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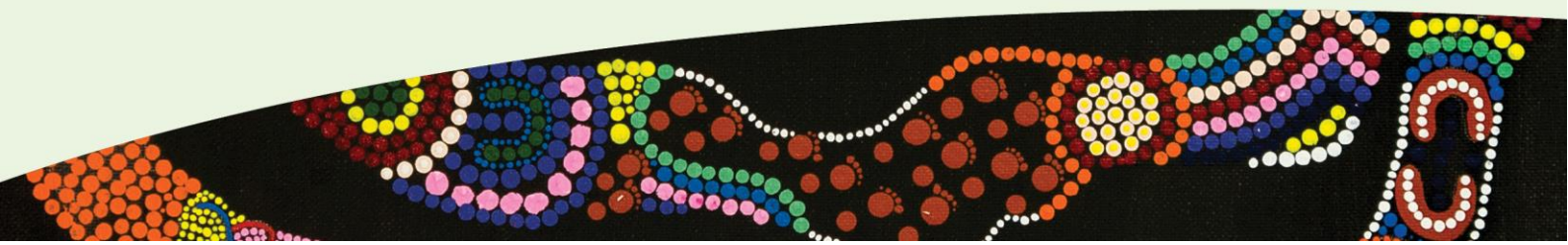
ACT Standards for Youth Detention Places

(ACT Youth Standards)

Interim Version

September 2020

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Rainbow Serpent (above and cover detail)
Marilyn Kelly-Parkinson of the Yuin Tribe (2018)

About this report

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We acknowledge the traditional custodians of the ACT, the Ngunnawal people.
We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

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Introduction

The Australian Capital Territory (ACT) was the first jurisdiction in Australia to enact human rights legislation with the passage of the *Human Rights Act 2004 (ACT)* (HR Act). The HR Act preamble states ‘human rights are necessary for individuals to live lives of dignity and value’. This principle is particularly important in places of deprivation of liberty.

Deprivation of liberty itself is a significant limitation on rights, and so it is crucial that any further limitations on the rights of young detainees in the ACT are lawful, necessary, proportionate, accountable and non-discriminatory. Section 19 of the HR Act states: ‘anyone deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person’. The HR Act also provides further protections for children in the criminal process. Section 20 states that they ‘must be treated in a way that is appropriate for a person of the child’s age’. Furthermore, the HR Act requires that all public authorities act and make decisions that are consistent with the provisions in the HR Act.

Independent oversight of the treatment and care of young detainees in the ACT is an important safeguard to prevent ill-treatment and promote humane treatment, because it shines a light on practices that are usually outside of public view. Oversight brings an informed outsider’s perspective on what is working well, and what is not working well, and importantly whether things can be done in a more humane, respectful or accountable way.

Youth detention regulates all aspects of the lives of young people. It is important, therefore, that preventive oversight examines *all* aspects of treatment and care that impact on young detainees and promotes an approach that values young detainees’ dignity and autonomy. These *ACT Youth Standards* detail the aspects of conditions, treatment and care to be examined by the ACT Inspector of Correctional Services, and what the Inspector expects in the provision of youth detention within the ACT.

These *ACT Youth Standards* are an interim version. They will be revised, and a final version produced after the first whole of centre review of Bimberi Youth Justice Centre. This will allow us to incorporate any learnings from using the *ACT Youth Standards* in that review.

Role and functions of the Inspector of Correctional Services

The overall function of the Inspector, as set out in the *Inspector of Correctional Services Act 2017 (ACT)* (ICS Act), is to promote continuous improvement in adult correctional and youth detention facilities through preventative oversight. The ICS Act requires that the Inspector examine and review each correctional centre and youth detention place, and correctional services at least once every 2 years. The Inspector may also review critical incidents (as defined in the ICS Act). The Inspector must report publicly on examinations and reviews by tabling the reports in the ACT Legislative Assembly.

The Inspector has broad ranging powers including the power to visit correctional centres (including youth detention places), speak in private with detainees and staff and access all relevant information and documents.

More detail on the reviews conducted by the Inspector and the methodology used is available in the Inspector of Correctional Services’ [Review Framework](#).

Why are the ACT Youth Standards needed, and how will they be used?

The *ACT Youth Standards* provide a benchmark for the Inspector to examine whether youth detention places and services in the ACT meet the World Health Organization's concept of a healthy detention centre (or 'healthy prison' in the context of adult corrections). This approach is used in other jurisdictions with lengthy experience with preventive oversight, such as the United Kingdom.

The 'healthy prison' test is based on four principles:

- Safety: young detainees, particularly the most vulnerable, are held safely and staff and visitors feel and are safe;
- Respect: all persons are treated with respect for their human dignity;
- Purposeful activity: young detainees engage in activity that is likely to benefit them;
- Rehabilitation and prepared for release: young detainees are supported to connect with their family and the community; supported to rehabilitate; and prepared for release back into the community.

Under each of these four pillars there are detailed standards (outcomes) that we expect to see at youth detention places, and then a list of indicators that may demonstrate that the standard is being met. These indicators are not an exhaustive list and will also not apply to every young detainee, for example those who are only in the youth detention place overnight. There is also a list of potential sources of evidence that we may use to assess whether the outcome is being met.

Expectation	The standard of treatment and conditions (outcome) we expect a youth detention place to achieve
Indicators	Evidence that may indicate whether the expectation / outcome has been achieved. This list is not exhaustive, and outcomes may be demonstrated in other ways.
Evidence	Examples of possible sources of evidence the Inspectorate may use to assist in determining whether the expectation / outcome has been achieved. These sources of evidence are not exhaustive, and we may not use all of them or may refer to other sources of evidence.

The Inspector will draw on the *ACT Youth Standards* as a reference point when conducting examinations and reviews. When examining the treatment and care of young people in detention against these standards, the Inspector will rely on a variety of sources of information – for example, interviews with young detainees, staff and management, observations, surveys, and information from organisations working with young detainees. This approach of triangulating information will help ensure information relied on in an examination and review is a credible and reliable evidence base on which to understand the youth detention environment from a holistic perspective.

The *ACT Youth Standards* will be updated and revised over time. The Inspector welcomes feedback from stakeholders and community members about the *ACT Youth Standards*. Details of how to contact the Inspector are available at www.ics.act.gov.au.

How were these ACT Youth Standards prepared?

The *ACT Youth Standards* draw on a range of international, national, and local sources, as outlined in the Table below.

The *ACT Youth Standards* are tailored to address the ACT's conditions: a small jurisdiction, operating under human rights legislation, with one youth justice centre that detains both remand and sentenced young detainees, female and male. The *ACT Youth Standards* are informed by relevant ACT law and policy, including the *Children and Young People Act 2008* (ACT) (CYP Act) and operating policies and procedures at Bimberi Youth Justice Centre (Bimberi), which are notifiable instruments under the CYP Act. However, the *ACT Youth Standards* are also written with a level of generality that means they will continue to apply if legislation, policies and procedures changes.

The *ACT Youth Standards* draw on standards from other jurisdictions. These include those produced by Her Majesty's Inspectorate of Prisons (HMIP) in the United Kingdom, and the standards used by prison inspectorates in Western Australia, New South Wales and Tasmania. The Inspector acknowledges the expertise and experience of these oversight entities and the value that their standards bring to benchmarking treatment and care in closed environments.

Language and terminology

This document uses terminology consistent with the CYP Act, such as "young detainee" and "youth detention officer". The Inspector acknowledges that this differs from the terminology used by Bimberi, for example "young person" and "youth worker". We have done this to make the terminology understandable to the lay person. We believe that it is accurate and less likely to confuse the broad audience that may be interested in these Standards.

Are the ACT Youth Standards binding law?

No, the *ACT Youth Standards* do not have the force of law. Instead, they are a benchmarking tool for qualitative examination of the treatment and care of young people in detention.

The CYP Act sets out the legal framework that governs ACT youth detention places. There are also detailed policies and procedures that govern how youth detention places and services run in the ACT, and these are all notifiable instruments under the CYP Act, which means they are published on the ACT Legislation Register (unless redacted on security grounds).

The HR Act provides an overarching statement of human rights to which all detainees and staff are entitled. This includes rights such as the right to humane treatment when deprived of liberty, the right to equality and non-discrimination, and cultural rights of Aboriginal and Torres Strait Islander people. The HR Act does not go into much detail about the content of particular rights. The *ACT Youth Standards* provide detailed guidance as to the Inspector's interpretation of what a right requires in practice, and possible indicators that may demonstrate rights are being upheld.

The HR Act also requires that public authorities act and make decisions in a manner consistent with the HR Act. This includes the Community Services Directorate (CSD), which is responsible for the operation of Bimberi, and the Education and Health Directorates which deliver services in Bimberi.

The Optional Protocol to the Convention against Torture (OPCAT)

In December 2017, Australia ratified the Optional Protocol to the UN Convention against Torture (OPCAT), which requires each jurisdiction to establish or designate a system for preventive oversight of all places of deprivation of liberty. These *ACT Youth Standards* were prepared with OPCAT's preventive approach to oversight in mind to provide a relevant standard against which this oversight of youth detention can occur.

Glossary

CYP Act	<i>Children and Young People Act 2008 (ACT)</i>
Youth detention place	A place declared to be a detention place under section 142 of the CYP Act
Directorate	Refers to the Directorate responsible for administering youth detention places in the ACT. At the time of writing, this is the Community Services Directorate.
HR Act	<i>Human Rights Act 2004 (ACT)</i>
ICS Act	<i>Inspector of Correctional Services Act 2017 (ACT)</i>
Young detainee	A child or young person who is a resident at a youth detention place
Youth detention officer	A person delegated the powers of a youth detention officer under the CYP Act. This can include correctional officers when they are escorting young detainees.

Key instruments and standards consulted in the preparation of the *ACT Youth Standards*

Jurisdiction	Description
Australian Capital Territory	<p><i>Children and Young People Act 2008</i> (and policies and procedures made under it)</p> <p><i>Health Records (Privacy and Access) Act 1997</i></p> <p><i>Human Rights Act 2004</i></p> <p><i>Territory Records Act 2002</i></p>
New South Wales	<i>Inspection Standards for Juvenile Justice Custodial Services in New South Wales, 2015</i>
Western Australia	<i>Code of Inspection Standards for Young detainees in Detention, Version 1, 2010</i>
Tasmania	<i>Inspection Standards for Young detainees in Detention in Tasmania, 2018</i>
Queensland	<i>Youth Detention Inspectorate Expectations for Queensland Youth Detention Centres</i>
Australia	<p><i>Australian Children’s Commissioners and Guardians, A model charter of rights for children and young people detained in youth justice facilities</i></p> <p><i>Royal Commission into Institutional Responses to Child Sexual Abuse, 2017</i></p> <p><i>Royal Commission and Board of Inquiry into the Protection and Detention of Children in the Northern Territory, 2017</i></p> <p><i>Royal Commission into Aboriginal Deaths in Custody, 1998</i></p>
United Kingdom	<i>Expectations – Criteria for assessing the treatment of young detainees and conditions in prisons, Version 4, 2018</i>
Regional	<i>Australasian Juvenile Justice Administrators, Juvenile Justice Standards, 2009</i>

International

United Nations Convention on the Rights of the Child, 1989

United Nations Standard Minimum Rules for the Administration of Juvenile Justice ("The Beijing Rules"), 1985

United Nations Rules for the Protection of Juveniles Deprived of their Liberty, 1990

United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules), 2015

Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, 1988

United Nations Declaration on the Rights of Indigenous People, 2007

United Nations Convention Against Torture, 1987

Optional Protocol to the Convention Against Torture, 2002

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Pillar 1: Safety

Standards: the standard of treatment and conditions the youth detention place is expected to achieve.

Indicators: evidence that may indicate whether the expectation / outcome has been achieved. This list is not exhaustive, and outcomes may be demonstrated in other ways.

Evidence sources: possible sources of evidence to assist in determining whether the expectation/ outcome has been achieved.

A. SAFEGUARDING OF YOUNG DETAINEES

1. All custodial arrangements for young detainees reflect a youth-focused philosophy and are operated independently of adult prisons.

- 1.1 There is a clearly articulated and understood operating philosophy in the youth detention place. This philosophy accords with legislative requirements relating to youth detention.
- 1.2 The youth detention place 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 detainees.
- 1.3 Executive, management and staff model the appropriate behaviours and have congruent attitudes, experience and training to implement the youth detention place philosophy.
- 1.4 Youth detention services and facilities are located separately from adult custodial facilities.
- 1.5 Procedures cater to the individual needs of young detainees.
- 1.6 There are different styles of accommodation, with different supervision and assistance available to address differences in young detainees' abilities and skills to look after themselves.

- Review of policies and procedures
- Discussions with staff, including management
- Discussions with young detainees
- Observations of the youth detention place and practices

	<p>1.7 Staff are trained in and appropriately use trauma-informed and youth responsive practices.</p>	
<p>2. The environment is safe and secure for the young detainees, which protects them from harm and neglect. They receive services that are designed to ensure safe and effective care and support.</p>	<p>2.1 Young detainees feel safe and are protected from harm.</p> <p>2.2 Young detainees feel comfortable to turn to a member of staff if they have a problem. Staff have the time to build positive relationships with young detainees and to effectively respond to young detainees’ concerns.</p> <p>2.3 Multidisciplinary planning provides effective care and support for young detainees. This is done in consultation with the young detainee.</p> <p>2.4 Staff are subject to recruitment and vetting procedures that comply with legislation and ensure their suitability to work in a youth detention place.</p> <p>2.5 All staff working with young detainees have access, appropriate to their position, to up-to-date and comprehensive information about young detainees in their care.</p> <p>2.6 Staff model caring, respectful and non-violent behaviour.</p> <p>2.7 Young detainees are consulted regularly about issues or decisions that affect them, and in a manner appropriate to their age and development level. There is evidence of action and outcomes visible to the affected young detainees where they have raised concerns about safety.</p> <p>2.8 Injuries and incidents of violence, including restraint, bullying and self-harm, are closely monitored and recorded. There is good data collection and analysis at regular intervals to help identify patterns and trends and to implement preventive measures.</p> <p>2.9 Young detainees are protected and helped to keep themselves safe from abuse, including bullying, radicalisation and discrimination. Any discriminatory behaviours are identified, challenged and addressed, and young detainees are helped and supported to treat others with respect.</p>	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff • Discussions with oversight agencies and external stakeholders, including service providers • Review of incident reports, complaints register and use of force register
<p>3. Any concerns about the safety of a young detainee are identified and investigated, and</p>	<p>3.1 Staff understand and follow procedures for responding to concerns about the safety of a young detainee, including mandatory reporting. Any young detainee protection concerns are shared with the relevant authority without delay, and a record of that</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees

action is taken to prevent further harm.

referral and outcome is retained. Staff immediately take appropriate action to protect young detainees from harm.

- 3.2 Young detainees can raise concerns confidentially with a range of people and services outside the establishment. Young detainees are consistently reminded of avenues to raise concerns or complaints about their treatment and care and their right to assistance from an independent advocate.
- 3.3 Visitors and families are aware of the avenues to raise concerns directly with the youth detention place, or with oversight agencies if they think a young detainee is being, or has been, mistreated while in custody.
- 3.4 The youth detention place ensures arrangements are in place for young detainees who allege abuse or mistreatment to have support from a trusted adult, for example a parent or guardian.
- 3.5 Investigations into allegations or suspicions of harm are shared with the appropriate agencies and are handled fairly, quickly and in accordance with statutory requirements. Young detainees are supported and protected, including through specialist mental health and health care. Support is offered to the person making the allegation.
- 3.6 Young detainees, parents, guardians, caregivers and kin who allege harm are given a response in an appropriate language and format which sets out the action that has been, or will be, taken.
- 3.7 The youth detention place has effective links with government and independent agencies responsible for safeguarding young detainees' rights and wellbeing.
- 3.8 The investigation of alleged criminal acts against or involving young detainees follow the same process and uphold the same rights and protections for the young detainee

- Discussions with staff
- Discussions with families, friends and carers of young detainees
- Discussions with oversight agencies

as would occur if the affected young detainee was not in detention, to the maximum extent possible.

B. EARLY DAYS IN CUSTODY

B.1 Transport

4. Young detainees travel in safe and humane conditions, are treated with respect, and due attention is paid to their individual needs.

- 4.1 Young detainees are collected from court soon after their case has been dealt with and are held in vehicles for the shortest time possible.
- 4.2 Young detainees being transported are completely segregated from adult detainees, with any other segregation as appropriate (e.g. by gender or at-risk status).
- 4.3 Unless not in their best interests, young detainees are able to spend time with their parents or carers after their case has been dealt with and before their transport.
- 4.4 Before embarking, young detainees are given information they understand about the journey and its purpose.
- 4.5 Young detainees are given adequate toilet breaks and refreshments during interstate transfers.
- 4.6 Methods of restraint are only used if they are justified by a risk assessment, which are documented and retained.
- 4.7 Young detainees' special needs relating to transport, including injuries, disabilities or pregnancy, are assessed in advance of the journey, and addressed in order to minimise the impact of travel.
- 4.8 High security escorts, while ensuring security and safety, must also have regard to the welfare and dignity of young detainees.
- 4.9 Escort staff are aware of the individual needs of young detainees in their custody and fully brief receiving staff about those needs on arrival at the destination.
- 4.10 Young detainees are transported in a manner that protects their privacy to the maximum extent possible in the circumstances.
- 4.11 Where possible, the movement of personal property is done in conjunction with the movement of the detainee.

- Discussions with escort staff
- Discussions with young detainees
- Review of escort advice forms
- Review of files and records, including register of use of restraints
- Observations of escort vehicles

4.12 Alternatives to escort are utilised whenever possible, without disadvantaging the young detainee, such as provision of in-house health and dental services. Where audio-video links are used for court appearances, legal representation and support is available to the young detainee in-person wherever possible.

5. Transport vehicles used for young detainees are fit for purpose and adequately maintained.

- 5.1 Vehicles meet all required safety standards and areas in which young detainees are held are free from ligature points.
- 5.2 Young detainees are escorted in vehicles that are safe, secure, clean and comfortable.
- 5.3 Reasonable adjustments are made when escorting young detainees with diverse needs, e.g. disabilities, to ensure they are safe and comfortable.
- 5.4 Young detainees and staff can communicate during travel.
- 5.5 Vehicles can be tracked in real time. Journeys are recorded in a log.
- 5.6 All transport vehicles and equipment, including CCTV, are checked for serviceability before the transport task commences. These checks are recorded.
- 5.7 Transport vehicles are smoke free.
- 5.8 Wherever possible young detainees are transported using community-style transport (with appropriate safety and security features) rather than enclosed pod-style prison vans.

- Inspection of transport vehicles
- Discussions with young detainees
- Discussions with escort staff
- Review of vehicles logs

6. Appropriate measures are in place to assess and address risks associated with the transport of young detainees.

- 6.1 Contingency plans exist on how to deal with emergencies, breakdowns and other unexpected occurrences. These plans provide for the welfare and safety of staff, the public and young detainees.
- 6.2 Escort staff are adequately informed and where relevant, trained, on such contingency plans.
- 6.3 Escort staff are appropriately trained in first aid.
- 6.4 Young detainees are monitored (both visually and verbally) at appropriate intervals while in transit to ensure their safety and wellbeing.

- Discussions with escort staff
- Review of policies and procedures

6.5 Where the journey involves travelling across or between jurisdictions, there is appropriate communication with these jurisdictions, adequate storage for property, suitable emergency supplies and hygiene packs for young women.

B.2 Reception, admission and induction

7. Young detainees are safe and treated with respect on arrival and during the initial period in detention. Risks are identified and supported according to individual needs.

