



ICS
ACT Inspector
of Custodial
Services

ACT Standards for Youth Detention Places

Revised April 2024





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

About this report

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ACT Inspector of Custodial Services

GPO Box 1771

Canberra ACT 2601

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ACT Inspector of Custodial Services

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Design and artwork: 2B.com.au

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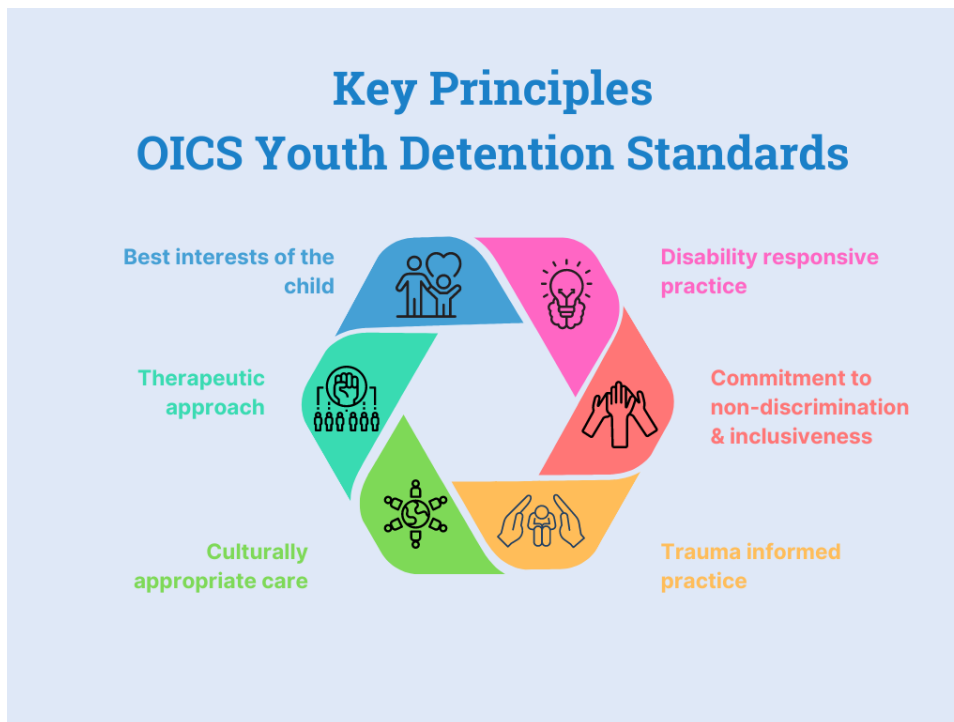
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Introduction

What are the ACT Youth Standards?

The ACT Youth Standards are standards for the conditions, treatment and care of young people detained in ACT youth detention places. They are used by the ACT Office of the Inspector of Custodial Services (OICS) to assess treatment and care for young people when conducting reviews in accordance with the *Custodial Inspector Act 2017* (CI Act).

These standards draw on human rights law and practice. In conducting reviews, the Inspector is required to apply the rights of detained children and young people protected under international and ACT law, and assess whether law, policy and procedures reflect best practice standards. The ACT Youth Standards provide a framework for this assessment.



The ACT Youth Standards adopt the 'healthy centre' test.¹ This is based on four pillars (appearing through the document as separate domain headings):

- **Safety:** detained children and young people, 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:** detained children and young people engage in sufficient and appropriate activity that is likely to benefit them
- **Therapeutic rehabilitation and prepared for release:** detained children and young people are supported to stay in contact with and/or connect with their family and the community; supported to rehabilitate where relevant; and prepared for and supported to release back into the community.

¹ Derived from the 'healthy prison' approach first articulated by the World Health Organization(2000) *The WHO Health in Prisons Project*. Geneva: WHO, and utilised by prison inspectorates around the world. See for example Andrew Coyle *A Human Rights Approach to Prison Management: Handbook for Prison Staff*. 2002. Pages 49-59. International Centre for Prison Studies: London; HM Inspectorate of Prisons, *Our Expectations*, <<https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/>>

Under each pillar there are detailed standards (outcomes), and a list of indicators that may demonstrate that the standard is being met. These indicators are not an exhaustive list and also may not apply to every detained child or young person, for example those who are only in the youth detention place overnight.

