedures and are aware of disciplinary measures that are prohibited.
- Young people are never punished twice for the same offence.
- Behaviour is not managed with a one size fits all approach, but the underlying needs of an individual are identified and addressed in an age and developmentally-appropriate way.
- Staff balance tolerance and authority and take into account normal adolescent behaviour.
- Young people are only punished in accordance with legislation and the punishment is never cruel or degrading.
- Data from all disciplinary procedures is monitored on a regular basis to identify trends and patterns.
- Collective sanctions are prohibited.
- Young people never undertake disciplinary roles in the centre.

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### Supporting References

AJJA ss. 3.9, 9.3

UNRPJDL rr. 66, 67, 68, 69, 70, 71

## 9.7

Young people should understand the standards of behaviour and the rules and routines of the centre.

- Young people are informed of the behaviour management policy and the consequences of misbehaviour upon their admittance to the centre, in a way they can understand.
- The rules are on clear display throughout the centre.
- Young people are always informed of what they have done wrong and are given an opportunity to explain their behaviour.
- The inquiry process is managed in a fair and timely manner and properly recorded.
- Young people are given time to prepare when an inquiry process is initiated.
- Findings and punishments following an inquiry are fully explained to the young person and are recorded in detail.

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### Supporting References

AJJA s. 3.7  
C(DC) Reg cls. 4, 5

## 9.8

Behaviour management schemes should incorporate incentives to promote effort and good behaviour and use fair sanctions for poor behaviour.

- There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage poor behaviour.
- Good behaviour is rewarded and acknowledged.
- Young people are kept up to date with their progress on the behaviour management scheme and have the opportunity to comment.
- Young people who are likely to be demoted are warned in advance.
- Young people can appeal against a decision.
- The status of a young person can only change following a review.
- Young people retain their status on transfer from another centre.
- The regime for those on the lowest level of the behaviour management scheme is not overly punitive and provides the opportunity for them to demonstrate improvement in their behaviour.

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### Supporting References

AJJA s. 8  
UNCRC art. 37(a)

## 9.9

Where it is necessary for a young person to be placed into separation or segregation for their own or others safety or for the good order of the detention centre, it will be for the minimum time necessary.

- Young people are separated or segregated only in accordance with legislation and only in response to an unacceptable risk to themselves or others.
- An accurate separation and segregation register recording details of the separation and the young person's routine while in separation is maintained.
- Staff closely supervise those in separation or segregation and they are not left for long periods of time with nothing to occupy them.
- The conditions of separation or segregation provide no less amenity than normal accommodation.

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### Supporting References

C(DC) Act ss. 16, 19, 21, 22

UNRPJDL rr. 66, 67

## 9.10

Young people, staff and visitors understand that bullying and intimidating behaviour is not acceptable and are aware of the consequences of such behaviour.

- The centre has in place an anti-bullying strategy for both staff and young people.
- On admission to the centre young people are informed of the anti-bullying policy and the consequences of bullying behaviour.
- The anti-bullying policy is well-publicised to staff and visitors.
- There is an up to date register of reported bullying and investigation outcomes.
- Age-appropriate programs target all types of bullying behaviour including physical and psychological.
- Staff are appropriately trained in identifying bullying behaviour and how to apply the centre's policy.
- Young people are aware and confident of being able to make a complaint or allegation about bullying and they are offered support and counselling throughout the investigation process.
- Those who have been identified as engaging in bullying behaviour have individual plans to address their behaviour.

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### Supporting References

UNBEIJ r. 26.2

UNCRC art. 2

UNRPJDL rr. 87(a), 87(d)

Standards in this domain provide guidance to juvenile justice services about ways that optimise the health and wellbeing of young people.

## 10.1 Young people in custody should have their health needs addressed by appropriate health and ancillary services.

- The centre has child and adolescent focused health services available to meet the needs of the population that shall be of a standard at least equal to that available in the community.
- This may include a mix of on-site, visiting and external services – this will include nursing, medical, dental, mental health, drug and alcohol, and sexual health services.
- Health services are tailored to meet the needs of individuals as well as specific groups which have identified needs.
- When appropriate health services are not available, young people are to be transferred to Local Health District Emergency Departments for evaluation and assessment.
- Record keeping systems enable health trends and needs within the population to be monitored.