- 7.1 Prior to admitting a young detainee, the receiving staff inspect the warrant or other evidence of authority for the detention to ensure there is a proper legal basis for admitting the young detainee.
- 7.2 The needs of newly arrived young detainees are promptly assessed to ensure they are safe and supported.
- 7.3 At risk young detainees are identified and strategies developed to ensure their safety.
- 7.4 Young detainees in custody are always asked if it is their first time in custody. Staff are mindful of additional needs or vulnerabilities young detainees may have during their first time in custody.
- 7.5 Reception and first night accommodation provide a safe, welcoming and supportive environment.
- 7.6 Young detainees are held in the reception area/accommodation for as short a time as possible and are not left for long periods with nothing to do.
- 7.7 Initial discussions with young detainees on admission take place in a clean, secure, non-threatening and confidential environment. They take account of all available information and identify vulnerability and risk. The needs of the young detainee are communicated to all relevant parties.
- 7.8 The privacy of young detainees is safeguarded to the maximum extent possible during arrival and admission.
- 7.9 Young detainees are reunited with their property on arrival.
- 7.10 Young detainees can shower on their first night in the youth detention place.
- 7.11 Young detainees can make a telephone call on admission.

- Review of policies and procedures
- Discussions with young detainees
- Discussions with staff
- Review of files to ascertain how the admission process is documented
- Observation of the admissions process
- Inspection of admissions area

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- 7.12 Young detainees receive basic equipment and supplies, including essential basic toiletry items. They understand how long the provision of basic equipment is expected to last.
 - 7.13 Peer support is effectively used during reception. Individuals providing peer support are supervised and supported.
 - 7.14 Regular welfare checks are carried out on new arrivals. Until they are assessed, all young detainees are treated as being high risk and are monitored accordingly.
 - 7.15 Staff spend time with young detainees on their first morning to assess how they are coping.
 - 7.16 Information on admission, placement, transfer and release is provided without delay to the parent and guardians or closest relative of the young detainee, unless this is not in the best interests of the young detainee.
 - 7.17 Aboriginal and Torres Strait Islander young detainees are informed of their right to contact the Aboriginal Legal Service, or an appropriate nominated organisation, and the Aboriginal and Torres Strait Islander Children and Young People Official Visitor.
 - 7.18 Young detainees that are or may be a foreign national are informed about their right to request that a diplomatic or consular representative of their foreign country/ies are told about their detention.
 - 7.19 Young detainees who identify as having or appear to have difficulty understanding English, or have an impairment that inhibits hearing or understanding, have access to appropriate supports, including access to interpreters.

8. Initial checks of physical and mental health, and identifiable needs arising from a

- 8.1 Young detainees are examined by a health professional as soon as possible at admission to identify any conditions that require attention.
- 8.2 Any new arrivals with apparent or suspected injuries or serious health concerns are diverted to hospital rather than admitted to the youth detention place.

- Discussions with staff, including health staff
 - Discussions with young detainees
-

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disability, are carried out upon admission, and follow up assessments and other necessary steps are taken.	<p>8.3 Where mental health issues have been identified at initial or subsequent health checks, appropriate steps that are mindful of detainee privacy are taken to share the information with other staff who are responsible for the young detainee's day-to-day care.</p> <p>8.4 Health staff seek to obtain a comprehensive medical history where possible, including by seeking informed consent from the young detainee as required.</p> <p>8.5 Aboriginal and Torres Strait Islander detainees are offered access to any Aboriginal health services providing services in the youth detention place.</p> <p>8.6 Aboriginal and Torres Strait Islander young detainees with any indications of possible identified mental illness are reviewed by a mental health professional with appropriate training or awareness in Aboriginal and Torres Strait Islander mental health.</p> <p>8.7 As part of screening, young detainees are fully informed about the process for making health appointments and self-referrals.</p> <p>8.8 All initial health assessments are followed up with a detailed clinical pathways assessment where required.</p>	<ul style="list-style-type: none">• Discussions with relevant community organisations that work with clients in the youth detention place• Review of files to view documentation of process, adherence to policy/procedure and assess record keeping
9. Induction begins within 24 hours of the young detainee's arrival at the youth detention place and upon its completion all young detainees understand the routines and how to access available services and support.	<p>9.1 All young detainees receive a structured and comprehensive induction which leaves them with a clear understanding of the youth detention place and how to access any information or service they need or deal with any problems.</p> <p>9.2 Information is communicated in a manner and language that the young detainee understands. An interpreter is used where required, and consideration is given to allowing an intermediary to assist a detainee with identified needs to help understand the induction process.</p> <p>9.3 Staff reinforce the information given in induction and are easily approachable for questions to be asked on a continuing basis.</p> <p>9.4 An individual interview takes place during the induction program to assess how the young detainee is feeling about being in custody.</p>	<ul style="list-style-type: none">• Review of policies and procedures• Interviews with recently inducted young detainees• Discussions with staff• Observation of induction process and physical environment• Review of materials used at induction e.g. handbook, induction video

- 9.5 Young detainees are informed that their private information will be treated confidentially, but also that there are limits to this confidentiality, such as in the case of mandatory reporting of suspected abuse, mistreatment or criminal offences, and that their personal mail and telephone calls will be monitored.
- 9.6 There is a peer support program to support young detainees and supervision provided for the individual providing peer support.
- 9.7 The induction program aims to reduce the anxiety of young detainees entering the youth detention place.
- 9.8 Young detainees continue to have access to information provided at induction throughout their residence at the youth detention place.
- 9.9 Young detainees are purposefully occupied during induction and have access to as much time as possible out of their room each day.
- 9.10 Young detainees who face long sentences are identified on arrival and given tailored support. The elements and implications of a long sentence are explained to them and, where appropriate their families.
- 9.11 Young detainees are supported to arrange their first visit from family or friends.

10. Young detainees understand their rights, obligations and what to expect during their time in custody.

- 10.1 All information is given in ways young detainees can understand, taking into account age, developmental levels, literacy, linguistic background, any disabilities, attention span, previous experiences in detention and other personal circumstances.
- 10.2 There are a variety of appropriate and responsive mechanisms by which young detainees can ask questions, raise concerns and lodge complaints about any aspect of their treatment. There is a mix of formal and informal methods, suitable for various ages/developmental levels.

- Discussions with young detainees
- Discussions with staff involved in induction
- Discussions with oversight agencies

- 10.3 Young detainees are informed of and understand their sentence or remand in custody.
- 10.4 Young detainees are offered necessary assistance in gaining access to legal advice and in reading/writing legal correspondence.
- 10.5 Young detainees are informed about what to expect from staff at the detention centre, including what is inappropriate, and how they can raise concerns about staff’s behaviour both internally and with external agencies.
- 10.6 Young detainees are informed about the youth detention place’s procedures that are designed to protect them from bullying, peer pressure and abuse.
- 10.7 Young detainees are made aware of who they can speak to if they have concerns about their care and custody in detention, including Official Visitors, the Public Advocate and Children and Young People Commissioner, and Discrimination, Health Services and Disability & Community Services Commissioner, and how they can do this confidentially.

B.3 Accommodation assessments

11. Young detainees are placed in the least restrictive accommodation environment possible. Each young detainee undergoes a rigorous assessment to ensure they are placed appropriately in the youth detention place.

- 11.1 Appropriate risk assessments are conducted when determining all accommodation placements for young detainees, with particularly rigorous assessments for any shared room accommodation. This risk assessments are reviewed and updated regularly and any resulting adjustments to placement are made.
- 11.2 Males and females have, as a minimum, separate accommodation, living space and shower and toilet areas. This does not prevent supervised integration for activities and socialising on regular occasions if assessed as suitable.
- 11.3 Where reasonable, young detainees on remand are accommodated separately from convicted young detainees.

- Inspection of physical environment
- Review of policies and procedures around accommodation placement decisions
- Discussions with staff responsible for decision making around placement
- Discussions with young detainees

Placement is regularly reviewed.	11.4	Effective and safe regimes are in place for the management of young detainees who are especially vulnerable, high profile or sex offenders.	<ul style="list-style-type: none"> • Review of files to view record keeping of risk assessments and placement decisions • Observation of case management meetings • Review of lock-in data
	11.5	Older young detainees and adult detainees are generally not housed with or interacting directly with very young detainees unless part of the same family and/or where the younger detainee benefits from such an arrangement, and such interaction is always subject to a specific risk-assessment.	
	11.6	Where reasonable, Aboriginal and Torres Strait Islander young detainees are provided with the opportunity to be accommodated together.	
	11.7	Young detainees identified as at immediate risk of self-harm or suicide are housed in a safe environment. Every effort is made to place these young detainees in accommodation that includes reasonable amenities and the possibility for interaction with others.	
	11.8	The classification system for security ratings of young detainees is age appropriate.	

C. BEHAVIOURAL MANAGEMENT

C.1 Encourage positive behaviours through incentives

12. Young detainees live in a safe, well-ordered and motivational environment where their achievements and good behaviour are	12.1	There is a coherent approach to behaviour management in all areas of the youth detention place that focuses on rewarding young detainees for positive behaviour and effort.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees • Discussions with staff
	12.2	Staff model respectful, calm and positive behaviour. Staff understand the impact of trauma and implement effective strategies to address it.	
	12.3	Behaviour management frameworks are underpinned by a focus on positive relationships between staff and young detainees.	

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recognised, promoted and rewarded.	<p>12.4 Staff engagement with young detainees regarding behaviour is strength-based in nature and focused on the future.</p> <p>12.5 The behaviour management framework involves all relevant Directorates and external agencies. There are clear links with other relevant strategies that protect young detainees.</p>	<ul style="list-style-type: none"> • Review of files documenting young detainees' behaviour
13. Young detainees understand the standards of behaviour and the rules and routines of the youth detention place.	<p>13.1 Young detainees are informed on induction of the behaviour management framework and the consequences of misbehaviour, in a way they can understand.</p> <p>13.2 The rules are on clear display throughout the youth detention place.</p> <p>13.3 Young detainees are always informed where their behaviour does not conform with the rules and are given an opportunity to explain their behaviour.</p> <p>13.4 Rules and consequences for non-compliance are proportionate, promote responsibility and focus on the well-being of young detainees.</p> <p>13.5 Investigation into a young detainee's non-compliance with rules is managed in a fair and timely manner and properly recorded.</p> <p>13.6 Young detainees are given time to prepare when an investigation process is initiated and are offered independent support (such as the Public Advocate) to assist them. Their views are listened to and acted on fairly.</p> <p>13.7 Findings and consequences following an investigation are fully explained to the young detainee and are recorded in detail.</p> <p>13.8 Young detainees can challenge decisions appropriately and are confident that their views are taken seriously.</p> <p>13.9 Young detainees are aware of support people they can talk to about behavioural management systems and consequences, e.g. the Public Advocate or Official Visitor.</p>	<ul style="list-style-type: none"> • Discussions with young detainees • Review of information provided to young detainees at induction • Review of policies and procedures • Review of files to view records of disciplines
14. The behaviour management framework incorporates incentives	<p>14.1 The behaviour management framework is motivational, age-appropriate and easily understood by young detainees and staff.</p> <p>14.2 Young detainees are informed of the framework in a format and language they can understand.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees

to promote effort and good behaviour and uses fair sanctions for poor behaviour.

- 14.3 There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage poor behaviour.
- 14.4 The implementation of rewards and sanctions is timely, proportionate and consistent.
- 14.5 Young detainees and staff are clear about the criteria for promotion and demotion between incentive levels.
- 14.6 Young detainees' behaviour is regularly reviewed, and they are encouraged and enabled to participate in this review process.
- 14.7 Young detainees are kept up to date with their progress on the framework and have the opportunity to comment.
- 14.8 Young detainees who are likely to be downgraded on the framework are warned beforehand and are given reasons for a change in status.
- 14.9 Young detainees can appeal against a decision and are helped to do so.
- 14.10 The status of a young detainee can only change following a review.
- 14.11 The regime for those on the lowest level is not punitive, meets the minimum living conditions for young detainees, including contact with the outside world, and provides the opportunity for young detainees to demonstrate improvements in their behaviour.
- 14.12 There are programs in place for young detainees who remain on the lower levels of the framework for significant periods of time. This includes small, achievable targets.
- 14.13 Young detainees have the opportunity to provide feedback on the framework, both formally and informally.
- 14.14 Parents and carers are routinely informed of young detainees' positive attitudes, actions and efforts.

- Discussions with staff
- Review of files to view recording of young detainees' behaviour

C.2 Adjudication and consequences for breach of rules

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

- 15.1 Staff have been trained in and understand the youth detention place’s behaviour management framework, including lawful and prohibited disciplinary procedures.
- 15.2 Rules are applied fairly and consistently without discrimination.
- 15.3 Staff encourage young detainees to engage in all their activities by conforming to youth detention place rules.
- 15.4 There is an emphasis on motivating young detainees to achieve during their time in custody. Their positive attitude, actions and effort are acknowledged and rewarded.
- 15.5 Behaviour is not managed with a “one size fits all” approach, but the underlying needs of the young detainee are identified and addressed in an age, developmentally and culturally appropriate way.
- 15.6 Staff balance tolerance and authority and consider the individual characteristics of the young detainee that impact on behaviour, for example, trauma and mental health.
- 15.7 The behaviour management strategy outlines the use of conflict resolution, mediation and other interventions available to help young detainees manage and control their behaviour.
- 15.8 All forms of discipline that are imposed on young detainees are recorded in a register in a timely, accurate and sufficiently detailed manner.
- 15.9 Collective sanctions are prohibited.
- 15.10 Young detainees are never involved in the disciplining of another young detainee.
- 15.11 Formal sanctions do not include limiting contact with the outside world or removing any minimum living conditions for young detainees. Young detainees are only sanctioned in accordance with legislation and policy, and the sanctions are never cruel, degrading or humiliating.
- 15.12 Data from all disciplinary procedures is monitored by the centre on a regular basis to identify trends and patterns.

- Discussions with staff
- Discussions with young detainees
- Inspection of discipline register
- Review of policies and procedures

	15.13	Where police are investigating a young detainee’s behaviour in a youth detention place, the youth detention place’s disciplinary sanctions are not applied until the outcome of the police investigation is determined and it is decided that the young detainee will not be prosecuted by the police. This is to avoid double punishment.	
16. Any formal disciplinary procedures are age-appropriate and aimed at supporting positive behaviour and reparation where appropriate. They are applied fairly and for good reason.	16.1	There are clear policies describing disciplinary procedures, including differences between types of procedure. Policies are reasonable and fair and encourage staff to use formal disciplinary procedures only when necessary.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with oversight agencies • Discussions with young detainees • Review of discipline records
	16.2	Disciplinary proceedings are conducted in age-appropriate surroundings in a clear and fair manner, and the young detainee can meaningfully participate. The young detainee is supported by their legal representative, an independent advocate and/or a support person of their choosing.	
	16.3	Young detainees who lack capacity to obey a rule, for example due to mental illness or disability, are not subject to formal disciplinary proceedings.	
	16.4	Disciplinary procedures are properly recorded, and records are retained for the appropriate period prescribed by law.	
	16.5	Disciplinary findings and sanctions are age-appropriate and are made fairly and consistently. They are realistic and aimed at achieving positive behaviour and, where necessary, reparation. They are understood by the young detainee. Mitigating circumstances are considered.	
17. Young detainees subject to disciplinary procedures understand why they have been disciplined, the	17.1	Information on the disciplinary process is available and accessible for young detainees in a format and language they can understand.	<ul style="list-style-type: none"> • Discussions with young detainees • Review of discipline records • Discussions with relevant staff
	17.2	All young detainees facing disciplinary procedures are given time and support to prepare their case and are provided with avenues to access appropriate advice.	
	17.3	Young detainees are supported to access support from an advocate and/or legal representative with sufficient time before disciplinary procedures begin, and this	

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consequences and the procedures they face.	<p>is recorded. If requested, proceedings do not begin without an advocate or legal representative present.</p> <p>17.4 Young detainees are encouraged and helped to play an active role in their own disciplinary hearings.</p> <p>17.5 Disciplinary hearings are conducted with as little formality and technicality, and as quickly as the proper consideration of the alleged disciplinary breach allows.</p> <p>17.6 Findings and consequences are fully explained to the young detainee and recorded in detail.</p> <p>17.7 Young detainees are made aware of the appeals procedure during their hearing. The appeals procedure is fair and easy to use. Young detainees are not victimised for challenging findings and consequences.</p>	<ul style="list-style-type: none"> • Discussions with oversight agencies
18. The consequences for young detainees diverging from the youth detention place rules are always established in law or regulation, appropriate, fair, consistent and expeditious, and are not cruel, inhuman or degrading.	<p>18.1 There are a graduated set of consequences that can be applied in response to inappropriate or bad behaviour.</p> <p>18.2 Wherever possible, responses to inappropriate behaviour are similar to those used in the community in typical family situations.</p> <p>18.3 Entitlements, including contact with family, are never restricted as a disciplinary measure.</p> <p>18.4 Assaults, illicit drug use and other serious offences are referred to police. Where a young detainee is under active police investigation for a matter occurring in the youth detention place, disciplinary consequences are not applied until the outcome of the police investigation is finalised in order to avoid double punishment.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Review of discipline records
C.3 Use of force and restraints		
19. Force, including any form of restraint, must only be used as a last	<p>19.1 The use of force, including the use of any form of restraints, on a young detainee is only used to prevent an imminent and serious threat of self-harm or injury to others,</p>	<ul style="list-style-type: none"> • Review of use of force register

resort and for the shortest time required. Its use must be safely and humanely applied, properly prescribed and monitored, and reported.

or in response to an unacceptable risk of escape, and only when all other less restrictive means have been exhausted.

- 19.2 The use of force, including the use of any form of restraints, does not cause humiliation or degradation and is used for the shortest possible time.
- 19.3 Restraints are used in the least restrictive manner possible and for the shortest time required, and are mindful of the comfort and dignity of the young detainee.
- 19.4 Consideration of alternative forms of mechanical restraints (including not using restraints at all) for movements, transportation and activities external to the youth detention place is included in all risk assessments determining security requirements for these activities.
- 19.5 Staff are explicitly prohibited from carrying weapons in the youth detention place.
- 19.6 Force is never used as a sanction or to obtain compliance with staff instructions.
- 19.7 Staff are trained in de-escalation techniques and are encouraged to use these methods instead of using force. All staff who are responsible for the care of young detainees (including escort officers) are trained in the safe and appropriate methods for use of force and restraints on young detainees.
- 19.8 Where the use of force is unavoidable, trained staff only use approved techniques for the shortest possible time and where possible, do so out of view of other young detainees.
- 19.9 Young detainees with challenging behaviours, including as a result of past abuse, neglect, trauma, disability, or mental health, have care plans which highlight risk factors and set out alternative management protocols which reduce the likelihood of restraint techniques becoming necessary.
- 19.10 Only approved restraints are kept at the youth detention place.

- View CCTV of use of force incidents
- Discussions with young detainees
- Discussions with staff
- Review of policies and procedures
- Review of staff training
- Discussions with oversight agencies

- 19.11 The use of force register is up to date and contains comprehensive and accurate details of all incidents that involve use of force. The register is appropriately cross referenced to the more detailed use of force investigation reports.
- 19.12 All use of force incidents are investigated and reported appropriately. Detailed and timely reports are written by all staff involved in or witnessing the incident and forwarded to operational management.
- 19.13 As soon as possible after a use of force incident, the young detainee involved sees a healthcare professional.
- 19.14 Following a use of force incident, the young detainee is offered the opportunity to discuss it with a staff member who was not involved.
- 19.15 Young detainees are offered the opportunity to speak to an advocate or make a complaint about the incident without fear of repercussions.
- 19.16 Parents/carers are notified of incidents of restraint or force where appropriate.
- 19.17 Cameras are used to record planned interventions, including the use of force.