STANDARDS & INDICATORS

Standards

WHAT ARE THEY?

The standard of treatment and conditions (outcome) the Inspector expects a youth detention place to achieve.



Indicators

WHAT ARE THEY?

Evidence that may indicate whether the expectation / outcome has been achieved. These outcomes may also be demonstrated in other ways.

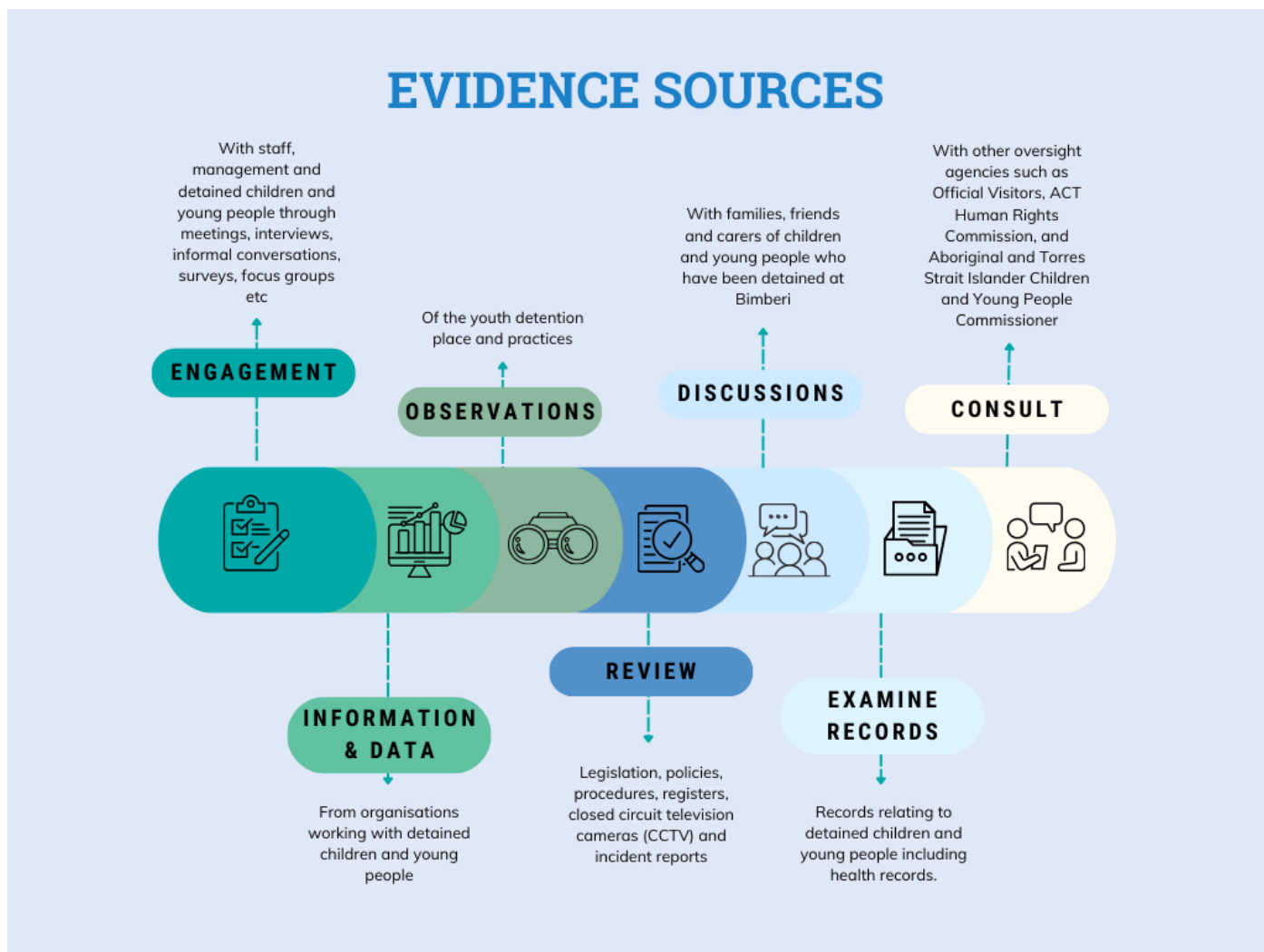


They are tailored to address the ACT’s conditions: a small jurisdiction, operating under human rights legislation, with one youth detention centre that detains female, male and gender diverse children and young people, and those that are on remand as well as and sentenced.