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### Supporting References

C(DC) Reg cls, 8, 9; Part 9  
UNCRC arts. 6(2), 24(2), 31(1)  
UNRPJDL r. 49

## 10.2 Young people at risk of self-harm or suicide are promptly identified and a support plan is created.

- Young people at risk of self-harm or suicide are identified as early as possible; staff remain vigilant to changes in behaviour and attitudes of young people throughout their time in detention.
- Young people identified as at risk of self-harm and or suicide are referred to Justice Health & Forensic Mental Health Network staff immediately for early intervention management. If the situation arises after hours the Justice Health & Forensic Mental Health Network After Hours Nurse Manager is contacted for advice.
- A detailed care and support plan for the young person is devised and details the individual staff members responsible for supporting the young person.
- Young people are encouraged to contribute to developing their care plan and identify their own support needs.
- Families are also involved in the development and review of care plans, where this is appropriate.
- Arrangements are in place for following up after a care and support plan has been closed; this includes a follow-up assessment of the young person.
- Young people at high risk of suicide or self-harm are subject to closer and more frequent observation, the details of which are documented.
- All incidents of self-harm or attempted self-harm are investigated and have an incident report prepared and forwarded to the appropriate agencies and officers.
- All centres must have an observation cell where young people at high risk can be placed and monitored; this facility should not cause further psychological or physical harm to the young person.
- All young people have access to confidential telephone help lines.
- Where a young person is considered to be an extreme suicide risk, they are not forced to wear non-rip clothing and instead are placed under constant surveillance.
- All staff members are trained in suicide awareness and first response to a self-harm or suicide incident; this training is updated regularly.
- Debriefs are held following any significant incident to discuss the operational procedures and outcomes and identify any areas for improvement.
- In addition to an operational debrief following an incident, staff have access to counselling services.
- All cells have a serviceable alarm or intercom system which gives direct communication to youth workers.
- There is a documented system in place which ensures that recommendations from incident investigations are followed through to implementation

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### Supporting References

AJJA s. 7.4  
 UNCRC art. 39  
 UNRPJDL rr. 28, 87(d)

## 10.3 An initial medical and psychological assessment of each young person must be conducted within 48 hours of their admittance to the centre.

- Justice Health and Forensic Mental Health Network staff are to complete an initial health assessment within 48 hours of arrival in custody.
- The need for referrals to appropriate health services such as medical, drug and alcohol or mental health are made during the initial assessment.
- The initial health care assessment identifies any special needs of the young person and is shared with their caseworker.
- Where possible, young people can be examined by a doctor of the same gender.
- Every young person has access to remedial and preventative medical care and pharmaceutical products and special diets as indicated on their medical record.
- Medical care and medicine is only administered when necessary and with the consent of the young person or their carer/guardian. In the absence of a guardian, the Centre Manager may authorise the treatment in cases where it would be detrimental to delay it.

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### Supporting References

C(DC) Reg. Part 11  
UNRPJDL rr. 50, 54

## 10.4 Young people are aware of the health services available and how to access them.

- Information on available services is explained to young people during their medical assessment in a way they can understand.
- Information is updated as necessary and all young people are informed of any changes.
- In all dealings with medical staff, care must be taken to ensure that young people understand the processes that involve them.
- Young people know how to comment or complain about their care and treatment and are not discriminated against if they do so.
- Responses to any such comments or complaints are timely and easy to understand and resolve the young person's concerns.

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### Supporting References

C(DC) Reg cl. 8

## 10.5 Healthy lifestyles should be supported through the provision of extensive health promotion and education, nutritious food and drink, and encouragement of exercise and personal hygiene.

- Information and education regarding healthy living and the importance of diet and exercise is provided and supported across the centre, both within the accommodation unit and through recreational and more structured education sessions.
- Personal hygiene and housekeeping is monitored at unit level.
- All staff and young people involved in food preparation or food serving have undertaken food safety training.
- All young people undertake basic food safety and hygiene awareness training.
- Health promotions cover a range of issues linked to lifestyle: alcohol, smoking, drug education, hygiene, sleep, nutrition, fitness, sex education, family and domestic violence issues.
- Such programs are to be delivered to an appropriate mix of young people.

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### Supporting References

C(DC) Reg cl. 9; Part 11  
UNRPJDL rr. 37, 47

## 10.6 The centre uses specialised drug abuse prevention and rehabilitation programs administered by qualified professionals.