C.4 Segregation and other forms of separation

20. Where it is necessary for a young detainee to be placed into segregation or another form of separation, it will be for a legitimate purpose, for the minimum time necessary, subject to oversight, and appropriately documented.	20.1	Young detainees are segregated or separated only in accordance with legislation.	<ul style="list-style-type: none"> • Review of segregation register and other documents such as segregation reviews • Discussions with young detainees who have experienced segregation • Discussions with staff • Review of policies and procedures
	20.2	Young detainees are only confined to their room during daytime unlock hours if there is a specific and pressing reason to do so.	
	20.3	Reviews of segregation directions are conducted in accordance with legislation.	
	20.4	Accurate registers record details of the segregation or separation and the young detainee’s routine while in segregation or separation is maintained.	
	20.5	Young detainees are given the reasons for their segregation or separation in a manner and language they understand.	
	20.6	Staff closely supervise segregation and separation, and young detainees are not left for long periods of time with nothing to occupy them.	
	20.7	Young detainees subject to segregation or separation are afforded at least two hours of access per day to fresh air and physical recreation.	

20.8 Young detainees subject to segregation or separation must be able to have contact with a family member or other appropriate nominated contact each day.

C.5 Bullying, racism and violence reduction

21. Young detainees, staff and visitors understand that bullying, racism and intimidating behaviours are not acceptable and are aware of the consequences of such behaviours. Any form of intimidating or violent behaviour is consistently challenged and not condoned.	21.1	The youth detention place has an anti-bullying and anti-racism strategy for both staff and young detainees.	<ul style="list-style-type: none"> ● Review of policies and procedures ● Discussions with staff ● Discussions with young detainees ● Discussions with oversight agencies ● Review of files to ascertain recording of bullying allegations
	21.2	On induction to the youth detention place, young detainees are informed of the anti-bullying and anti-racism policy and the consequences of bullying behaviour.	
	21.3	The anti-bullying and anti-racism policy is well-publicised to staff and visitors.	
	21.4	Age-appropriate programs target all types of bullying and racist behaviour including physical and psychological.	
	21.5	Staff are appropriately trained in identifying bullying behaviour and how to apply the youth detention place's anti-bullying policy.	
	21.6	Allegations of bullying or racist behaviour are treated consistently and fairly. Allegations are investigated thoroughly, and outcomes are recorded.	
	21.7	There are up to date records of reported bullying or racism and investigation outcomes.	
	21.8	Young detainees are aware and confident of being able to make a complaint or allegation about bullying or racism and they are offered support and counselling throughout the investigation process.	
	21.9	Those who have been identified as engaging in bullying or racist behaviour have individual plans to address their behaviour. The content of plans is properly linked to any other existing plan involving that young detainee.	

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	21.10	There is an effective procedure in place for staff and managers to raise concerns about bullying, racism or violent behaviour within the workplace, including use of aggressive and intimidating language.	
22. Young detainees at risk or who have been subjected to bullying or victimisation are protected by staff from any further victimisation.	22.1	Young detainees feel confident to report bullying and it is easy and safe for them to do so without fear of further intimidation.	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff • Review of policies and procedures
	22.2	Attention is given to identifying and protecting vulnerable young detainees who may be victimised due to the nature of their offence or personal circumstances.	
	22.3	The youth detention place's violence reduction strategy is explained to young detainees during induction and young detainees know where they can get help to report bullying and victimisation.	
	22.4	Young detainees do not share sleeping rooms unless they request it, it is in their best interests and an appropriate risk assessment has been conducted. Where young detainees do share rooms, arrangements are regularly monitored, and the risk assessment is reviewed regularly.	
	22.5	Young detainees who report bullying are protected from further intimidation or victimisation.	
	22.6	Staff identify young detainees who self-isolate and provide support to promote positive relationships, well-being and participation in the regime.	
	22.7	Young detainees' families/carers and friends can report any concerns they have about bullying.	

D. SECURITY

D.1 Safe and proportionate

23. Safety and good order are always maintained, through effective dynamic and	23.1	The core of the youth detention place's security strategy rests on encouraging positive rapport between staff and young detainees.	<ul style="list-style-type: none"> • Review of policies and procedures
	23.2	Security is maintained at the lowest level possible appropriate to the risks and the youth detention place provide conditions that resemble life in the community as	

procedural security. Restrictions are the minimum necessary to enable humane and respectful relationships between young detainees and staff and visitors.

- 23.3 Staff interact with young detainees well and there are enough staff to supervise young detainees and specific areas and activities.
- 23.4 Dynamic security ensures that young detainees are occupied through constructive programs and activities.
- 23.5 Young detainees' access to education, activities and health services are not impeded by an unnecessarily restrictive approach to security.
- 23.6 Surveillance equipment is regularly checked and maintained, and this process is documented.
- 23.7 Young detainees can always directly contact staff via serviceable call buttons. Regular testing and maintenance of call buttons is documented.
- 23.8 Restricted equipment accessed through programs or classes, such as scrap metal and screws, are removed when not in use and young detainees are closely monitored during these classes.
- 23.9 Equipment and materials that may be considered a potential security threat are recorded in a logbook and accounted for at the end of each shift.
- 23.10 Mechanical restraints are not used for routine activities, movements or requirements young detainees within a youth detention place.
- 23.11 Staff are not alone when conducting searches, managing large groups of young detainees, and conducting night checks.
- 23.12 Staff are alert to potential incidents and defuse situations before they result in serious incidents. There is a system to collect and utilise intelligence to aid the prevention of incidents.

- Observation of interactions between young detainees and staff
- Discussions with young detainees
- Discussions with staff
- Review of records of testing and maintenance of security-related equipment
- Review of incident data and reports
- Review of lock-down data

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	23.13	Policies and procedures are in place, and are regularly reviewed, regarding the protection of vulnerable young detainees, management of bullying and prevention of any abuse. Staff are trained in these policies and procedures.	
	23.14	All decisions about accommodation and activity placements are informed by risk assessments.	
	23.15	Where inappropriate or abusive practice is found, those responsible are held to account.	
24. There is a clear policy on the role of security in meeting the youth detention place's operating philosophy and stated objectives.	24.1	The youth detention place's security policy is up to date and readily available to staff.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with staff • Discussions with young detainees • Discussions with oversight agencies
	24.2	The security policy reflects the appropriate balance between physical, procedural and dynamic security, and is human rights consistent.	
	24.3	There are no apparent risks or inconsistencies in the physical or procedural security practices of the youth detention place.	
	24.4	The security policy is proportionate to the needs of the youth detention place and does not unreasonably limit the rights of young detainees.	
	24.5	The youth detention place is always adequately staffed. A comprehensive and up-to-date staffing profile is used to determine how many staff are required.	
	24.6	A drug supply and reduction strategy is in place which is regularly evaluated for its effectiveness and is integrated with the security policy and harm minimisation policy.	
	24.7	Regular risk assessments of all areas of the youth detention place are conducted.	
	24.8	The criteria and process for the security classification applied to young detainees are clear and consistently applied.	
25. The youth detention place provides a physical environment that is safe and secure.	25.1	The youth detention place has appropriate security, fire management and other relevant plans that are periodically reviewed.	<ul style="list-style-type: none"> • Inspection of the physical environment • Review of policies and procedures
	25.2	Physical security and fire risk assessments are regularly undertaken and documented.	

	25.3	Areas of the youth detention place where young detainees may be unsupervised are free from ligature points.	
26. Effective emergency management, occupational health and safety and other systems are in place to ensure safety.	26.1	The youth detention place is a safe working environment for all staff (including visiting or external staff).	<ul style="list-style-type: none"> • Discussions with staff • Review of emergency management plans • Review of asset management plan • Review of staff training • Review of records from relevant incidents
	26.2	Systems and equipment are secured safely, tested regularly and maintained or upgraded to ensure serviceability and effectiveness. This may include large-scale systems such as 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.	
	26.3	Emergency management plans are up-to-date, regularly reviewed and accessible to staff. All staff are appropriately trained. Regular drills involving young detainees as well as staff are conducted.	
	26.4	Staff are trained in occupational health and safety and the use of emergency equipment.	
	26.5	Emergency responses to incidents are documented, recorded and reported in accordance with agreed protocols. The use of any emergency response equipment is accurately recorded in a register.	
	26.6	Hygiene and sanitation standards meet the requirements of all relevant legislation.	
D.2 Intelligence			
27. Effective intelligence is used to safeguard young detainees.	27.1	Intelligence systems exist that appropriately, ethically and effectively gather relevant security information; and assess, report on and appropriately share information about potential security risk.	<ul style="list-style-type: none"> • Discussions with intelligence officers

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	27.2	Intelligence is acted on appropriately.	
	27.3	Intelligence and security measures minimise the introduction and trafficking of prohibited substances.	<ul style="list-style-type: none"> • Review of intelligence reports
	27.4	There are effective arrangements for sharing intelligence with all who need to know, including external agencies.	<ul style="list-style-type: none"> • Review of policies and procedures
D.3 Searching			
28. Searching reduces risks to safety and security from contraband, weapons, alcohol and other drugs.	28.1	Searching is part of a wider safety and security strategy to detect items that may endanger the safety of anyone in the youth detention place or pose a threat to security and good order.	<ul style="list-style-type: none"> • Review of policies and procedures
	28.2	Routine and targeted searches are properly documented, including the outcome of the search, to ensure they are not used in a discriminatory manner.	<ul style="list-style-type: none"> • Review of search register and tool register
	28.3	Search strategies and policies are regularly reviewed to assess their effectiveness and any scope for improvement.	<ul style="list-style-type: none"> • Discussions with staff
	28.4	Emerging technologies are constantly being reviewed as an alternative to personal searches.	<ul style="list-style-type: none"> • Observation of searching practices
	28.5	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.	
	28.6	Staff have clear information regarding what is considered contraband and there are procedures on how to record, store, retain as evidence or destroy any contraband found during searches. A register of contraband is kept that is accurate, comprehensive and detailed.	
29. All searching is lawful and proportionate, and carried out in a manner that is respectful for the inherent dignity of	29.1	Searches of a young detainee are conducted safely, only when necessary and are proportionate to the circumstances.	<ul style="list-style-type: none"> • Review of policies and procedures
	29.2	Less intrusive searching methods, such as scans, are used in preference to more invasive searches, such as strip searches and body searches.	<ul style="list-style-type: none"> • Discussions with staff • Discussions with young detainees

the person being searched.	29.3	Searches are conducted with due regard to gender, disability, religious and cultural sensitivities and trauma history.	<ul style="list-style-type: none"> • Observation of searching practices • Review of search register
	29.4	Searches do not harass, intimidate or unnecessarily intrude on a young detainee's privacy.	
	29.5	Searches are only conducted by appropriately trained staff, in a way that respects the dignity of the young detainee. Health or other therapeutic staff are never required to undertake searches of young detainees, unless appointed under the relevant legislation to conduct non-therapeutic procedures.	
	29.6	Personal searches are only done by a staff member of the same gender as the person to be searched (except for fully clothed wand searches or walk-through detectors). There must be at least two staff present, one to conduct the search and one to observe the searcher.	
	29.7	Transgender and intersex young detainees are invited to nominate the gender of the staff member conducting the search.	
	29.8	There are standard operating procedures in place for refusal to comply with a search and the consequences of refusing a search are explained to young detainees before requesting their cooperation with the search.	
	29.9	Systems used to test young detainees for the presence of drugs and other illicit substances are consistent with best practice to ensure the integrity of the test procedure and results. Any testing is reasonable in the circumstances and all testing is conducted with due respect for the individual's rights, safety, dignity and comfort.	
	29.10	The search register is up to date, comprehensive and accurate.	

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30. Strip searching of young detainees is only carried out on reasonable grounds, in the least restrictive manner, and is respectful of detainee dignity.	30.1	Strip searches are only used as a last resort and when permitted under legislation. Prior to this, other means of searching such as pat searches, metal detectors and increased surveillance are used.	<ul style="list-style-type: none">• Review of strip search register• Discussions with young detainees• Discussions with staff• Review of policies and procedures• Discussions with oversight agencies
	30.2	Strip searches are conducted in a private area or an area that provides reasonable privacy for the detainee being searched. Strip searches are not conducted in view of CCTV.	
	30.3	The strip search is conducted as quickly as possible, the young detainee remains partly clothed, and is allowed to dress in private as soon as it is complete.	
	30.4	Young detainees understand why they are being strip searched and the process for doing so.	
	30.5	Where practicable and in the best interests of the young detainee, young detainees are offered to have a support person of their choosing present while they are strip searched.	
	30.6	After a strip search is conducted, young detainees are offered assistance from an independent advocate to record any questions or concerns they have about why they were strip searched, or how it was carried out.	
	30.7	Strip searches are only done by a staff member of the same gender as the person to be searched. Transgender and intersex young detainees are invited to nominate the gender of the staff member conducting their search and their response is documented.	
	30.8	Every effort is made to minimise the frequency of strip searches on transgender and intersex young detainees and young detainees with a trauma history. Where the strip searches are necessary, additional safeguards are put in place.	
	30.9	The number of staff present during a strip search is no greater than necessary and reasonable to ensure the search is carried out as safely and effectively as possible.	
	30.10	Staff are appropriately trained to conduct strip searches in a discrete and sensitive manner and are trained in trauma informed searching techniques.	

	30.11	The strip search register is up to date, comprehensive and accurate. It includes the reason for the search, who conducted it and the outcome.	
31. Body cavity searches are only conducted as a last resort, are carried out by health professionals specifically appointed to carry out non-therapeutic functions and are carried out in a way that is least restrictive on young detainees' rights as possible in the circumstances	31.1	Only health professionals appointed under the relevant law to conduct non-therapeutic procedures may conduct a body cavity search. A non-treating nurse must also be present.	<ul style="list-style-type: none"> • Review of policies and procedures • Review of body cavity search register • Discussions with relevant staff • Discussions with oversight agencies
	31.2	If the doctor conducting the search is not of the same gender as the young detainee, the nurse must be of the same gender as the young detainee. Only the health professional of the same gender as the young person is authorised to touch and examine the young detainee's body.	
	31.3	A young detainee is offered to have a support person of their choosing present while the search is conducted, and this is provided where it is requested and in the best interests of the young detainee.	
	31.4	The number of youth detention officers present during the search is no more than necessary to ensure the search is conducted safely.	
	31.5	Staff present at the search are of the same gender as the young detainee. Transgender and intersex young detainees are invited to nominate the gender of the staff member conducting the search.	
	31.6	Young detainees understand why the search is being conducted and the process for doing so.	
	31.7	The young detainee is allowed to dress in private as soon as the search finishes.	
	31.8	After the search is conducted, young detainees are offered assistance from an independent advocate to record any questions or concerns they have about why they were searched, or how it was carried out.	
	31.9	A young detainee suspected of secreting items internally is taken to a hospital if internal damage or other health issues are suspected or likely.	

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	31.10	All details of the search are accurately recorded in the search register, including the reason for the search, who conducted it and the outcome.	
32. Searching of young detainees' rooms and their property is carried out in a professional and accountable way and is appropriately recorded.	32.1	Room and property searches are conducted by appropriately trained staff, who search in a way that respects the dignity of the young detainee.	<ul style="list-style-type: none"> • Review of policies and procedures, including searching matrix • Discussions with young detainees • Discussions with oversight agencies • Observation of room search • Review of search register
	32.2	Searches of rooms and of personal possessions are conducted with respect and the room is always left tidy.	
	32.3	Searches are conducted with due regard to gender, disability, religious and cultural sensitivities.	
	32.4	Room searches are carried out in a systematic manner and are conducted by staff of the same gender as the young detainee where practicable.	
	32.5	The search register is up to date, comprehensive and accurate.	
33. Searching of visitors and their property is carried out in a professional and accountable way and is appropriately recorded.	33.1	Admission of visitors to the youth detention place is contingent upon the visitor's consent to be searched. The visitor may withdraw their consent at any time, in which case they may be refused access.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with visitors • Observation of searching of visitors • Discussions with oversight agencies
	33.2	The searching of visitors is only implemented as part of a strategy to deter and detect contraband entering the youth detention place.	
	33.3	Additional measures such as use of overalls or increased supervision of visits is promoted as an alternative to searches.	
	33.4	Search procedures for visitors are clearly displayed and explained by searching staff.	
	33.5	Searches are conducted with due regard to gender, disability, religious and cultural sensitivities.	
	33.6	Visitors must be informed of their rights, including the right to complain, and the consequences of refusing to be searched.	
	33.7	Clear information on prohibited items is displayed to visitors.	

	33.8	Staff have clear information regarding prohibited items and there are procedures on how to record, store, retain as evidence or destroy any items found during searches.	
34. Searching, screening and testing of staff is done in a manner that is respectful of staff privacy, and in accordance with clear guidelines.	34.1	All staff are made aware of searching, screening and/or testing guidelines, including the allowed and prohibited items, at the commencement of their employment and this is subsequently refreshed as required.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with staff • Review of records of searches of staff
	34.2	Staff have access to lockers and amenities outside of areas young detainees can access to securely store personal belongings during their shifts.	
	34.3	Searches of staff are conducted with due regard to gender, disability, religious and cultural sensitivities.	
	34.4	Accurate and up to date records are kept of searching, screening and testing, and the outcomes.	

E. LEADERSHIP AND MANAGEMENT OF SAFETY, RESOURCES AND SYSTEMS

E.1 Strategic and performance planning and evaluation

35. Continuous improvement is actively pursued in all areas of the youth detention place.	35.1	Review and evaluation are ongoing for all aspects of youth detention place operations (custodial, non-custodial and administrative) and at all levels of the Directorate.	<ul style="list-style-type: none"> • Discussions with staff, including management • Review of staff debriefs after incidents • Review of strategic and business plans
	35.2	Suitable governance structures are in place to ensure accountability in all areas of youth detention place operations.	
	35.3	Involvement of all staff is sought through consultation and inclusion on planning or steering committees.	
	35.4	All incidents, including occasions of use of force, are reported, recorded and reviewed. Staff receive feedback on their actions in such incidents with review	

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		findings used to highlight training needs or improvements needed in procedures and practices.	
	35.5	Internal reviews are informed by and connected to organisational objectives and strategies, appropriately resourced, and focused on identifying lessons learned and areas for improvement.	
	35.6	There are up-to-date strategic and business plans and staff are involved with the development and implementation of these plans.	
36. The youth detention place has a strategic management plan in place, which is reviewed and revised as required.	36.1	The youth detention place’s management team, in consultation with other staff, formulate a vision and clear goals for the youth detention place. The goals are translated into clear and measurable objectives.	<ul style="list-style-type: none"> • Review of strategic management plan • Discussions with management team
	36.2	Results are monitored and evaluated.	
37. Resources are available to support innovation, research and the development of new programs or activities.	37.1	The Directorate appropriately resources research and development into practices relating to the detention of young detainees and the management of youth detention places.	<ul style="list-style-type: none"> • Discussions with the management team • Review of research activities
	37.2	Staff are consulted on and advised of research activities.	
	37.3	The Directorate partners with research centres, universities and other organisations to enhance the research capacity and scope.	
	37.4	All research meets ethical guidelines and best practice and complies with legislative requirements.	
38. The youth detention place promotes environmental sustainability, which is reflected in daily operations.	38.1	The youth detention place has a sustainability plan which is regularly monitored and includes targets to reduce use of utilities, reduce waste and increase self-sufficiency.	<ul style="list-style-type: none"> • Review of sustainability plan • Observations of physical environment e.g. waste management
	38.2	Building design and outfitting of the youth detention place reflects sustainability principles (for example, incorporating solar-passive design, solar heating and cooling systems, rain-water tanks or grey water systems).	