These standards are applied on a qualitative basis, rather than scores or weightings tallied for each standard. They are not a checklist to be applied in order. Rather, individual indicators may be drawn upon when testing if a policy or practice is reasonable and proportionate. There is no hierarchy of standards.

Evidence Sources

When examining the treatment and care of children and young people in detention against these standards, the Inspector will rely on a variety of sources of information.



In reviewing sources of evidence, the Inspector’s review team will, wherever possible, triangulate information to help ensure information relied on in an examination and review is a credible, reliable and complete evidence base on which to understand the youth detention environment from a holistic perspective.

About the Custodial Inspector

The Custodial Inspector is an independent role established through the passage of the CI Act. The Inspector’s role is to conduct independent oversight of detention facilities and services in the ACT and promote continuous improvement. The Inspector has broad ranging powers including the power to visit youth detention places, speak in private with detained children and young people and staff and access all relevant information and documents. The Inspector has also been designated as part of the [ACT National Preventive Mechanism](#), in order to contribute to fulfilling the ACT and Australia’s obligations under the Optional Protocol to the Convention Against Torture.

The ACT Custodial Inspector has oversight of:

Alexander Maconochie Centre (AMC)

The ACT's only adult prison for detained men, women & people of other gender identities



Bimberi Youth Justice Centre

ACT's youth detention facility for detained children & young people up to the age of 21



Court Transport Unit (CTU)

ACT Corrective Services operates the ACT court cells & transport vehicles which are used for both adults & young people



A community or health facilities

Where a detained person is directed to work, participate in an activity or is being held by a detaining authority such as being escorted to a health appointment



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

Language and terminology

At times this document uses terminology that departs from the *Children and Young People Act 2008* (CYP Act), for example, referring to “detained child or young person” (rather than a “young detainee”) or from terminology often used at Bimberi, for example referring to a “youth detention officer” rather than a “youth worker”, and a “cell” rather than a “cabin”. This is intended to make the terminology accurate, young person centred, and accessible to all members of the community. While in some contexts the term child can refer to a person aged over 12, and a young person being aged 13-25, given under international human rights law a child is a person aged under 18, we have chosen the term ‘detained child or young person’.

How were these ACT Youth Standards prepared?

The ACT Youth Standards draws on a wide range of sources

- **ACT Law:** The CYP Act governs youth detention. The *Human Rights Act 2004 (ACT)* (HR Act) provides that any limitations on the rights of detained children and young people in the ACT must be lawful, reasonable, proportionate and necessary.² The HR Act provides further protections for detained children and young people involved in the criminal process.³ All ACT public authorities (including detaining authorities) must act and make decisions that are consistent with rights.
- **International law:** A key human rights treaty informing the ACT Youth Standards is the United Nations *Convention on the Rights of the Child*, which provides that the best interests of the child is a primary consideration for all actions concerning children. This must include considerations of detained children and young people's well-being, health and safety. Also relevant is the United Nations *Convention Against Torture and Cruel Inhuman or Degrading Treatment or Punishment*. A wide range of other treaties and 'soft law' standards were consulted.⁴
- **Youth Detention Inspection 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 independent monitoring inspectorates in Western Australia, New South Wales, Queensland 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.

Vulnerabilities

Detained children and young people are innately vulnerable due to their age and development levels but may have additional vulnerabilities due to experiencing neglect, poverty, poor health, emerging or enduring mental illness, alcohol and drug use, cognitive disability, poor school attendance, exposure to traumatic events, and domestic and family violence. The Standards recognise the vulnerability and specific needs of detained children and young people, and the importance of a child and young person-focussed and trauma-informed operating philosophy.