- These programs are adapted to the participants' profiles, risks and needs to ensure that they promote the best chance of rehabilitation.
- Various programs are available and target different areas and levels of substance abuse

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### Supporting References

C(DC) Reg cls. 8, 19, 21, 22, 23, 24  
UNCRC art. 33  
UNRPJDL r.54

## 10.7 Young people should have a minimum ten hours out of cell each day.

- These out of cell hours are used to promote attendance at education and programs as well as recreation activities.
- Hours out of cell should only be reduced in exceptional circumstances and deemed necessary by the Centre Manager of the centre.

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### Supporting References

AJJA s. 4.5

## 10.8 Young people should have daily opportunities for physical and recreational activity as well as a regular structured sport and recreation program.

- Sport and recreational activities should be available on a daily basis, whether informally during leisure time or through a structured recreation program and all young people have the opportunity to belong to a sporting team or recreational group.
- Physical education and fitness provision caters for a range of abilities and is effective at improving the fitness of young people.
- Units should have activities and equipment for use during leisure time, and the centre should have indoor and outdoor sport facilities
- Young people are instructed on the proper use of equipment by appropriately qualified staff and the equipment is appropriately supervised so that young people feel safe when using it.
- Information on young person participation in sport and recreation activities should be included in case planning meetings.
- Appropriate and well-maintained equipment and clothing / footwear is used in all recreational activities.
- Young people with physical or other disabilities or injuries which prevent them from active participation in sport should be encouraged to be involved in other ways, or they should be offered an appropriate alternative.
- External teams and experts are sought to attend the centre on occasions for sporting events, clinics and other activities. Where possible, suitable young people are able to engage in sport or recreation outside the centre in the lead-up to release.

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### Supporting References

AJJA s. 4.5

C(DC) Reg cl. 9

UNCRC arts. 23(3), 29(1)(a), 31

UNRPJDL rr. 18(c), 47

## 10.9 All young people must be provided with clean clothing and bedding appropriate to the climate, as well as necessary toiletries and sanitary products.

- Young people have access to laundry facilities at least weekly to wash and iron their clothing.
- Young people are provided with enough clean underwear and socks to be able to change them daily.
- Young people are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions.
- Issued clothes are a good fit and in good condition.
- Razors and nail clippers should be allowed with adequate supervision and taking into account individual risk factors.

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### Supporting References

UNRPJDL rr. 31, 33, 34, 36

## 10.10 Meal and other daily routines must be conducted at times consistent with community standards.

- Food is hygienically stored and prepared in accordance with Food Standards Australia New Zealand guidelines.
- Food is of a suitable quality and quantity to meet the needs of young people.
- Advice from dieticians or nutritionists is regularly sought to update the menu.
- Young people on transfer or at court do not miss out on their main meal.
- There is constant access to fresh drinking water.
- Meals are served at times consistent with those generally observed in the community.
- Meals are eaten communally.
- Pregnant young women and nursing mothers receive appropriate extra food supplies.
- Young people with specific medical or cultural/religious diet requirements are catered for.
- Young people are given the opportunity to cater for themselves where appropriate.

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### Supporting References

C(DC) Reg cl. 9  
UNRPJDL r. 37

## 10.11 Young people's property is held securely in storage and recorded accurately.

- Personal effects or property that is confiscated on admission is kept in safe custody.
- A standard list details the possessions that young people are allowed to keep; this list is adequate to meet the needs of young people.
- All property is accurately recorded and marked.
- Young people are adequately compensated for any goods or clothing that is lost while in storage.
- Young people are able to access their stored property on application and on release.

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### Supporting References

C(DC) Act s. 17  
C(DC) Reg cl. 17

## 10.12 Young people can purchase a suitable range of goods at reasonable prices to meet their needs and can do so safely.

- Young people have access to a selected range of products at prices comparable to those in the community.
- The list of available goods is on display in every unit and in a format that is easy to read and understand.
- Young people are allowed to buy items within 24 hours of arriving at the centre and will receive the items the following day.
- Young people arriving with no private money are given an advance of up to one week's pay which they can repay once they start earning.
- Orders can be placed at least once a week.
- All young people are able to access accurate records of their finances and can do so without charge.
- The buy-ups process has visible and active supervision by staff. The system is effectively managed to ensure young people are safe from bullying.
- A range of approved hobby materials are available for purchase.
- Healthy food items are available and actively promoted in support of a healthy lifestyle.

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### Supporting References

C(DC) Act s. 17  
C(DC) Reg cl. 17