38.3 Young detainees are encouraged to get involved in sustainability projects within the youth detention place or in the community.

E.2 Record Keeping

39. The youth detention place keeps up-to-date, well-organised, secure and permanent records of key information.

39.1 Key information required by law and policy are recorded, including in relation to: authority for detention and period of detention; known health conditions and disabilities; next of kin; visible injuries and complaints about prior ill treatment; security classification; case management plan; disciplines; use of force; searches; segregation; and an inventory of personal property.

39.2 All records are kept confidential and made available only to those staff at the centre whose professional responsibilities require access to such records. There is a secure audit trail to prevent unauthorised access to or modification of any information contained in the system.

39.3 Young detainees are informed that they can access the records pertaining to them, subject to redactions authorised under legislation, and are entitled to receive an official copy of such records upon their release. Records provided to young detainees are written in a way they can understand and/or explained to them and young detainees can challenge and correct inaccuracies.

39.4 A file management system is used to generate reliable data about trends relating to and characteristics of the youth detention place population to create an evidence base for decision making.

39.5 Lawful arrangements are in place to facilitate the timely and appropriate exchange of information relevant to the management of detainees, including with ACT Courts, ACT Policing, ACT Health and ACT Corrective Services.

- Review of young detainees' files
- Review of registers
- Discussions with the Public Advocate
- Review of policies and procedures

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40. Information relating to individual young detainees is treated with strict regard to confidentiality. There are documented processes in place for appropriate information sharing between staff and agencies directly involved with the young detainee's care and management.	40.1	Personal information collected about a young detainee is handled in accordance with relevant Commonwealth and ACT laws.	<ul style="list-style-type: none">• Review of policies and procedures• Review of young detainees' files
	40.2	Protocols and procedures are in place to facilitate appropriate information sharing between agencies directly involved in managing individual young detainees.	
	40.3	The confidentiality of health information is maintained to preserve each detainee's individual entitlement to privacy. However, health information may be provided on a 'need-to-know' basis in accordance with legislation and preferably with the consent of the young detainee.	
	40.4	Procedures are in place to ensure the protection of young detainees from exposure to the media (especially during court transports and external activities).	
	40.5	Young detainees' visitors and telephone contacts are appropriately vetted to ensure, to the extent possible, that they are genuine and appropriate to talk to or visit young detainees or be given any information about specific young detainees.	
	40.6	Documents gained while in detention intended for use in the wider community do not indicate the young detainee was in detention (for example, school certificates, work references, identification, health referrals), unless directly relevant or required.	
41. A health record for each young detainee is established (or reopened) on admission, and all relevant information about their health is recorded in this record in a timely, accurate and confidential way, including information	41.1	A young detainee's health file accompanies the young detainee on transfer to other detention facilities and on re-admission to the centre, where the young detainee consents.	<ul style="list-style-type: none">• Review of health records• Discussions with health staff• Review of policies and procedures
	41.2	Young detainees can access their health files on request. A young detainee may appoint a third party to access his or her health file, in accordance with legislation.	
	41.3	Health records are stored securely and never accessed by youth detention officers.	
	41.4	On release from a youth detention place, each young detainee is given a summary of their health status in a form they can understand and a referral to the community health care provider of the young detainee's choice.	

about pre-existing health conditions, treatment and care.

E.3 Staff

42. There are recruitment, supervision and retention strategies in place that ensure there are always sufficient and appropriately experienced staff to meet the needs of the youth detention place and the population of young detainees.

- 42.1 The recruitment process ensures suitable individuals (through appropriate screening and assessments, including but not limited to security and ‘Working with Vulnerable People’ checks) are selected and trained prior to commencement of duties.
- 42.2 New staff are supported and supervised by suitably experienced and trained managers, supervisors, and peers. They undergo formal, supervised probation.
- 42.3 Issues identified during probation are addressed with opportunities given for improvement; probation is only signed off when probationers meet all requirements for permanency and are deemed suitable for ongoing work in the youth detention place.
- 42.4 The youth detention place has effective retention strategies in place.
- 42.5 Regular performance appraisal is undertaken for all staff. There are procedures for identifying unsuitable staff and methods for resolving issues or removing/redeploying unsuitable staff.
- 42.6 The staffing model is regularly reviewed and evaluated to ensure it meets the operational demands of the youth detention place and any changes in legislation, policy or procedures.
- 42.7 Use of leave and overtime is monitored as part of the regular review of staff morale.
- 42.8 Staffing models are not copied from adult prisons.

- Review of staff recruitment and training processes
- Review of data on staff profile, training, leave and overtime, and retention
- Discussions with staff

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	42.9	The staffing model includes relevant specialists in addition to youth detention officers, administrative and support staff. To the maximum extent possible, staff have experience working with young detainees.	
	42.10	Staff from external agencies delivering services for young detainees have effective supervision, balanced with the privacy required for their service delivery.	
43. The staffing profile values diversity including in relation to gender, cultural and linguistic background, and lived experiences.	43.1	The staffing profile of the youth detention place is regularly reviewed for diversity, with these reviews contributing to recruitment strategies.	<ul style="list-style-type: none"> • Review of data on staff profile • Review of recruitment processes
44. All staff are appropriately trained and receive ongoing development, and reaccreditation where necessary.	44.1	All staff receive regular training to maintain and upgrade their skills (and qualifications where relevant) and can access professional development activities.	<ul style="list-style-type: none"> • Review of staff training calendar and training session materials • Discussions with staff
	44.2	The regular performance appraisal process includes understanding current staff needs and professional interests.	
	44.3	All staff undertake training in areas including human rights, Aboriginal and Torres Strait Islander cultural awareness and cultural safety, duty of care, trauma-informed practices, adolescent development (including gender-specific information), emergency management, drug and alcohol awareness, and disability awareness.	
	44.4	The youth detention place has a formal training plan to coordinate the training of staff.	
	44.5	Records are kept of all staff training.	
	44.6	Staff working directly with young detainees receive training in 'soft skills' (such as communication and de-escalation) as well as use of force and other security-focused procedural training. Security-focused and operational training is youth-focused and trauma-informed.	

	44.7	The youth detention place enforces a code of conduct that requires and assists staff to be positive role models for young detainees in custody.	
45. Systems are in place for communicating effectively and appropriately with staff and service providers.	45.1	All support services work in a coordinated manner while upholding young detainees' right to privacy.	<ul style="list-style-type: none"> • Review of policies and procedures
	45.2	There are clear protocols for information sharing, service agreements and confidentiality provisions to support open and timely communication between different sections and staff regarding all management, activities and programs involving young detainees.	<ul style="list-style-type: none"> • Discussions with staff • Discussions with external service providers
46. Staff are supported and have avenues to raise and address grievances that affect them in a timely and effective way.	46.1	Staff can make comments, suggestions or complaints about the youth detention place, either internally or to external bodies, without repercussions.	<ul style="list-style-type: none"> • Discussions with staff
	46.2	Grievances are resolved promptly, fairly, sensitively and confidentially and every effort is made to resolve them at the lowest level.	<ul style="list-style-type: none"> • Review of policies and procedures
	46.3	Staff have ongoing access to an Employee Assistance Program. Staff are offered appropriate supports including counselling and debriefing after critical incidents or other situations that could cause distress.	
	46.4	Measures are taken to prevent and address workplace bullying and harassment.	
E.4 Policies and Procedures			
47. Current information about the operations of youth detention places is readily available to staff, young detainees, visitors and any other	47.1	Youth detention place rules, policies and procedures are readily available to all staff (including external and visiting staff) and young detainees within the youth detention place in accessible locations and formats.	<ul style="list-style-type: none"> • Review of access to policies and procedures e.g. ACT Legislation Register
	47.2	Youth detention place staff participate in the development of local policies, procedures, programs and other initiatives.	<ul style="list-style-type: none"> • Discussions with staff
	47.3	Staff specific policies, for example the code of conduct, are readily available to staff, young detainees and visitors.	<ul style="list-style-type: none"> • Discussions with young detainees

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interested parties as appropriate.	47.4	There is adequate information for visitors 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 are available to answer queries in person before, during and after visits and at other times via telephone or written contact.	<ul style="list-style-type: none">• Observations of reception and visits area• Discussions with visitors• Discussions with oversight agencies
48. Staff comply with legislative reporting requirements.	48.1	There are specific policies on preventing, receiving and responding to allegations of reportable conduct (as defined in the Ombudsman Act 1989 (ACT)) available to all staff, and these policies are reflected in practice.	<ul style="list-style-type: none">• Discussions with ACT Ombudsman and other oversight agencies
	48.2	Staff are trained to recognise and respond to behaviours indicating emotional, psychological, or physical harm.	<ul style="list-style-type: none">• Discussions with staff
	48.3	Policies and procedures are in place in relation to reporting obligations and processes (for example, maintaining such things as use of force and isolation registers).	<ul style="list-style-type: none">• Review of policies and procedures

Pillar 2: Respect and Dignity

Standards: the standard of treatment and conditions the youth detention place is expected to achieve.

Indicators: evidence that may indicate whether the expectation / outcome has been achieved. This list is not exhaustive, and outcomes may be demonstrated in other ways.

Evidence sources: possible sources of evidence to assist in determining whether the expectation/ outcome has been achieved.

A. DAILY LIFE

A.1 Infrastructure

49. Youth detention places are not oppressive environments and are designed to be used flexibly to allow young detainees to feel safe and comfortable.	49.1	Facilities are relatively small-scale and purpose-built for accommodating young detainees.	<ul style="list-style-type: none"> • Observations of physical environment • Discussions with young detainees • Discussions with staff
	49.2	Youth detention places are not overly institutional or imposing.	
	49.3	Young detainees can personalise their rooms, subject to reasonable limitations.	
	49.4	There is good access to natural light and fresh air in all buildings and accessible and safe outdoor areas.	
	49.5	The design and layout of buildings enable the accommodation of fluctuating numbers of young detainees, different living spaces to suit higher supervision needs or to suit shared living quarters (for example, buddy rooms), and separate accommodation for remandees, male and female young detainees and other separations as required.	
	49.6	Young detainees have access to clean drinking water, a toilet and a shower at all times. Young detainees can use toilets and showers with privacy.	

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	49.7	The design of the youth detention place provides clear line-of-sight and monitoring systems without being overly restrictive or oppressive.	
	49.8	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.	
	49.9	Notices are displayed in a way that is accessible for all young detainees, including those with a disability.	
	49.10	To recognise first nations people on whose land the youth detention place is built, there is visual acknowledgement of Aboriginal and Torres Strait Islander cultural heritage in the design, decoration and fittings of the youth detention place. This is done in consultation with local Elders.	
	49.11	Where young detainees are segregated or confined, the place of confinement is of the same basic standard as the young detainee's normal accommodation in terms of size, facilities, and amenity.	
50. The infrastructure of the youth detention place is well maintained and supports the operating philosophy and security requirements of the youth detention place.	50.1	Master planning allows for future expansion, as well as for temporary fluctuations in numbers.	<ul style="list-style-type: none"> • Observations of the physical environment • Discussions with staff
	50.2	Fixtures and fittings are robust, but not industrial, in order to handle constant use and substantial wear and tear.	
	50.3	There are regular cleaning, maintenance and replacement schedules and effective processes for identification and remediation of faults, breakdowns and unserviceability.	
	50.4	Security is maintained at the lowest level required, in a discreet and unobtrusive manner. The design of the youth detention place provides clear lines-of-sight and surveillance and recording systems without being overly restrictive or oppressive.	
A.2 Living Conditions			
51. The treatment of young detainees and the	51.1	Young detainees in youth detention places are safe and free from abuse.	<ul style="list-style-type: none"> • Discussions with young detainees

conditions in which they are held meets contemporary community standards of decency and humanity.

- 51.2 Conditions consider the individual needs of young detainees (such as their legal status, developmental stage, needs arising from a disability, mental health issues, cultural or linguistic background, disability, gender, sexual orientation etc.) to ensure their protection from harmful influences and risk factors.
- 51.3 Staff model appropriate behaviour and interaction with each other and young detainees. Staff challenge inappropriate behaviour.
- 51.4 Young detainees are not routinely locked down for extended periods – if in exceptional circumstances extended lock downs cannot be avoided, young detainees are provided alternative access to education, programs and activities and additional staff interaction is provided.
- 51.5 Young detainees are housed in well-maintained and clean accommodation appropriate to climatic conditions, with ample bedding, and adequate furnishings appropriate to their age and level of maturity.
- 51.6 Unit living encourages and develops a sense of belonging through group activities, eating together and other interactions, as well as providing appropriate personal space, privacy, the opportunity for personal property and other factors that support the development of a healthy, individual sense of identity.
- 51.7 Young detainees are involved in cleaning, laundering and maintaining their clothing and living environment with appropriate staff supervision.
- 51.8 Wherever possible, young detainees have their own kit of clothing and shoes for the duration of their stay. Young detainees are never required to wear recycled underwear or share personal toiletries.
- 51.9 A reasonable number of personal items are allowed in rooms, either from purchases, items made during activities or brought in by visitors (through

- Discussions with staff
- Discussions with oversight agencies
- Review of lock-in data
- Review of policies and procedures
- Observations of physical environment

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		appropriate security screening). Property is recorded and monitored to prevent bullying or theft, and excess property is safely stored or signed out.	
52. Young detainees have the opportunity and are encouraged to take personal responsibility, make informed choices and express their own view.	52.1	Active engagement and involvement of young detainees in their own management is encouraged. Young detainees are informed, consulted and involved in decision-making that affects them, and their opinions are considered.	<ul style="list-style-type: none"> • Discussions with young detainees • Review of programs being delivered • Discussions with staff
	52.2	The degree of independence a young detainee has lived with in the community is recognised and those proving responsible are encouraged to continue elements of independent living while in the youth detention place.	
	52.3	Programs and activities to encourage and develop personal responsibility and self-determination are available for all young detainees, at different levels to suit different ages and personal circumstances.	
	52.4	Opportunities to utilise personal choice are built into the routine of the youth detention place, with some choice of education, work and recreation activities, and some control over living environment and personal activities. Everyday living encourages the development of life skills.	
53. Young detainees feel and are safe in the youth detention place.	53.1	Effective safeguards are in place to ensure all young detainees are kept and feel safe, and the design and size of the residential units supports this.	<ul style="list-style-type: none"> • Discussions with young detainees • Review of policies and procedures • Discussions with staff • Observations of the physical environment
	53.2	Staff are aware of any areas which are potentially unsafe and of times when young detainees may need additional supervision, for example, during mealtimes and the distribution of items purchased by young detainees.	
	53.3	Young detainees are not required to share sleeping rooms but can elect to do so.	
	53.4	Young detainees who choose to share a sleeping room are subject to risk assessment. Risk assessments are monitored and reviewed. Young detainees are only allowed to share a room if they have requested it and it is in their best interests.	
	53.5	Communal areas meet the needs of the population and are supervised effectively by staff.	

	53.6	All young detainees can raise the alarm in the case of an emergency. Staff respond promptly when the alarm is raised.	
	53.7	Observation panels in sleeping room doors remain free from obstruction.	
	53.8	Staff undertake regular, unobtrusive supervision of sleeping areas to ensure the safety of young detainees.	
54. Young detainees are encouraged, enabled and expected to keep themselves, their rooms and communal areas clean.	54.1	Young detainees have access to necessary supplies of their own personal hygiene items. Basic hygiene items are provided free of charge.	<ul style="list-style-type: none"> • Discussions with young detainees
	54.2	Young detainees can shower or bath daily, and immediately following physical exercise or work, before court appearances and before visits.	<ul style="list-style-type: none"> • Discussions with staff
	54.3	Freshly laundered bedding and towels are provided for each new young detainee on arrival and then on at least a weekly basis.	<ul style="list-style-type: none"> • Review of policies and procedures
	54.4	Young detainees have access to sufficient cleaning materials to keep their rooms and communal areas clean and are encouraged to use them.	
55. All young detainees are provided with clean clothing and bedding appropriate to the climate, as well as necessary toiletries and sanitary products. Clothing is of the right kind, size and quality to meet individual needs.	55.1	Young detainees have access to laundry facilities at least weekly to wash and iron their clothing and bedding.	<ul style="list-style-type: none"> • Discussions with young detainees
	55.2	Young detainees are issued, free of charge, enough clean underwear and socks to be able to change them daily.	<ul style="list-style-type: none"> • Review of policies and procedures
	55.3	Young detainees are issued with enough warm, weatherproof clothing and shoes to go out in all weather.	<ul style="list-style-type: none"> • Discussions with staff
	55.4	Issued clothes are a good fit and in good condition.	
	55.5	Razors and nail clippers are allowed with adequate supervision and considering individual risk factors.	
56. Young detainees' property is held	56.1	The amount of property young detainees may keep in their possession and in storage takes account of individual needs.	<ul style="list-style-type: none"> • Observations of property stores

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<p>securely in storage and recorded accurately.</p>	56.2	Personal effects or property that is confiscated on admission is kept in safe custody.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees • Discussions with staff
	56.3	There is a list that details the possessions that young detainees can keep. It contains items adequate to meet the needs of young detainees. This list is kept up to date, and the young detainees and staff are informed of the content.	
	56.4	Young detainees can receive parcels. Any unauthorised articles received are held in secure storage and returned to the young detainee on release.	
	56.5	All property that a young detainee has on arrival or accumulates during their stay is accurately recorded in a property register and labelled if required.	
	56.6	Young detainees are adequately compensated for any goods or clothing that is lost while in storage.	
	56.7	Young detainees can access their stored property on application and on release.	
	<p>57. Young detainees can purchase a suitable range of goods to meet their needs and can do so safely.</p>	57.1	
57.2		The list of available goods is on display in every unit and in a format that is easy to read and understand.	
57.3		Young detainees can purchase items as soon as possible after arriving at the youth detention place and will receive them promptly.	
57.4		Orders for 'buy-up' items can be placed at least once a week.	
57.5		All young detainees can access accurate records of their account.	
57.6		Young detainees are given advice and support on how to manage their account.	
57.7		The 'buy-ups' process has visible and active supervision by staff. The system is effectively managed to ensure young detainees are safe from bullying.	
57.8		A range of approved hobby materials are available for purchase.	
57.9		Healthy food items are available and actively promoted in support of a healthy lifestyle.	