- Specific standards address the needs of **vulnerable detained children and young people** who have experienced abuse and trauma, at risk of suicide or self-harm, or who have mental health issues or substance use problems.
- **Special categories** of standards have also been included for female young people, Aboriginal and/or Torres Strait Islander children and young people, culturally and linguistically diverse children and young people, transgender children and young people, gender diverse children and young people, children and young people with innate variations of sex characteristics, and children and young people with a disability.

These ACT Youth Standards were initially published in 2020 as an interim version. They have been revised and updated based on reflective practice, and updates and developments in youth detention standards in other jurisdictions and in international human rights law and practice.

Are the ACT Youth Standards binding law?

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

² See HR Act, s 19.

³ Section 20 states children and young people 'must be treated in a way that is appropriate for a person of the child's age'

⁴ Such as the *Standard Minimum Rules for the Treatment of Prisoners (Nelson Mandela Rules)*

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).

Living Document

This is an evolving document. These standards will be updated in response to feedback and changes in international, Australian and local best practice. OICS welcomes feedback from stakeholders and community members about these standards. Details of how to contact us is available on [our website and via ics@act.gov.au](#).

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>
CI Act	<i>Custodial Inspector Act 2017 (ACT)</i>
Detained child or young person	A child or young person who is detained at a youth detention place by lawful authorisation.
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 detained children and young people.

Key instruments and standards consulted

Jurisdiction	Description
Australian Capital Territory	<i>Children and Young People Act 2008</i> (and policies and procedures made under it) <i>Health Records (Privacy and Access) Act 1997</i> <i>Human Rights Act 2004</i> <i>Territory Records Act 2002</i>
New South Wales	<i>Inspection Standards for NSW Youth Justice Inspection, 2020</i>
Western Australia	<i>Code of Inspection Standards for Young detainees in Detention, Version 1, 2010</i>
Tasmania	<i>Inspection Standards for Youth Custodial Centres in Tasmania, 2018</i> and <i>Tasmanian NPM, Expectations on the treatment of Children and Young People deprived of their liberty, October 2023</i>
Queensland	<i>Inspection standards for Queensland youth detention centres, 2023</i>
Australia	<i>Australasian Youth Justice Administrators, National Standards for Youth Justice in Australia, 2023</i> <i>Australian Children’s Commissioners and Guardians, A model charter of rights for children and young people detained in youth justice facilities</i> <i>Australian Human Rights Commission, Child Rights Impact Assessment Tool, 2023</i> <i>Australian Human Rights Commission, National Principles for Child Safe Organisations, 2018</i> <i>Royal Commission into Institutional Responses to Child Sexual Abuse, 2017</i> <i>Royal Commission and Board of Inquiry into the Protection and Detention of Children in the Northern Territory, 2017</i> <i>Royal Commission into Aboriginal Deaths in Custody, 1998</i> <i>Intersex Human Rights Australia, Briefing Paper on Detention, February 2021</i>
United Kingdom	<i>Expectations – Criteria for assessing the treatment of young detainees and conditions in prisons, Version 4, 2018</i>
International	<i>United Nations Convention on the Rights of the Child, 1989</i> <i>United Nations Standard Minimum Rules for the Administration of Juvenile Justice (The Beijing Rules), 1985</i> <i>United Nations Rules for the Protection of Juveniles Deprived of their Liberty, 1990</i> <i>United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules), 2015</i> <i>Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment, 1988</i> <i>United Nations Declaration on the Rights of Indigenous People, 2007</i> <i>United Nations Convention Against Torture, 1987</i> <i>Optional Protocol to the Convention Against Torture, 2002</i> <i>The Yogyakarta Principles on the application of international human rights law in relation to sexual orientation and gender identity, 2007</i> and <i>The Yogyakarta Principles plus 10, 2017.</i> <i>United Nations Convention on the Rights of Persons with Disabilities, 2008.</i> <i>United Nations Istanbul Protocol, 2022.</i>