A.3 Food and Drink

58. Young detainees have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.	58.1	All meals are served at times consistent with those generally observed in the community and young detainees can eat communally.	<ul style="list-style-type: none"> • Discussions with catering staff • Discussions with young detainees • Review of menus • Sampling of food
	58.2	Young detainees have a choice of meals and can make lifestyle choices about diet.	
	58.3	Catering staff provide meals that meet religious and dietary requirements for young people. Advice from dieticians or nutritionists is regularly sought to update the menu.	
	58.4	Young detainees' meals are healthy and reflect the needs of adolescents, including in relation to quantity of food.	
	58.5	Young detainees on transfer or at court do not miss out on their main meal.	
	58.6	The nutrition needs of young detainees who are pregnant and/or nursing mothers are met.	
	58.7	Catering arrangements and menus consider the need to promote healthy eating as part of a healthy lifestyle.	
	58.8	Young detainees have constant access to fresh drinking water (including at night).	
	58.9	Young detainees have access to healthy snacks between main meals and in accordance with their dietary needs.	
	58.10	Young detainees are consulted about the menu and can provide feedback about the food.	
	58.11	Young detainees are given the opportunity, and are supported, to cater for themselves where appropriate.	
59. Young detainees' food and meals are stored, prepared and served in	59.1	All areas where food is stored, prepared or served conform to the relevant food and safety hygiene regulations, are properly equipped and well managed.	<ul style="list-style-type: none"> • Observations of kitchen areas

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line with religious, cultural and other special dietary requirements and safety and hygiene regulations.	59.2	Religious, cultural or other special dietary requirements relating to all aspects of food preparation and storage are fully observed and communicated to young detainees.	<ul style="list-style-type: none"> • Discussions with catering staff • Discussions with young detainees
	59.3	Young detainees and staff who work with food are trained and wear proper clothing and use protective equipment. Young detainees can gain relevant qualifications.	
	59.4	Staff supervise the serving of food to prevent tampering with food and other forms of bullying.	
A.4 Interactions with staff and young detainees			
60. Young detainees are treated with respect and dignity at all times. Interactions between young detainees and staff are warm, compassionate and helpful but staff maintain appropriate boundaries.	60.1	Relationships between staff and young detainees are based on mutual respect. Staff and young detainees are fair and courteous in their day-to-day interactions with one another.	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff • Observations of interactions between young detainees and staff
	60.2	Staff behave in a fair and consistent way, care for young detainees as individuals and respond to their different needs.	
	60.3	Staff deployment ensures that young detainees' individual needs are met sensitively and consistently.	
	60.4	Staff maintain regular contact with the young detainees to check on their wellbeing and are approachable, giving their time freely and showing genuine interest in young detainees by actively listening to them and taking their concerns seriously.	
	60.5	Staff provide young detainees with opportunities and support to make their own decisions.	
	60.6	Staff are always professional in their conduct. All staff, including senior managers, lead by example by regularly engaging positively with young detainees.	
	60.7	Staff take the time to build relationships with young detainees and are knowledgeable about their strengths and development needs, while also being conscious of not becoming overly familiar or intimate with young detainees.	

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- 60.8 Staff address young detainees by their preferred name.
 - 60.9 Young detainees have opportunities to get to know staff. Staff always wear name badges.
 - 60.10 Staff maintain accurate and detailed chronological records of their contact and interactions with young detainees. This includes a balanced and detailed record of young detainees' progress within the establishment which identify any significant events affecting them.
 - 60.11 Staff understand the different developmental stages of maturity and the impact of life experiences, such as trauma, abuse and mental illness, on behaviour.
 - 60.12 Staff communicate issues relating to a young detainee's behavioural problems or concerns with tact and discretion, and in a manner that is not visible to or heard by other young detainees.
 - 60.13 Staff know how to raise concerns they have about the way their colleagues behave or interact with young detainees. Staff raising such concerns are not victimised for doing so.
 - 60.14 Staff behaviour that is considered disrespectful, hurtful or provocative is considered a serious breach of conduct by youth detention place management.

61. Young detainees have an identified member of staff they can turn to on a day-to-day basis who is aware of and responds to their individual needs. Staff provide support and

- 61.1 Young detainees know the name of their identified member of staff and can access them as an initial point of reference. Frequent changes in staff are avoided. Young detainees have a say in who their identified member of staff is.
- 61.2 Staff know enough about the personal circumstances of young detainees in their care that they can play an active role in supporting them.
- 61.3 Staff are proactive in maintaining at least weekly contact to discuss overall progress. This is face-to-face and long enough to allow meaningful discussion and relationship building.

- Discussions with young detainees
- Discussions with staff
- Observations of interactions between young detainees and staff

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help young detainees to make positive changes in their lives.	61.4 61.5	<p>Staff maintain regular contact with young detainees’ families or carers as appropriate and encourage effective links with them to keep them up to date with young detainees’ progress.</p> <p>Staff are caring and compassionate and support young detainees to make good choices and manage their emotions. Staff attend all meetings and reviews relating to the care and management of the young detainees for whom they are responsible and share information appropriately.</p>	
62. There are mechanisms in place for consulting with young detainees about matters which affect them.	62.1 62.2 62.3 62.4	<p>Consultation methods are co-created by young detainees and staff and include forums outside of formal processes.</p> <p>The youth detention place has a forum at which young detainees can raise issues with staff before they become the source of complaints. The selection of young detainees to take part in this forum is fair and transparent.</p> <p>Matters raised at the forum are appropriately addressed by management and young detainees are given timely feedback in an age and developmentally appropriate form.</p> <p>Policies and procedures are responsive to the views and experiences of young detainees.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees • Observations of a forum
63. The youth detention place has effective and confidential complaints mechanisms for young detainees and their families, carers and kin.	63.1 63.2 63.3 63.4 63.5	<p>All complaints affecting young detainees are properly investigated, taken seriously, and their rights are safeguarded throughout the investigation process.</p> <p>Requests and complaints are handled promptly and efficiently and consider individual circumstances.</p> <p>Investigations are planned, fair, proportionate and thorough, with findings supported by the available evidence.</p> <p>Young detainees are encouraged to state what they would like the outcome of their complaint to be and, if that outcome is not possible, staff explain why.</p> <p>Staff seek to resolve complaints at the lowest level that is reasonable in the circumstances, without requiring young detainees to go through formal procedures unnecessarily.</p>	<ul style="list-style-type: none"> • Review of complaints process • Review of complaints data • Review of policies and procedures • Discussions with young detainees • Discussions with oversight agencies

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- 63.6 A review system ensures all complaints are addressed and there is a response time for a remedy. Young detainees receive timely responses to their complaints that are respectful, easy to understand and address the issues raised.
 - 63.7 Young detainees have a right to be heard at all stages of the complaint process. They are listened to without judgment and their views are taken seriously.
 - 63.8 Young detainees can ask their legal advisor or a family member or carer to make a complaint on their behalf.
 - 63.9 Young detainees are informed of the ways they can contact independent oversight agencies, including the Official Visitors, Public Advocate and Human Rights Commission to raise complaints, and the Inspector of Correctional Services to raise systemic issues, in a free and confidential way.
 - 63.10 Full and accurate records of complaints are kept.
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64. Young detainees understand and have confidence in the complaints handling system and are protected from repercussions for making complaints. It is user-friendly for young detainees with low level of literacy, or with disabilities that impact

- 64.1 Young detainees are informed of the procedures for making complaints and requests. This is communicated to young detainees in a range of formats and in a way that is easy to understand.
 - 64.2 Complaints processes are not solely dependent on written forms.
 - 64.3 Young detainees know how to appeal against decisions and are helped to do so.
 - 64.4 Young detainees can make complaints safely and, if requested, in a confidential manner. A young detainee or other person must not be exposed to any risk of retaliation, intimidation or other negative consequence because of having submitted a request or complaint.
 - 64.5 Young detainees receive help to pursue complaints and grievances externally to the youth detention place if they need to do so.
 - 64.6 Feedback is sought from young detainees and others to evaluate the effectiveness of the complaint handling system.
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- Discussions with young detainees
- Review of complaints process
- Discussions with oversight agencies
- Discussions with relevant staff

their ability to make a complaint.

B. EQUITY, DIVERSITY AND FAITH

B.1 Strategic approach

65. No young detainee experiences disadvantage, discrimination or abuse while in custody. Application of youth detention place policies and procedures does not result in a young detainee being treated unfavourably because of their race, age, sexual orientation, gender identity, relationship status, parental status, family responsibilities, disability, religion, politics, culture or social origin.	65.1	All young detainees have equitable access to the full range of services available within the youth detention place.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with the Discrimination Commissioner and other oversight agencies • Discussions with young detainees • Discussions with staff
	65.2	The youth detention place has an effective anti-discrimination strategy and equity and diversity policy, and actively promotes respect for difference.	
	65.3	The youth detention place has active strategies for the protection of vulnerable and at-risk young detainees and to identify and manage bullying. Strategies are reviewed regularly.	
	65.4	Staff, particularly youth detention officers and senior management, are trained in these strategies, cultural safety, supporting diversity, preventing discrimination, and methods for resolving conflicts.	
	65.5	Young detainees are given clear information about how the youth detention place promotes equity and diversity, and how to obtain support regarding equity or diversity issues.	
	65.6	Information and instructions are provided to young detainees in a way that they can understand, including in languages other than English if required.	
	65.7	Allegations and incidents of disadvantage, discrimination or abuse are treated consistently and investigated thoroughly. Incidents are routinely reported, patterns identified, and strategies are put in place to address new and emerging trends.	
	65.8	Interventions and responses to allegations address both victim and perpetrator.	

	65.9	Effective and regular monitoring is in place, covering all diverse needs, to ensure equality of treatment and access to services, for example, allocation to activities, health care, complaints, use of force and rewards and sanctions.	
66. Discriminatory behaviour is challenged robustly and consistently.	66.1	All forms of discriminatory language and conduct are challenged.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with the Discrimination Commissioner and other oversight agencies • Discussions with young detainees • Discussions with staff
	66.2	Young detainees and staff know what behaviours and language are acceptable.	
	66.3	Young detainees are given the opportunity to play an active role in eliminating all forms of discrimination and are consulted frequently to strengthen and support the elimination of discrimination.	
	66.4	Young detainees, staff and visitors know how to report discrimination, are supported to do so and are safe from any repercussions.	
	66.5	Responses to discrimination complaints are timely and are based on a thorough investigation. Allegations and incidents are investigated thoroughly.	
	66.6	There are effective programs to support young detainees experiencing discrimination and to challenge and educate perpetrators.	

B.2 Protected characteristics

67. The unconvicted or unsentenced status of remanded young detainees is respected in the way they are treated while in detention. Remanded young detainees have no less access to	67.1	Wherever possible young detainees on remand are housed in domestic style, normalised accommodation to recognise their status as innocent until proven guilty.	<ul style="list-style-type: none"> • Focus group discussion with young detainees on remand • Review of policies and procedures • Review of the security classification system • Discussions with lawyers
	67.2	Remanded young detainees are encouraged to access programs that may be beneficial for them.	
	67.3	Remanded young detainees have equitable access to all activities, services, programs (not including criminogenic), information, education and incentive schemes.	

<p>services, activities and amenities than sentenced young detainees, and can access additional services required in line with their remand status.</p>	67.4	Remanded young detainees can access their legal advisers as required. Staff keep young detainees aware of all relevant information regarding their court case, for example key dates and times of hearings and logistics for court appearances.	
	67.5	Remanded young detainees are assisted to obtain or maintain accommodation in the community and are supported for re-entry into the community in the same way as sentenced young detainees and at a level appropriate to their needs.	
	67.6	Remanded young detainees can maintain connections to the community to the maximum extent possible, including through frequent access to visits and phone calls, and continuation of study where possible.	
	67.7	The case management system for remanded young detainees is the same as that of sentenced young detainees.	
	67.8	The security classification system does not give a remanded young detainee a higher security rating solely because of their unconvicted or unsentenced status.	
<p>68. The distinct needs of young women and girls in custody is recognised and they have equitable access to services, activities and amenities.</p>	68.1	Young women and girls are accommodated separately from young men and boys with private recreation areas available screened off from male view.	<ul style="list-style-type: none"> ● Focus group discussion with female young detainees ● Review of policies and procedures ● Review of programs being delivered to female young detainees ● Discussions with staff, including health staff ● Discussions with oversight agencies
	68.2	There are resources and infrastructure specifically available for young women and girls.	
	68.3	Gender-specific programs and activities are available, tailored to the needs of the population, with female-specific programs flexible enough to change with fluctuations in the female population.	
	68.4	Segregated living does not prevent some integration of genders during well-supervised activities, programs, visits and social or recreational occasions. Young women and girls can choose to take part in mixed gender activities and programs when appropriate, but participation is not compulsory and alternative activities are available.	
	68.5	There are enough female staff to enable appropriate management and support of young women and girls in custody, including Aboriginal or Torres Strait Islander women on staff or in a visiting capacity. Staffing and activity structures for the	

		female population is not dependent on the male population, and staff or resource shortages do not result in reduction of activity for one gender only.	
	68.6	Where personal hygiene matters must be supervised, it may be only be done by a youth detention officer of the same gender.	
	68.7	There are appropriate health services tailored to young women’s health, including (but not limited to) preventative health and health promotions, reproductive and sexual health screening and treatment, diet and nutrition, and there is a focus on young Aboriginal and Torres Strait Islander women’s health. Specific health services are available to young mothers and young women who are or have been pregnant.	
	68.8	Feminine hygiene products are readily available free of charge and never required to be requested from a male youth detention officer.	
69. The distinct cultural rights of Aboriginal and Torres Strait Islander young detainees, also protected under the <i>Human Rights Act 2004 (ACT)</i>, are realised.	69.1	All staff are trained in cultural safety, preventing discrimination and meeting the needs of Aboriginal and Torres Strait Islander young detainees.	<ul style="list-style-type: none"> • Focus group discussion with Aboriginal and Torres Strait Islander young detainees • Discussions with staff, including Indigenous Liaison Officers and education staff • Discussions with Aboriginal and Torres Strait Islander community organisations • Review of policies and procedures
	69.2	There is regular consultation with Aboriginal and Torres Strait Islander staff, families and community leaders regarding ways to limit distress caused to Aboriginal and Torres Strait Islander young detainees by being in detention. The youth detention place encourages and enables Aboriginal and Torres Strait Islander families and communities to assist managing and supporting their young detainees.	
	69.3	Culturally appropriate treatment may relate to (but is not limited to) consideration about notions of family and kinship ties, appropriate food and food preparation methods, styles of communication and living conditions. The youth detention place seeks advice and information from appropriate sources regarding the needs of Aboriginal and Torres Strait Islander young detainees.	

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	<p>69.4 Aboriginal and Torres Strait Islander young detainees have opportunities to practice their culture and use their language while in the youth detention place.</p> <p>69.5 There is appropriate acknowledgement of the traditional Aboriginal and Torres Strait Islander owners of the land and ceremonies held within the youth detention place to mark events of cultural significance.</p> <p>69.6 Education regarding Aboriginal and Torres Strait Islander history, language, culture and current issues is delivered to all young detainees during their stay, in a variety of ways.</p> <p>69.7 There are an appropriate number of Aboriginal and Torres Strait Islander staff working at the youth detention place, including staff tasked with specific duties relating to cultural needs of Aboriginal and Torres Strait Islander young detainees.</p> <p>69.8 Aboriginal and Torres Strait Islander role models from the community are encouraged to visit and participate in recreational and educational activities, as appropriate.</p> <p>69.9 Aboriginal and Torres Strait Islander young detainees can learn about their own history, kinship ties and language and participate in regular cultural activities. This may be linked into activities with rehabilitative outcomes.</p> <p>69.10 Approvals for attendance at funerals and other significant events consider the extended family structures and obligations of Aboriginal and Torres Strait Islander people.</p> <p>69.11 The diversity of Aboriginal and Torres Strait Island language and cultural groups in Australia is recognised. Customs and ceremonies relate to the individual young detainee and reflect the differences in customs and cultural practices.</p>	<ul style="list-style-type: none"> • Review of cultural programs and activities being delivered
<p>70. Young detainees who are under care and protection orders have fair and equitable access to services,</p>	<p>70.1 There are procedures in place to identify young detainees who are under care and protection orders on reception. Communication with the appropriate group in the Community Services Directorate is made as soon as possible to identify the young detainee’s individual needs.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Review of files of young detainees under care and protection orders

activities and amenities, including services and support specifically related to their care and protection order.	70.2	The youth detention place is aware of which family members are permitted to be in contact with the young detainee and efforts are made to facilitate this contact in accordance with the care and protection order.	<ul style="list-style-type: none"> • Discussions with relevant staff
	70.3	The specific needs of young detainees under care and protection orders on release are identified as soon as possible and addressed prior to release, for example accommodation placement.	
71. Young detainees from culturally and linguistically diverse (CALD) backgrounds have fair and equitable access to services, activities and amenities, including services specifically related to their CALD status.	71.1	A culture of acceptance of diversity is established in the youth detention place. All staff are trained in cultural safety, preventing discrimination and meeting the needs of young detainees from CALD backgrounds.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with CALD young detainees • Discussions with staff • Discussions with oversight agencies • Discussions with relevant community organisations
	71.2	CALD young detainees have access to interpreters and where necessary, key documents translated into their preferred language.	
	71.3	Culturally appropriate treatment may relate to (but is not limited to) consideration about appropriate food and food preparation methods, styles of communication, religious considerations, access to community or faith leaders and living conditions. The youth detention place seeks advice and information from appropriate sources regarding the needs of CALD young detainees.	
	71.4	CALD young detainees have opportunities to practice their religion and culture and use their language while in the youth detention place.	
	71.5	Young detainees who are or may be a foreign national are informed about their right to request that a diplomatic or consular representative of their foreign country/ies are told about their detention.	
	71.6	Young detainees from outside Australia receive assistance to maintain contact with family through provision of overseas phone calls at affordable rates, use of video link or internet video conferencing and other available means.	

		Arrangements are flexible in consideration of international time zones and appropriate times to call.	
	71.7	Consultation and involvement of staff, families and community leaders from different cultures represented in the detainee population is sought regarding ways to limit any distress to CALD young detainees caused by the environment and routines within the youth detention place.	
72. The distinct needs of young detainees with disabilities, with a high level of vulnerability, including due to trauma history, and those with mental health issues are assessed soon after admission and equitable access to services, activities and amenities, including specific assistance relating to their needs, is provided.	72.1	There are appropriate and timely assessments conducted to identify the needs of young detainees with disabilities, including young detainees presenting with potentially undiagnosed conditions. This may occur on site, or through timely referral to specialist services for assessment if required.	<ul style="list-style-type: none"> • Review of policies and procedures including screening and assessment forms used on admission • Discussions with staff, including health staff • Discussions with oversight agencies • Discussions with disability advocacy groups • Review of data on young detainees' disabilities
	72.2	Once additional needs due to a disability have been identified, appropriate reasonable adjustments are made.	
	72.3	All staff receive disability awareness training. Staff working closely with young detainees with disabilities also receive ongoing training in managing specific disabilities.	
	72.4	Staff are alert to and quickly address any bullying, verbal or physical abuse or other negative actions towards highly vulnerable young detainees and young detainees with disabilities.	
	72.5	Highly vulnerable young detainees and those with diagnosed mental health issues have a management plan specifying special needs to be addressed. This plan includes all areas of life in the youth detention place and all staff involved in the young detainee's management are aware of the plan.	
	72.6	Young detainees with disabilities are managed according to their individual needs. This may involve additional services, equipment, time and other resources to ensure they have equitable access to the services, activities and amenities needed to progress through detention and out of detention at the earliest suitable time.	

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- 72.7 Young detainees with physical disabilities are able to access all areas of the youth detention place in order to engage fully with youth detention place activities. Young detainees with non-physical disabilities have appropriate assistance to ensure they can fully engage with youth detention place activities in meaningful ways.
 - 72.8 Senior managers make appropriate representations for the transfer of young detainees whose needs cannot be met in the youth detention place.
 - 72.9 There are working relationships and agreements in place with relevant government and non-government agencies to enable multi-agency management and release planning for young detainees with disabilities.
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73. All young detainees can satisfy the needs of their religious, spiritual, and cultural life.

- 73.1 Young detainees’ religious, spiritual and cultural needs are identified in the admission and induction process. Information regarding religious, spiritual and cultural representatives or services are given during admission and induction processes and young detainees are aware of how to access religious leaders or materials if required.
 - 73.2 All young detainees have easy and private access to representatives of their faith.
 - 73.3 Young detainees know the timing of any religious services and these times are appropriate to different religions.
 - 73.4 Youth detention place activities are arranged so that young detainees can attend religious services.
 - 73.5 Worship areas are equipped with facilities and resources for all faiths.
 - 73.6 Religious representatives establish and maintain links with faith communities outside the youth detention place.
 - 73.7 Respect for religious or spiritual difference is promoted within the youth detention place, and young detainees are not persecuted for their beliefs. Staff are provided
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- Discussions with young detainees
- Discussions with religious representatives who access the youth detention place
- Review of policies and procedures
- Discussions with oversight agencies
- Observations of religious/spiritual spaces

	with information on religious and spiritual beliefs relevant to young detainees in custody and can access information on basic religious or spiritual requirements and how they can be accessed within the custodial environment.	
	73.8 Young detainees can obtain, keep and use artefacts that have religious or cultural significance, provided they do not pose a risk to safety or security.	
	73.9 Young detainees can celebrate all major religious and cultural festivals and are encouraged to participate in their planning and organisation. These are actively promoted to all young detainees.	
	73.10 Monitoring of the different religions in the youth detention place population is comprehensive, accurate and is reviewed regularly to shape service provision.	
	73.11 Procedures are in place to allow young detainees to express their cultural identity, for example, through access to food requirements or cultural advisers.	
	73.12 Young detainees are encouraged to learn about their own cultural heritage, other cultures and the origins of cultural activities during structured activities – both internally run and from visiting external groups and experts.	
	73.13 Aboriginal and Torres Strait Islander spirituality is encouraged and strengthened through cultural programs, visits with Elders and other representatives of Aboriginal and Torres Strait Islander communities and through observance of customs and traditions.	
	73.14 Young detainees are not subjected to religious recruitment or conversion attempts. Care is exercised by staff to ensure that religious, spiritual, or other inspirational visitors never exploit the vulnerability of young detainees. However, young detainees who elect to adopt a religion or change religions are not hindered or prevented from doing so.	
74. The specific needs of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ)	74.1 The admission and induction process is sensitive to the needs of LGBTIQ young people, and alert to the fact that some young detainees may not wish to formally notify staff that they identify as LGBTIQ.	<ul style="list-style-type: none"> • Review of policies and procedures

young detainees are met.

- 74.2 Staff training and development promotes equal respect for people of all sexual orientations and raises awareness of the discrimination faced by LGBTIQ people.
- 74.3 Action is taken to identify and prevent discriminatory language and behaviour and interventions for challenging discriminatory behaviour are in place.
- 74.4 LGBTIQ young detainees are provided with specific supports, including through external support networks.
- 74.5 Decisions about the accommodation placement of a trans or intersex young detainee are taken following a case conference and take account of the young detainee’s views. Young detainees are permitted to live permanently in the gender with which they identify.
- 74.6 All young detainees have access to the items they use to maintain their gender appearance.
- 74.7 Young detainees are referred to and addressed using terminology agreed with the young detainee, including in relation to gender, names and pronouns.
- 74.8 Young detainees, including young detainees who wish to begin gender reassignment, can access appropriate, specialist health and psychological support that meets their needs and is equivalent to what they would receive in the community.
- 74.9 All young detainees are supported in relation to their gender identity and expression through specific support groups and schemes within the establishment, and referral to external support networks.
- 74.10 There are arrangements to educate staff, enabling them to adequately support young detainees in transition and on all matters relating to gender identity and expression.

- Discussions with LGBTIQ young detainees
- Discussions with staff
- Discussions with oversight agencies

C. HEALTH, WELLBEING AND SOCIAL CARE

C.1 Basic health care

<p>75. Young detainees have their health needs addressed by appropriate health and ancillary services.</p>	75.1	The youth detention place has child and adolescent focused health services available to meet the needs of the population that is of a standard at least equivalent to that available in the community.	<ul style="list-style-type: none"> • Discussions with health staff • Discussions with young detainees • Inspection of health records • Discussion with the Health Services Commissioner • Review of Health policies and procedures
	75.2	Health services may involve a mix of on-site, visiting and external services but must include nursing, health, dental, mental health, drug and alcohol, and sexual health services.	
	75.3	Health services are tailored to meet the needs of individuals as well as specific groups which have identified needs.	
	75.4	Effective partnerships between the youth detention place and health service providers ensure that the assessed needs of young detainees are met.	
	75.5	Effective leadership and governance systems ensure good patient outcomes.	
	75.6	Aboriginal and Torres Strait Islander health workers and programs are active in the youth detention place and are linked to Aboriginal and Torres Strait Islander health services in the community to ensure continuity of care after release.	
	75.7	When appropriate health services are not available, young detainees are transferred to emergency departments or specialist services as required for evaluation and assessment.	
	75.8	Emergency health services are available, for example with on-call arrangements with a local doctor and psychiatric emergency team, a regularly tested emergency response plan and agreements with local health services.	
	75.9	Every patient has a single clinical record which meets contemporary record-keeping standards.	
	75.10	Record keeping systems enable health trends and needs within the population to be monitored.	

	75.11	Youth detention health services have links to community-based services to ensure services meet contemporary standards.	
	75.12	Health staff are easily recognisable. Staffing levels and skill mix meets patients' needs.	
	75.13	Health staff are well trained and supported, including with regular clinical and managerial supervision.	
	75.14	Information is shared within the bounds of health privacy, as set out in legislation, to promote continuity of care and maintain patient safety.	
76. An initial health and psychological assessment of each young detainee is conducted as soon as possible after their admission to the youth detention place.	76.1	Health staff complete an initial health assessment of each young detainee when they arrive.	<ul style="list-style-type: none"> • Discussions with health staff
	76.2	The need for referrals to appropriate health services such as health, drug and alcohol or mental health are made during the initial assessment.	<ul style="list-style-type: none"> • Observations of induction and/or mock induction
	76.3	The initial health care assessment identifies any special needs of the young detainee and this is shared with their caseworker.	<ul style="list-style-type: none"> • Discussions with young detainees
	76.4	Where possible, young detainees are examined by a health professional of the same gender.	
	76.5	With consent, the young detainee's community clinical records are obtained promptly.	
77. Young detainees receive treatment, which is sensitive to their diverse needs, from competent staff in an environment that	77.1	All young detainees have equal access to health, wellbeing and social care services, regardless of location, disabilities or language barriers.	<ul style="list-style-type: none"> • Discussions with health staff
	77.2	Young detainees are treated with dignity, respect and compassion.	<ul style="list-style-type: none"> • Discussion with the Health Services Commissioner
	77.3	The health facilities are sufficient to provide a range of health services appropriate to the size of the youth detention place.	<ul style="list-style-type: none"> • Observations of health facilities in the detention place

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<p>promotes dignity and maintains privacy.</p>	77.4	Health care and treatment is only administered when necessary and with the consent of the young detainee, their carer/guardian or the director-general when permitted under legislation.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees 		
	77.5	Infection prevention and control measures are in line with ACT Health requirements.			
	77.6	Young detainees are seen in private, except in clearly documented exceptional circumstances.			
	77.7	Health staff work closely with staff in other areas of the youth detention place to ensure effective, integrated and youth-focused care.			
	77.8	Health staff respond promptly to medical emergencies with appropriate emergency equipment.			
	77.9	All clinical equipment is appropriately maintained and serviced.			
	77.10	Service delivery is informed by effective consultation with young detainees and through review and evaluation of services and incidents.			
	77.11	Young detainees are kept safe, are safeguarded from abuse and have access to independent advocacy services if required.			
	77.12	Young detainees can complain about their treatment in confidence, without recrimination. Responses are timely, easy to understand and address all the issues raised.			
	77.13	Health staff are never required to perform non-therapeutic roles in the youth detention place unless authorised under legislation to exercise those roles.			
	<p>78. Young detainees are aware of the health services available and how to access them.</p>	78.1		Information on available services is explained to young detainees during their health assessment at admission in a way they can understand.	<ul style="list-style-type: none"> • Discussions with young detainees • Discussion with the Health Services Commissioner • Discussions with health staff
		78.2		Information about the health services available is updated as necessary and all young detainees are informed of any changes.	
		78.3		In all dealings with health professionals, care is taken to ensure that young detainees understand the processes that involve them.	

	78.4	Young detainees know how to provide feedback or complain about their health care and treatment, including to external agencies such as the Health Services Commissioner, and do not suffer repercussions if they do so.	<ul style="list-style-type: none"> • Review of policies and procedures
	78.5	Responses to feedback or complaints are timely and easy to understand and resolve the young detainee’s concerns.	
79. Young detainees receive timely, community-equivalent dental services, including oral health promotion.	79.1	Young detainees have timely access to dental checks, oral health promotion and any necessary treatment, including orthodontic treatment where necessary, regardless of their remand status or sentence.	<ul style="list-style-type: none"> • Discussion with dentist • Discussion with the Health Services Commissioner
	79.2	Emergency dental cover is well organised, responsive and effective.	<ul style="list-style-type: none"> • Review of data on dental care provided
	79.3	Patients have prompt access to required medicines following dental interventions.	
	79.4	Dental care meets contemporary professional standards.	<ul style="list-style-type: none"> • Discussions with young detainees

C.2 Promoting health and wellbeing

80. Young detainees are supported and encouraged to optimise their health and wellbeing.	80.1	There is a whole of youth detention place approach to promoting health and wellbeing.	<ul style="list-style-type: none"> • Review of policies and procedures
	80.2	Information and education regarding healthy living and the importance of diet and exercise is provided and supported across the youth detention place, both within the accommodation units and through recreational and more structured education sessions.	<ul style="list-style-type: none"> • Discussions with young detainees
	80.3	Young detainees can easily access age-appropriate health checks, disease prevention and screening programs.	<ul style="list-style-type: none"> • Discussions with staff, including health staff
	80.4	Young detainees can access sexual health services.	
	80.5	Young detainees who smoke can access community-equivalent smoking cessation support.	

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- 80.6 There are robust systems to prevent, identify and manage communicable diseases.
 - 80.7 Personal hygiene and housekeeping are monitored at unit level.
 - 80.8 Recreation, leisure, exercise and relaxation activities are a part of the daily routine and promoted as part of a healthy lifestyle.
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C.3 Primary care and in-patient services

81. Young detainees' individual, ongoing health needs are addressed through an appropriate range of care services. Continuity of care is maintained on transfer or release.	81.1	Young detainees can access all necessary primary care services, including effective out-of-hours GP services, within equivalent waiting times to the community.	<ul style="list-style-type: none"> • Discussions with health staff • Discussion with the Health Services Commissioner • Discussions with young detainees • Review of data on access to health services, including wait times
	81.2	Young detainees have access to a health professional of their gender and/or a chaperone if desired.	
	81.3	Patients with long-term conditions and complex health needs receive appropriate care. Recorded care plans demonstrate patient involvement and support continuity of care.	
	81.4	There is an effective appointments system.	
	81.5	Health staff complete a restraint handling plan for all young detainees with a health condition or trauma history who may be adversely affected by restraint. All staff are aware of the content of restraint handling plans and use this information during restraint.	
	81.6	Young detainees receive secondary care services within community-equivalent waiting times and care is not disrupted by transfer.	
	81.7	Security measures on hospital escorts are proportionate and are based on an individual risk assessment, which includes a detailed contribution from health care professionals who know the young detainee.	
	81.8	Timely cooperation with relevant Directorates and services supports continuity of care.	
	81.9	Young detainees receive relevant pre-release assessments and interventions and are supported to register with community health services.	

C.3 Mental health

82. Young detainees with actual or suspected mental health issues have access to age and culturally appropriate mental health services in a timely manner.	82.1	Young detainees' immediate mental health needs are assessed during their reception health screening and appropriate onwards referrals are made.	<ul style="list-style-type: none"> • Discussions with staff, including mental health staff • Discussions with young detainees • Review of referral pathway • Review of data on available mental health staff and services • Discussions with the Health Services Commissioner
	82.2	Youth detention officers receive training to enable them to recognise when a young detainee requires referral for mental health assessment. There is a clear referral pathway.	
	82.3	Referrals are reviewed promptly, and appointment allocation is based on clinical need and risk.	
	82.4	Health professionals deliver a community-equivalent range of evidence-based interventions and support for primary and secondary mental health problems.	
	82.5	There are suitably trained mental health professionals onsite, such as a mental health nurse, visiting specialist GP, psychologist, or psychiatrist, to conduct mental health assessments and monitor progress.	
	82.6	Where possible, an Aboriginal or Torres Strait Islander mental health worker or Aboriginal or Torres Strait Islander general health worker with some understanding of mental health issues is present when dealing with Aboriginal or Torres Strait Islander young detainees with suspected or actual mental health issues.	
	82.7	Services are also sought to meet the needs of linguistically diverse young detainees and other different cultural groups (interpreters, gender-specific specialists, refugee/migrant services etc.) whether on-site, contracted or sought on a case-by-case basis according to individual need.	
	82.8	Specific services are available to respond to trauma including grief counselling and sexual assault counselling.	

ACT STANDARDS FOR YOUTH DETENTION PLACES

	82.9	Young detainees have care plans which are regularly reviewed with their mental health professional. Young detainees are offered the opportunity to have their parents and carers involved.	
	82.10	There are strong links to services in the community for support and treatment during detention and upon release, including family services.	
83. Young detainees at risk of self-harm or suicide are promptly identified and a support plan is created. They receive personal and consistent care and support to address their individual needs and have unhindered access to help.	83.1	Young detainees at risk of self-harm or suicide are identified as early as possible. Staff remain vigilant to changes in behaviour and attitudes of young detainees throughout their time in detention.	<ul style="list-style-type: none"> • Discussions with staff • Review young detainees' files, including care and support plans • Review of relevant incident reports • Review of policies and procedures
	83.2	Young detainees identified as at risk of self-harm and/or suicide are referred to health staff immediately for early intervention management, and health follow up on referrals as a priority.	
	83.3	A detailed care and support plan for the young detainee is devised and details the individual staff members responsible for supporting the young detainee.	
	83.4	A particular staff member is allocated responsibility for each young detainee. A consistent senior manager oversees care and planning to ensure continuity of care for each young detainee.	
	83.5	Young detainees are encouraged to contribute to developing their support plan and identify their own support needs.	
	83.6	Families are also involved in the development and review of support plans where this is appropriate.	
	83.7	Arrangements are in place for following up after a support plan has been closed; this includes a follow-up assessment of the young detainee.	
	83.8	Young detainees at high risk of suicide or self-harm are subject to closer and more frequent observation, the details of which are documented.	
	83.9	Personal possessions are only removed in well documented exceptional circumstances. They are returned to the young detainee as soon as it is safe to do so.	

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- 83.10 All youth detention places have an observation room where young detainees at high risk can be placed and monitored; this facility does not cause further psychological or physical harm to the young detainee.
 - 83.11 Where a young detainee is considered an extreme suicide risk, they are not forced to wear non-rip clothing and instead are placed under constant observation. Remote monitoring is not used as an alternative to engagement with and constant observation by staff.
 - 83.12 When it is in the young detainee's best interests, family members are given additional opportunities to visit young detainees who are subject to constant observation.
 - 83.13 All young detainees have access to confidential telephone help lines whenever required. These are private, unrecorded, available free of charge and well-advertised through the youth detention place.
 - 83.14 All staff members are trained in suicide awareness and first response to a self-harm or suicide incident and this training is updated regularly.
 - 83.15 All incidents of self-harm or attempted self-harm and attempted suicide are investigated and have an incident report prepared and forwarded to the appropriate agencies.
 - 83.16 Staff debriefs are held following any significant incident to discuss operational procedures and outcomes and identify any areas for improvement. Staff have access to counselling services.
 - 83.17 All sleeping rooms have a serviceable alarm or intercom system which gives direct communication to youth detention officers.
 - 83.18 There is a documented system in place which ensures that recommendations from incident investigations are followed through to implementation.
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ACT STANDARDS FOR YOUTH DETENTION PLACES

84. In addition to clinical services, a range of other services providing social and emotional support to ensure well-being and prevent suicide and self-harm are available to all young detainees.	84.1	In addition to clinical health and mental health services, there are other support services available either on-site, as a visiting service or external appointments (such as social workers, drug or alcohol support groups and specialist agencies such as migrant or refugee assistance).	<ul style="list-style-type: none"> • Review of data on available support services • Review of policies and procedures • Discussions with staff • Discussions with young detainees
	84.2	Alternative supports are a regular and valued part of the youth detention place, including but not limited to Aboriginal and Torres Strait Islander elders, mentors, chaplains and other religious leaders.	
	84.3	A range of sport, art, music or play therapy, team-building and other activities that enhance wellbeing are available.	
	84.4	Family, community, peer and/or mentor involvement is sought and encouraged during times of stress and crisis, in addition to regular social contacts.	
	84.5	All support services are encouraged to work towards the same broad goals with each young detainee. To facilitate this there is appropriate information-sharing regarding individuals' issues, supported by clear protocols, service agreements and confidentiality provisions.	

C.4 Substance use and treatment

85. A whole of youth detention place strategic approach to drugs and alcohol ensures supply and demand reduction and that treatment is integrated, effective and meets young detainees' individual needs.	85.1	A comprehensive drug strategy is in place that involves supply reduction (in addition to harm minimisation).	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with service providers
	85.2	Effective joint working between Directorates, treatment providers and other relevant stakeholders embeds a dynamic, whole-of-centre drug and alcohol strategy.	
	85.3	A regular and comprehensive needs assessment informs the strategy and action plans.	
	85.4	Sufficient staff provide effective, evidence-based psychosocial and clinical services which meet the needs of the population.	
	85.5	Psychosocial and clinical substance use treatment services are well integrated with each other, the youth detention place and all health services.	

	85.6	All new arrivals receive prompt assessment of their substance use and specialist clinical support, prescribing and monitoring in line with national guidance.	
	85.7	All new arrivals receive relevant harm reduction information to help them stay safe.	
	85.8	Young detainees with both mental health and substance-related problems have prompt access to comprehensive support and plan are made to ensure this support can continue after they leave the youth detention place.	
	85.9	Consultation with and feedback from young detainees using drug and alcohol services informs service delivery.	
	85.10	All young detainees receive harm reduction information prior to release.	
	85.11	Effective discharge planning and liaison with community services ensures post-release continuity of care.	
86. The youth detention place uses specialised drug abuse prevention and rehabilitation programs administered by qualified professionals.	86.1	These programs are adapted to the participants' profiles, risks and needs to ensure that they promote the best chance of rehabilitation.	<ul style="list-style-type: none"> • Discussions with service providers
	86.2	Various programs are available and target different areas and levels of substance abuse.	<ul style="list-style-type: none"> • Discussions with young detainees
	86.3	All young detainees are educated on the issues arising from the use of alcohol and other drugs, and the measures they can take to safely manage or reduce their own use of such drugs.	<ul style="list-style-type: none"> • Review of program availability
C.5 Medicines optimisation/pharmacy			
87. Young detainees receive community equivalent medicines	87.1	Young detainees' current medications are recorded during the initial reception screening and a full medication reconciliation is completed as soon as possible after admission.	<ul style="list-style-type: none"> • Discussions with health staff • Discussions with the Health Services Commissioner

ACT STANDARDS FOR YOUTH DETENTION PLACES

optimisation and pharmacy services.	87.2	Any disruption in prescribing regimens is minimised and urgent/critical medication can be accessed promptly.	<ul style="list-style-type: none"> • Review of health records • Review of data on medication administration
	87.3	Robust governance processes are in place to ensure safe and effective medication management, including monitoring of medication incidents and prescribing trends.	
	87.4	Young detainees' medication is prescribed safely in line with evidence-based practice and formularies and are regularly reviewed.	
	87.5	Young detainees are supported to take responsibility for their own medication and to engage effectively in required prescribing reviews.	
	87.6	Young detainees going to court or being released or transferred receive adequate supplies of medication or a community prescription to meet their needs.	
	87.7	There are appropriate communication flows between community-based health services and medication providers to ensure young detainees have medicines optimisation on arrival and after release.	
	88. The youth detention place has safe facilities procedures, and practices for the distribution of medication to young detainees that reduces the risk of incorrect dispensing and diversion.	88.1	
88.2		Medication is administered from a secure and respectful environment and medication administration queues are managed effectively.	
88.3		Medication is administered at clinically appropriate times.	
88.4		Medication is administered in a manner that affords young detainees' appropriate privacy.	
88.5		Young detainees' adherence to medication is monitored. Young detainees are promptly reviewed when adherence is poor and/or diversion is suspected.	
88.6		Subject to a regularly reviewed in-possession risk assessment, young detainees can store their medication securely and self-administer.	

C.6 Detainee welfare and notification

<p>89. A precautionary approach is adopted regarding the health or wellbeing of a detainee. Staff immediately seek health attention if any doubt arises as to a young detainee's condition. Information about an actual or potential death, disappearance or serious injury is reported in a sensitive and appropriate manner.</p>	<p>89.1 Any custodial death, disappearance or serious injury is reported without delay to the police and other designated authorities.</p> <p>89.2 Where there are reasonable grounds to believe that an act that may amount to torture, or cruel, inhuman or degrading treatment or punishment had been committed, an independent investigation occurs, even in the absence of a complaint by the victim. All potentially implicated people are not involved in conducting the investigation and have no contact with the witnesses, the victim or the victim's family.</p> <p>89.3 The director of the youth detention place must, as soon as practicable, arrange for information about an actual or potential death, disappearance or serious injury to be conveyed to the young detainee's nominated next of kin.</p> <p>89.4 Notification of death, disappearance or serious injury is always done in a sensitive manner respecting the culture and interests of the person being notified and the entitlement of such persons to full and frank reporting of such circumstances (particularly of any death) as are known.</p> <p>89.5 The explicit request of a young detainee not to have his or her nominated next of kin notified in the event of illness or injury is respected where appropriate.</p> <p>89.6 In the case of the death or serious injury of an Aboriginal or Torres Strait Islander young detainee, notification to next of kin, wherever possible, is made in person and preferably by an Aboriginal or Torres Strait Islander person known to those being notified. Any Aboriginal and Torres Strait Islander spiritual advisers are also advised.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with staff • Review of relevant incident reports
<p>90. Where a death or suspected death of a young detainee occurs,</p>	<p>90.1 If staff find a young detainee who appears unresponsive, they prioritise assessing the situation, then administering first aid and seeking medical attention.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with staff

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staff respond in a timely, professional and sensitive way.	90.2	All youth detention places have appropriate emergency equipment and staff are properly trained in its use.	<ul style="list-style-type: none">• Inspection of emergency equipment• Review of relevant incidents
	90.3	Where a death occurs, the immediate vicinity is secured as a crime scene and the police are notified immediately.	
	90.4	Staff treat the body of a deceased young detainee with respect and dignity.	
	90.5	Policies and procedures implemented after a suspected suicide are mindful of the need to manage the potential for agitation of young detainees and the risk of “copycat” suicide among young detainees who are distressed. This includes enhanced psychiatric and mental health care, urgent review of young detainees already identified of being at risk, and enhanced observation and monitoring of the broader population to identify young detainees who appear to be particularly affected by the suicide to offer them professional support.	
	90.6	Written procedures are in place that outline process for notifying family members.	
	90.7	In the event of any death at the youth detention place, the youth detention place makes every effort to engage promptly with relevant Aboriginal organisations and Elders regarding customary practices such as smoking ceremonies.	
	90.8	In the event of the death of a young detainee with a culturally or linguistically diverse background, the youth detention place makes every effort to engage promptly with the appropriate community leaders (e.g. religious leaders) regarding customary practice.	

Pillar 3: Purposeful Activity

Standards: the standard of treatment and conditions the youth detention place is expected to achieve.

Indicators: evidence that may indicate whether the expectation / outcome has been achieved. This list is not exhaustive, and outcomes may be demonstrated in other ways.

Evidence sources: possible sources of evidence to assist in determining whether the expectation/ outcome has been achieved.

A. TIME OUT OF ROOMS

91. Young detainees have the maximum possible time out of their rooms each day, including at least two hours in the open air.

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|------|---|
| 91.1 | Young detainees are never subjected to a regime that amounts to solitary confinement. ¹ |
| 91.2 | The regime of the youth detention place encourages young detainees to make the most of their time there. Time out of rooms are used to promote attendance at education and programs as well as recreation activities. |
| 91.3 | Young detainees are unlocked at the published times, and reasons for delays in unlock are explained to young detainees. |

- Review of lock-in data
- Discussions with young detainees
- Review of policies and procedures
- Observations of daily routines

¹ The *United Nations Standard Minimum Rules for the Treatment of Prisoners* (the Nelson Mandela Rules) defines solitary confinement as 22 hours or more a day without meaningful human contact.

ACT STANDARDS FOR YOUTH DETENTION PLACES

	91.4	Young detainees have access to a wide range of constructive and age appropriate activities while they are out of their room.	
	91.5	Young detainees have access to properly equipped association areas, which are in good order, with seating, tables, games and a quiet area.	
	91.6	Daily routines for young detainees are predictable. Normal times for association and time in the open air are publicised and consistent.	
	91.7	Activities are not cancelled without good reason. Reasons for cancellation are explained to young detainees in advance.	
	91.8	Young detainees are given the opportunity and are encouraged to spend at least one hour a day engaged in outdoor physical activities.	
	91.9	Timetabling arrangements maximise the use of resources and staff time and allow training and education activities to take place with minimal interruptions.	
	91.10	Hours out of rooms are only reduced in exceptional circumstances and deemed necessary by the director of the youth detention place.	
92. Young detainees are actively encouraged to spend time out of their rooms usefully and feel safe to do so.	92.1	Young detainees are properly supervised by staff when out of their room and feel safe. Staff monitor and take appropriate action to find out why young detainees do not participate in out of room activities and provide them with support.	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff • Observations of daily routine, including activities
	92.2	Staff engage actively with young detainees during association and time in the open air and attempt to improve the quality of their free time.	
	92.3	Effective use is made of sports and games-trained staff to offer additional recreational activities.	
	92.4	Young detainees are encouraged and enabled to socialise with one another and take part in recreational activities that interest them.	
	92.5	Activities are not constrained by overly restrictive security.	
	92.6	Young detainees are encouraged to give their time to benefit others, for example in peer support roles.	
	92.7	Young detainees do not have to choose between access to the open air and other important activities, such as education.	

93. The youth detention place has a structured daily routine conducive to the rehabilitation and positive development of young detainees.	93.1	Activities in the youth detention place operate within a structured day, providing a regular routine with work, training and study activities during the week and a more relaxed routine on weekends.	<ul style="list-style-type: none"> • Review of policies and procedures • Observations of daily routine • Discussions with young detainees • Discussions with staff • Review of available activities
	93.2	The structured day follows community standards appropriate for the age and development level of young detainees, for example expectations of attention, eating times, leisure times and bedtime. It also provides opportunities to develop independence and self-reliance.	
	93.3	All young detainees receive an orientation into daily routine, and assistance and encouragement to settle and participate.	
	93.4	Work, study, relaxation, eating, and sleeping takes place in different settings.	
	93.5	Various activities are available during ‘free time’ to reduce boredom, including in the evenings.	
	93.6	Recreational activities have a developmental or rehabilitative focus, such as by encouraging teamwork, personal goal setting, responsibility in setting up/maintaining equipment.	
	93.7	Security procedures do not unnecessarily disrupt the routine of activities. Lockdowns or cancellation of activities due to unforeseen events or security procedures are compensated for by additional activities or privileges.	
	93.8	The routine of activities is flexible enough to accommodate family visits, appointments, and special events.	

B. EDUCATION, SKILLS AND ACTIVITIES

94. Young detainees are encouraged and supported to take	94.1	Young detainees are helped to take appropriate responsibility for meeting their day-to-day needs.	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff
	94.2	Young detainees are encouraged to attend activities regularly and on time.	

ACT STANDARDS FOR YOUTH DETENTION PLACES

responsibility for their rehabilitation and to contribute positively to the youth detention place.	94.3	Staff support and motivate young detainees to engage positively with activities designed to reduce their risk of reoffending and help them to prepare for release.	<ul style="list-style-type: none"> • Focus group discussion with
	94.4	There is an organised and structured peer support scheme, which encourages 'active citizenship' within the youth detention place.	
	94.5	Peer support workers' roles are clearly defined, and peer support workers receive appropriate training, support and supervision.	
	94.6	The peer support workers are involved in consultation activities.	
95. All young detainees are engaged fully in a program of education, learning and skill development to meet their individual needs.	95.1	Program development and delivery is based on research and evaluation outcomes.	<ul style="list-style-type: none"> • Discussions with education staff • Review of data on access to education • Review of individual education plans • Discussions with young detainees • Observations of education rooms and areas
	95.2	A detailed education plan is developed in conjunction with the young detainee as part of their case management, following a thorough assessment of their needs and abilities.	
	95.3	Learning plans contain clear goals and are used to record and review the young detainee's progress.	
	95.4	Young detainees can also access vocational programs that will develop their potential for when they are released. Work-related activities must have the primary intent of providing training and skilling towards employment in the community, rather than focussing on production. Work must not be of an afflictive nature nor used as a punishment or behaviour management tool.	
	95.5	Education and training programs are equal to the standard available in the community and enable continuity and recognition of prior learning.	
	95.6	The range of educational and training programs can accommodate the disparate needs of the young detainees in the youth detention place.	
	95.7	Sentence status does not affect access to education and training.	
	95.8	A range of teaching methods are available and are not be limited to the classroom environment.	
	95.9	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.	
	95.10	Up to date technology and access to media are available.	

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- 95.11 Young detainees who are unable to attend education with their peers (e.g. due to their behaviour) are provided with the next best alternative, e.g. attendance at a different time or educational materials they can complete in their room.
- 95.12 Young detainees who refuse to attend education activities are monitored closely. Case management plans address such difficulties and work toward them undertaking relevant education as soon as possible.
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96. Young detainees have daily opportunities for physical and recreational activity as well as a regular structured sport and recreation program.

- 96.1 Sport and recreational activities are available daily, whether informally during leisure time or through a structured recreation program. Young detainees can belong to a sporting team or recreational group where feasible.
- 96.2 Physical education and fitness provision cater for a range of abilities and is effective at improving the fitness of young detainees.
- 96.3 The youth detention place is responsive to young detainees' views on physical education in activity and program design and delivery.
- 96.4 Units have activities and equipment for use during leisure time, and the youth detention place has indoor and outdoor sport facilities.
- 96.5 Young detainees are instructed on the proper use of equipment by appropriately qualified staff and the equipment is supervised so that young detainees feel safe when using it.
- 96.6 Information on young detainee participation in sport and recreation activities is included in case planning meetings.
- 96.7 Appropriate and well-maintained equipment and clothing and footwear is used in all recreational activities.
- 96.8 Young detainees with physical or other disabilities or injuries which prevent them from active participation in sport are encouraged to be involved in other ways or are offered an appropriate alternative.
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- Discussions with sport and recreation staff
- Discussions with young detainees
- Observations of equipment and areas for sport and recreation

ACT STANDARDS FOR YOUTH DETENTION PLACES

	96.9	External teams and experts are sought to attend the youth detention place on occasions for sporting events, clinics and other activities. Where possible and with appropriate assessments in place, suitable young detainees can engage in sport or recreation outside the youth detention place in the lead-up to release.	
97. Young detainees can access creative activities which promote learning, well-being and support rehabilitation.	97.1	Young detainees are encouraged to engage in creative activities to promote more formal learning and pathways to employment where appropriate.	<ul style="list-style-type: none"> • Review of data on available creative activities, e.g. art and music • Discussions with relevant staff • Discussions with young detainees
	97.2	Young detainees have access to creative opportunities that improve health and well-being.	
	97.3	Young detainees are encouraged to engage in creative activities to reflect on their lives and social responsibilities.	
	97.4	Art and cultural experiences are used to enhance the youth detention place environment, making it more conducive to rehabilitation.	
	97.5	Creative activities are used to help young detainees maintain contact with their families and to promote resettlement into the community.	
98. The youth detention place 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.	98.1	The provision of education, training and skills is developed and well-coordinated with external organisations and leads to demonstrable benefits for young detainees.	<ul style="list-style-type: none"> • Review of data on available programs and training • Discussions with relevant staff • Discussions with relevant community organisations
	98.2	The youth detention place seeks partnerships with research bodies or businesses in the community to enhance innovation and sustainability.	
	98.3	The youth detention place seeks partnerships with organisations to enhance research and evaluation of its practices.	
99. Young detainees have access to a library which meets Australian	99.1	Young detainees can use the library at least once a week, including borrowing materials.	<ul style="list-style-type: none"> • Observations of the library • Discussion with the librarian
	99.2	The library stocks a range of books for a range of reading abilities.	

standards and are encouraged to use it frequently.

- 99.3 The library is used for both leisure reading as well as supporting young detainees' educational needs.
- 99.4 Young detainees not in their normal location, for example, in segregation or health care are able to access library books.
- 99.5 Young detainees are encouraged to develop their research skills, including supervised use of the internet.
- 99.6 Young detainees can make reasonable requests for specific learning materials.
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- Discussions with young detainees

Pillar 4: Rehabilitation and Preparation for Release

Standards: the standard of treatment and conditions the youth detention place is expected to achieve.

Indicators: evidence that may indicate whether the expectation / outcome has been achieved. This list is not exhaustive, and outcomes may be demonstrated in other ways.

Evidence sources: possible sources of evidence to assist in determining whether the expectation/ outcome has been achieved.

A. YOUNG DETAINEES, FAMILIES AND CONTACT WITH THE OUTSIDE WORLD

100. Young detainees are encouraged and helped to maintain or re-establish positive relationships with family, friends and community agencies while in custody.

- 100.1 Contact with family and friends where safe to do so is treated as a basic entitlement and is promoted as essential to the young detainee’s psychological wellbeing and to their successful reintegration into the community.
- 100.2 The extended and often complex family structures of young detainees, particularly Aboriginal and Torres Strait Islander young detainees, are acknowledged.
- 100.3 Young detainees’ distance from home, expected frequency of visits, parental status and, where applicable, number of dependents is established on arrival and monitored thereafter.
- 100.4 Contact with family and friends is given a high priority by staff.
- 100.5 Where contact with individuals is not in the best interests of the young detainee, measures are put in place to prevent this. Young detainees subject to these measures are appropriately supported by staff.
- 100.6 There are imaginative methods for encouraging family contact and opportunities for young detainees to celebrate their successes and milestones with their family and friends. Technology is utilised to maintain contact where possible.
- 100.7 The youth detention place provides opportunities for young detainees to resolve family and personal issues through supportive guidance and professional assistance, including individual, group, and family counselling.

- Discussions with young detainees
- Review of policies and procedures
- Discussions with oversight agencies
- Discussions with staff
- Review of data on use of leave permits, visits etc
- Discussions with family and friend visitors

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- 100.8 There are effective links with youth offending teams, local authorities and other external statutory, community and voluntary agencies that assist with preparation for release/transfer during custody, and with transition after release.
- 100.9 Links and support services are available to parents and/or carers of young detainees during custody and after release.
- 100.10 Families are routinely involved in youth detention place processes, including education, health care and resettlement planning.
- 100.11 Local leave permits and interstate leave permits are routinely used to support resettlement goals, as well as to maintain links between young detainees and their communities.
- 100.12 Young detainees are helped to maintain family ties and are given help with any difficulties relating to contact (such as long distances from home). Young detainees who do not receive visits are identified and receive individual support and help to maintain relationships.
- 100.13 Young detainees are helped to fulfil any parental responsibilities. Those undergoing separation and child protection procedures are supported.
- 100.14 There are appropriately skilled family support workers who provide support to young detainees and their families. Staff supporting young detainees to maintain contact with their community are well integrated with other staff working with the young detainee. They contribute to case management plan targets.
- 100.15 Young detainees and their immediate family or partners are informed sensitively of significant news about each other as soon as possible.
- 100.16 Subject to risk assessment, young detainees can visit sick relatives and attend funerals.
- 100.17 Young detainees are never deprived of family contact as a punishment.
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		100.18 Young detainees that are or may be a foreign national are informed about their right to request that a diplomatic or consular representative of their foreign country/ies are told about their detention. They receive assistance to maintain contact with family through provision of overseas phone calls or the use of video link. Arrangements are be flexible enough to accommodate international time zones.	
101.	Young detainees can maintain access to the outside world through regular and easy access to visits.	<p>101.1 Young detainees are informed of and understand their visits entitlement during induction to the youth detention place.</p> <p>101.2 Young detainees can receive a visit within two working days of admission and thereafter are able to receive at least one visit a week.</p> <p>101.3 The visits booking system is accessible and able to deal with the number of visitors.</p> <p>101.4 Visiting times provide for those who wish to visit at weekends and in the evenings. Visits start and finish at the published time.</p> <p>101.5 Visits are not withheld as part of any behaviour management framework.</p> <p>101.6 Visits staff are aware of child protection issues and there is a robust system for vetting and refusing entry to inappropriate visitors.</p> <p>101.7 Family and/or friends of a young detainee are only refused access to visit a young detainee for a valid reason and as a last resort, and any denial of access is explained clearly to the visitor and young detainee.</p> <p>101.8 Non-contact visits are authorised only when there is a significant risk arising from the visit. They are not used as a punishment and allocations to non-contact visits are reviewed at least fortnightly. Young detainees and their visitors can challenge the authorisation of non-contact visits.</p> <p>101.9 Young detainees are provided with additional visits and/or phone calls if they have specific welfare needs.</p> <p>101.10 Young detainees who are primary carers are provided with additional free letters and phone calls and can receive incoming calls from dependents.</p>	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with visitors • Review of visits process, including the booking system • Observations of the visits area • Review of policies and procedures

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- 101.11 Young detainees can participate in family days and access accumulated visits which enables them to maintain frequent contact with their families.
 - 101.12 If visitors have not arrived within 15 minutes of the start of the visit, visits staff try to find out why and inform the young detainee and unit staff.
 - 101.13 Where required, general relationship counselling for young detainees and their immediate family members is available, and young detainees have access to programs for improving parenting skills and maintaining positive relationships.
 - 101.14 Young detainees are supported to maintain contact with detained family members, including through inter-detention centre visits.
 - 101.15 The youth detention place regularly reviews the number and frequency of visits per young detainee to ensure all young detainees are receiving meaningful contact with family or friends. The youth detention place takes proactive steps to address lack of contact as appropriate.

102. Young detainees and their visitors can attend visits in a clean, respectful and safe environment which meets their needs. Visitors are made aware in advance of establishment routines and what support services are available.

- 102.1 Procedures that must be followed prior or after a young detainee's visit are done in a way that does not delay visits or curtail visit times.
- 102.2 The searching of young detainees, visitors and their property is conducted in accordance with the individual risk they pose and according to clear procedures.
- 102.3 Visitors understand why they are being searched and how the search will be conducted.
- 102.4 Visitors are never strip-searched.
- 102.5 Visitors are given information about how to get to the establishment, the visiting hours, details about what to expect when they arrive and information on making a complaint.
- 102.6 Arrangements are made to help visitors to get to and from the establishment if local transport difficulties exist.

- Observations of visits
- Discussions with visitors
- Discussions with young detainees
- Review of policies and procedures
- Discussions with oversight agencies

- 102.7 Visitors arriving late are still able to proceed with their visit.
- 102.8 Young detainees and visitors can give staff feedback on the visiting arrangements, suggest improvements and, if necessary, make a complaint.
- 102.9 There is a properly equipped visitor centre managed by friendly, helpful staff. Visiting areas include options for outdoor visits and children play areas.
- 102.10 Visitor parking and facilities are easily accessible to all visitors.
- 102.11 At all points when waiting for, during and after a visit all young detainees and visitors have access to toilet facilities.
- 102.12 Visits areas are staffed, furnished and arranged to be welcoming and to ensure easy contact between young detainees and their families or friends. Security measures are discreet and sensitive to privacy.
- 102.13 Visitors can share any concerns they have about the young detainee with appropriate staff and visits staff demonstrate awareness of the risk of harm a young detainee may present to others. Concerns are appropriately recorded and reported.
- 102.14 Visiting children are safe and can enjoy family visits in an environment that is sensitive to their needs.
- 102.15 Visitors can buy a range of refreshments during visits.

103. Young detainees can maintain contact with the outside world through regular and easy access to mail, telephones and other communications.

- 103.1 Young detainees can make a free phone call on their first night.
- 103.2 Young detainees' telephone numbers are added to their account within 24 hours of arrival.
- 103.3 Young detainees can send at least two free letters a week and are encouraged and helped to do so.
- 103.4 No restrictions are placed on the number of letters that can be received.
- 103.5 Outgoing mail is posted on the next business day and incoming mail is received by young detainees within 24 hours of its arrival at the youth detention place.
- 103.6 Young detainees' mail is only opened to check for unauthorised enclosures or to carry out legitimate and targeted censorship in accordance with stated policies.

- Discussions with young detainees
- Review of policies and procedures
- Discussions with relevant staff
- Discussions with oversight agencies

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- 103.7 Legally privileged and protected correspondence is not opened by staff.
 - 103.8 There are sufficient telephones in appropriate locations to enable private calls, on an equitable basis with other young detainees.
 - 103.9 If phone calls are not free, calls are charged at rates comparable to those in the community and young detainees without telephone credit are provided with phone calls free of charge if they are distressed or have specific welfare needs. All young detainees can make at least one free phone call to family per week.
 - 103.10 There is a notice next to all telephones advising young detainees that their calls may be monitored.
 - 103.11 Young detainees can easily find the telephone numbers of outside organisations, including the Official Visitors, Public Advocate and Human Rights Commission, and know which numbers they can call.
 - 103.12 Young detainees can communicate with family, friends and community agencies using the internet (including email and voice calls), which is provided free of charge.

104. The importance of peer interaction and social contact to healthy development is recognised during custody.

- 104.1 Positive peer-based activities (including involvement from community and sporting groups) are encouraged.
- 104.2 Peer associations within the youth detention place are identified and managed effectively, including in decisions regarding unit and room placement.
- 104.3 Programs targeting peer-based offending are available where required.
- 104.4 There are appropriately controlled forms of electronic communication to and from family and friends.
- 104.5 Young detainees have regular access to information, entertainment, and multi-media appropriate to their age and developmental level.

- Discussions with young detainees
- Review of available activities, information and entertainment

ACT STANDARDS FOR YOUTH DETENTION PLACES

<p>105. Special considerations are made for young detainees who are parents or who have parental responsibilities.</p>	<p>105.1 Young detainees with their own children are supported to have a positive relationship with their children such as through flexible visiting arrangements, home leave where appropriate, and suitable child-friendly visit facilities.</p> <p>105.2 Young parents are helped to address any issues in their primary relationship if relevant through programs or counselling.</p> <p>105.3 Specific services are available for pregnant young women and new mothers in addition to youth health services – this may include appropriate food and nutrition, maternal health services, and flexible visiting arrangements.</p> <p>105.4 Developmentally appropriate relationship and sexual health programs, and programs on parenting skills and health are available to all young detainees regardless of their parental status.</p> <p>105.5 Young detainees are helped to fulfil any parental responsibilities. Young detainees undergoing separation and child protection procedures are well supported.</p>	<ul style="list-style-type: none"> • Review of policies and procedures • Review of services available to young detainees who are, or are about to become, parents • Discussions with pregnant young detainees or those who are parents
<p>106. Young detainees' connections to the community are strengthened by participation in programs and activities involving relevant government and non-government agencies, community organisations and elders.</p>	<p>106.1 Involvement with community organisations is regular and ongoing, including Aboriginal and Torres Strait Islander community organisations.</p> <p>106.2 Protocols and agreements to support service delivery or visiting services are in place. These ensure privacy is not breached and ensure clarity regarding which agency is responsible for particular services or parts of services.</p> <p>106.3 The youth detention place conducts outreach activities, such as participation in local committees or representation at local events.</p> <p>106.4 Whenever possible, Aboriginal and Torres Strait Islander young detainees participate in cultural activities and celebrations with other Aboriginal and Torres Strait Islander people.</p> <p>106.5 Community events and promotions are incorporated into the youth detention place's routine and activities. For example, NAIDOC week and Harmony Day.</p> <p>106.6 Management regularly reviews services provided by agencies to accommodate the changing needs of young detainees. Where possible, community consultation is undertaken for new initiatives.</p>	<ul style="list-style-type: none"> • Discussions with relevant community organisations • Review of policies and procedures • Review of available services and activities, including cultural activities • Discussions with relevant staff

	106.7	Family and community conferences, group counselling, victim mediation and other restorative justice focused activities are accessible during custody, linked into community-based programs.	
107. Young detainees can voluntarily engage in community service activities while in custody.	107.1	Community service activities are always appropriate to the development and maturity of the young detainee and incorporate adequate supervision and protection safeguards.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees • Review of data on available community service activities
	107.2	The full extent of the benefits to society derived from these activities are explained to the young detainee.	
	107.3	Preferably, community service is focused on activities that benefit the young detainee’s local community or have personal relevance.	
108. Young detainees are provided with reasonable opportunities, time and facilities to be visited by and to communicate in private with their legal representatives and other accredited people (e.g. private practice psychologists or psychiatrists).	108.1	Young detainees are aware of their right to access legal advice or advocacy while in detention.	<ul style="list-style-type: none"> • Review of policies and procedures • Discussions with young detainees • Review of data on available community service activities • Discussions with legal representatives e.g. Legal Aid ACT and Aboriginal Legal Service (NSW/ACT) • Discussions with young detainees • Discussions with oversight agencies
	108.2	Staff support and assist young detainees to access legal advice and to assert their legal rights.	
	108.3	Young detainees are provided with adequate opportunity, time and facilities to be visited by and to communicate and consult with a legal advisor of their own choice or a legal aid provider, without delay, interception or censorship and in full confidentiality, on any legal matter.	
	108.4	In cases in which young detainees do not speak English, the youth detention place facilitates access to the services of an independent accredited interpreter.	
	108.5	Aboriginal and Torres Strait Islander young detainees are entitled to receive periodic visits from representatives of Aboriginal and Torres Strait Islander organisations, including Aboriginal and Torres Strait Islander legal services and health professionals.	

ACT STANDARDS FOR YOUTH DETENTION PLACES

108.6	Staff do not read, listen to or record a communication at a visit, electronic communication, telephone calls or mail between a detainee and legal or accredited person.	<ul style="list-style-type: none"> • Review of policies and procedures
108.7	Youth detention places make readily available a means (such as distinctively marked envelopes and special post boxes) for young detainees to send protected mail to legal or accredited people.	

B. CASE MANAGEMENT

B.1 Assessment

109. Assessment procedures are in place to accurately identify the risks and the needs of each young detainee.	109.1	Age and culturally appropriate tools are available and utilised in the youth detention place to determine needs and level of risk associated with those needs.	<ul style="list-style-type: none"> • Review of policies and procedures • Review of young detainees' files regarding assessments • Review of induction process
	109.2	Young detainees' needs are assessed during induction and referrals are made to the relevant agencies as early as possible and at an early enough stage to obtain support.	
	109.3	Programs are tailored to individual needs of young detainees, in accordance with their case plan.	
	109.4	Where appropriate, young detainees are dealt with in the context of the family or social situation they will return to in the community, in addition to addressing individual issues.	

B.2 Case management plans

110. Each young detainee has in place a detailed case management plan executed by an appropriately trained	110.1	Release planning commences when the young detainee enters custody, based on the needs and risks identified through assessment.	<ul style="list-style-type: none"> • Inspection of case management plans, including reviews • Discussions with caseworkers
	110.2	Young detainees on remand are case managed.	
	110.3	Each young detainee has an individual youth detention officer allocated to them who they can go to for advice or help when they require it.	

caseworker within two weeks of their admission to the youth detention place.	110.4	All young detainees and appropriate family members are actively involved in the young detainee's individual case management.		
	110.5	All staff involved in the care of young detainees contribute to the case management plan.		
	110.6	A throughcare approach to case management is coordinated across the whole youth detention place as well as between the youth detention place and the community.		
	110.7	The case management plan is based on the young detainee's needs and follows an appropriate and realistic timeline. Case management plans are clearly linked to constructive goals identified by the young detainee.		
	110.8	While most young detainees will be of school age and so require education, there is sufficient flexibility to ensure other needs are addressed as well, for example, therapeutic programs, family contact, and legal advice.		
	110.9	Case management is also provided for young detainees who return to custody multiple times for short stays and enables previously started activities to be continued, where appropriate.		
	110.10	The young detainee's caseworker ensures they review the case management plan no less than once per month, and more frequently for more complex cases.		
	111. Young detainees can participate in regular and well-attended case management meetings and reviews to check on their general well-	111.1	Case management meetings take place in suitable venues, at appropriate intervals and, where necessary, in response to a significant change or event.	<ul style="list-style-type: none"> • Discussions with young detainees • Observation of case management meetings
		111.2	Reviews routinely consider local and interstate leave permits and parole.	
		111.3	The youth detention place takes active steps to encourage and facilitate the attendance and participation of parents and/or carers in case management meetings and reviews.	

ACT STANDARDS FOR YOUTH DETENTION PLACES

being, to review their progress and to revise targets.	111.4	Young detainees are supported to participate actively in the case management process and encouraged to take responsibility for their own plans and the achievement of them.	
112. Young detainees understand and are encouraged to achieve case management plan targets and are supported within the youth detention place for their efforts.	112.1	Young detainees have targets that they can continue to work towards following transfer or release.	<ul style="list-style-type: none"> • Discussions with young detainees
	112.2	All staff working with young detainees have access, appropriate to their position, to up-to-date and comprehensive information about young detainees, including their case management plan targets. Information is managed and stored with respect for confidentiality and in accordance with applicable privacy laws.	<ul style="list-style-type: none"> • Discussions with staff • Review of incentives framework
	112.3	Young detainees understand their case management plan and feel their targets are meaningful.	
B.3 Young detainees serving long sentences			
113. Young detainees serving long sentences are managed appropriately.	113.1	Young detainees facing or serving long sentences are identified on arrival and fully supported.	<ul style="list-style-type: none"> • Review of data on sentence length
	113.2	Where relevant, young detainees and their families are provided with age-appropriate information about long sentences.	<ul style="list-style-type: none"> • Review of files of young detainees facing or serving long sentences
	113.3	Individual assessments and case management plans take full account of specific needs and the risk the young detainee may pose to themselves or others.	
	113.4	There is a range of services to meet the risks and needs of young detainees serving long sentences.	
	113.5	All documentation associated with young detainees serving long sentences is completed fully and on time.	
114. Young detainees transferring to an adult correctional	114.1	Young detainees who are likely to transition to an adult correctional centre are identified on entry to the youth detention place, so that transition planning can begin at arrival.	<ul style="list-style-type: none"> • Review records of decision-making processes to transfer a young detainee

centre are fully supported in this move.

- 114.2 Decision-making processes around the option to transfer a young detainee to an adult correctional centre are recorded. Decision making considers the views of the young detainee and other relevant stakeholders (for example, the Public Advocate) and the work that needs to be undertaken to meet the aims of the sentence, to address the likelihood of reoffending and the risk of harm to others, and to manage vulnerability.
- 114.3 Young detainees are thoroughly prepared for transfer to an adult correctional centre, including appropriate psychological support as required.
- 114.4 Notification of transfer and all essential advance information is sent to the adult correctional centre in sufficient time to ensure continuity of delivery of programs.
- 114.5 All service providers (including health and education, training and employment providers) in the youth detention place are informed of transfers to an adult correctional centre in advance and are involved appropriately in case transfer meetings. Appropriate staff at the adult correctional centre are informed and where appropriate, involved in transfer discussions and meetings.
- 114.6 Parents/carers are involved, where appropriate, in discussions about transfer and in case transfer meetings where it is likely to aid the young detainee’s progress and engagement.
- 114.7 Staff have the skills to prepare young detainees for transfer to adult correctional centres and to work effectively with transferred cases.

- Discussions with ACT Corrective Services
- Discussions with relevant staff
- Review of policies and procedures

C. REINTEGRATION PLANNING AND RELEASE

115. Young detainees are helped to

- 115.1 A comprehensive strategy shapes preparation for release and reintegration services. The strategy is informed by and developed in consultation with young

- Review of policies and procedures

<p>prepare for release or transfer, through a whole of centre approach.</p> <p>Reintegration planning begins on arrival and is designed to meet young detainees' needs, explore pro-social strengths and goals and reduce their likelihood of committing further offences.</p>	<p>detainees. It is kept up to date by regular analysis of the reintegration needs of the population of the establishment.</p> <p>115.2 The analysis of reintegration needs is based on a wide range of sources, and sufficient attention is paid to diverse needs, as well as specific groups such as indeterminate and long-term sentenced young detainees and those on remand.</p> <p>115.3 Reintegration work is supported by all service providers working in the establishment.</p> <p>115.4 Each young detainee has a caseworker who coordinates reintegration work with that young detainee.</p> <p>115.5 All staff in the youth detention place are clear about their responsibilities to support the reintegration and release process.</p> <p>115.6 Reintegration services are coordinated and targeted to meet the needs of the population, and draw adequately from external statutory and voluntary agencies, as well as internal resources.</p> <p>115.7 The services provided across all reintegration areas meet both the assessed needs of the population and the strategic approach to resettlement at the youth detention place.</p> <p>115.8 Outcomes for young detainees following their release from the youth detention place are monitored effectively and feed into the ongoing development and improvement of the establishment's reintegration and release strategy.</p>	<ul style="list-style-type: none"> • Discussions with young detainees • Discussions with staff, including caseworkers • Review of available reintegration services • Review of young detainees' files
<p>116. Arrangements for the young detainee's accommodation and access to relevant education, health, work and social services is finalised before the</p>	<p>116.1 There is a step-down process leading up to a young detainee's release, including external activities, day release, or similar options, and connection with external community agencies.</p> <p>116.2 To the maximum extent possible all young detainees have, whilst in the youth detention place, participated in community-based experiences or activities prior to release.</p>	<ul style="list-style-type: none"> • Review of recently released young detainees' files • Focus group discussion with recently released and/or soon to be released young detainees • Discussions with oversight agencies

young detainee is released from the youth detention place.

- 116.3 All young detainees have a discharge interview and plan to ensure they are aware of legal or other requirements they may have following release, and appropriate services and contacts in the community.
- 116.4 Young detainees are assessed to determine their accommodation needs in the community. Relevant staff work closely with local housing agencies and providers.
- 116.5 Young detainees have suitable, sustainable and safe accommodation arranged 14 days prior to their release.
- 116.6 Young detainees leave the youth detention place with their immediate needs met, including having education arrangements, stable accommodation, transitional support structures and contacts in place.
- 116.7 For older young detainees wishing to work after release, assistance in becoming job-ready and in seeking work is provided.
- 116.8 Preparation for release for young detainees with serious and enduring mental health problems ensures that they continue to be supported appropriately on release.
- 116.9 Suitable clothes and bags are available on release to young detainees who do not have them.
- 116.10 Facilities are available before discharge to launder clothes that have been in storage for long periods.
- 116.11 Young detainees receive money owed to them from their youth detention place accounts to assist with reintegration. Young detainees without private funds are given enough support to meet their immediate needs.
- 116.12 On release young detainees receive all their property.

- Review of policies and procedures

D. PROGRAMS

ACT STANDARDS FOR YOUTH DETENTION PLACES

<p>117. Young detainees with continuing health, social care and substance abuse needs are prepared and helped to access services in the community before their release.</p>	<p>117.1 Young detainees receive relevant pre-release assessments and programs and are helped to register with community health services.</p> <p>117.2 Young detainees receive individual health promotion advice prior to release.</p> <p>117.3 Young detainees receive drug, alcohol and tobacco harm reduction advice prior to release.</p> <p>117.4 Effective discharge planning and liaison with case workers, community mental health services and other external services ensures continuity of care following release.</p> <p>117.5 Young detainees going to court, being released or transferred receive adequate supplies of medication and/or a community prescription to meet their needs.</p>	<ul style="list-style-type: none"> • Discussions with staff, including caseworkers and health staff • Review of policies and procedures • Review of recently released young detainees' files • Discussions with the Health Services Commissioner • Discussions with community service providers
<p>118. Young detainees are given advice and support on how to manage their money and deal with debt.</p>	<p>118.1 On admission, young detainees are asked if they owe money. Where this is established, relevant support is provided.</p> <p>118.2 Individual financial records are maintained and young detainees have access to them. Young detainees are encouraged and supported to keep track of their own financial records.</p> <p>118.3 Young detainees are taught budgeting and money management skills in preparation for release and are given relevant information about banking and financial products.</p> <p>118.4 Young detainees are made aware of and have full access to services providing advice and information about welfare entitlements.</p> <p>118.5 Prior to release young detainees are encouraged and helped to open a bank account. Where necessary, day release is used to achieve this.</p>	<ul style="list-style-type: none"> • Discussions with program providers • Review of individual financial records • Discussions with young detainees
<p>119. Young detainees are encouraged and</p>	<p>119.1 Programs offered to sentenced young detainees have the aim of improving their skills and reducing their likelihood of re-offending. In addition to addressing their criminogenic needs, programs and education address life skills for post release.</p>	<ul style="list-style-type: none"> • Review of data on programs being delivered

supported to access a range of evidence-based programs that promote social reintegration and personal development, and address behaviours which may contribute towards their offending.

- 119.2 Support and programs are based on an up-to-date needs assessment of the population.
- 119.3 Programs are available which support young detainees to identify strengths and which provide them with personal and practical support to work towards positive goals.
- 119.4 Access to programs is based on clear criteria and resources are allocated according to need.
- 119.5 Young detainees are subject to multidisciplinary assessments to identify their needs in relation to offending behaviour programs and other interventions. These assessments are reflected in individual training plans.
- 119.6 Young detainees are referred to criminogenic programs and other interventions in a timely manner.
- 119.7 Basic skill deficits that may underlie offending behaviour are addressed.
- 119.8 Drug and alcohol awareness programs are available for young detainees.
- 119.9 Drug and alcohol dependent young detainees have a suitable program drawn up based on a thorough assessment.
- 119.10 Psychosocial programs are integrated with clinical treatment.
- 119.11 Young detainees are encouraged and motivated to engage with programs.
- 119.12 All staff, especially in residential areas, positively reinforce young detainees' learning and progress. Young detainees are enabled to consolidate any learning and practise their newly acquired skills.
- 119.13 All staff have adequate trauma-informed training and understand how to support the emotional well-being/development of the social and emotional skills of the young detainees in their care.

- Discussions with program providers
- Discussions with young detainees

- 119.14 Programs for convicted young detainees are available that challenge the young detainee to accept responsibility for their offending behaviour. Victim awareness work is undertaken in all relevant cases. Young detainees are helped to develop empathy for others. Harm they have experienced themselves is recognised.
 - 119.15 Programs are regularly reviewed and externally evaluated for effectiveness.
 - 119.16 Groups for therapeutic programs are screened for appropriate demographic mix.
 - 119.17 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.
-