Pillar 1: Safety

A. Safety of detained children and young people

Standards	Indicators
<p>1. Custodial arrangements are child centred, and are guided by trauma-informed, therapeutic and culturally appropriate philosophies. The best interest of detained children and young people are paramount.</p>	<ul style="list-style-type: none"> • There is a clearly articulated and understood operating philosophy in the youth detention place. The place has clearly articulated operating principles which are understood by staff and consistent with these standards and the HR Act. • The place has a clear focus on developmental needs, links to family support, continuity of care and throughcare, as well as the specific needs of individual detained children and young people. • Executive, management and staff model appropriate behaviour and have congruent attitudes, experience and training to implement the youth detention place philosophy. • Youth detention services and facilities are located separately from adult custodial facilities. • The system is orientated to understanding and being responsive to the experiences and needs of Aboriginal and/or Torres Strait Islander detained children and young people. • The design and layout of buildings enables the accommodation of fluctuating numbers of all genders, different living styles, spaces to suit higher supervision needs, meet disability requirements or shared living quarters, mother-and-baby units, and separate and appropriate accommodation for children on remand. • Staff are trained in and appropriately use trauma-informed and young person-centred practices.
<p>2. The environment is safe and secure for the detained children and young people, which protects them from harm and neglect. They receive services that are designed to ensure safe and effective care and support.</p>	<ul style="list-style-type: none"> • Detained children and young people feel safe. • Detained children and young people feel comfortable to turn to a member of staff if they have a problem. Staff have the time and contextual environment to build positive relationships with detained children and young people and to effectively respond to detained children and young people's concerns. • Multidisciplinary planning provides effective care and support for detained children and young people. This is done in consultation with the detained child or young person. • Staff are subject to recruitment and vetting procedures that comply with legislation and ensure their suitability to work in a youth detention place. • All staff working with detained children and young people have access to the information required to

provide high quality care and meet individual needs.

- There is evidence of action and outcomes visible to the affected detained children and young people where they have raised concerns.
- Any injuries and incidents, including arising from a use of force, are closely monitored and recorded. There is robust, comprehensive, disaggregated and easily accessible data collection and analysis at regular intervals to help identify patterns and trends, for continuous improvement and to implement preventive measures.
- Detained children and young people are protected and helped to keep themselves safe from abuse, including bullying and discrimination. Any discriminatory behaviour is identified, challenged and addressed, and detained children and young people are helped and supported to treat others with respect.
- A child safe culture is championed and modelled at all levels of the organisation.
- A Code of Conduct provides guidelines for staff and volunteers on expected standards and responsibilities.
- Where abuse and/or neglect concerns are formally reported, details of these are clearly recorded, including what support was provided and any feedback received. The centre identifies and investigates allegations of harm in the centre, and action is taken to prevent further harm. Allegations or suspicions of harm are shared with the appropriate agencies and are handled fairly, quickly and in accordance with statutory guidance.
- Young people who allege abuse or mistreatment are supported to seek the assistance of an independent advocate, legal representation and complaints mechanisms.
- Investigations into allegations or suspicions of harm are shared with the appropriate agencies and are handled fairly, quickly and in accordance with statutory guidance.
- Detained children and young people can raise concerns in confidence with a range of people and services independent of the place.

3 Centre management identify and investigate any concerns about the safety of a detained child or young person, and action is taken to prevent further harm.

- Detained children and young people are consistently reminded that reprisals on them for making a complaint or raising a concern are not permitted, and provided avenues to raise concerns or complaints about their treatment and care and their right to assistance from an independent advocate.
- 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 detained child or young person being, or has been, harmed

while in custody.

- The youth detention place ensures arrangements are in place for detained children and young people who allege abuse or mistreatment to have support from a trusted adult, for example a parent or guardian.
- Detained children and young people, parents, guardians, caregivers and kin who allege harm while the detained child or young person is in the centre are given a response by the centre management in an appropriate language and format which sets out the action that has been, or will be, taken.
- The youth detention place has effective links with government and independent agencies responsible for safeguarding detained children and young people's rights and wellbeing.
- The investigation of alleged criminal acts against or involving detained children and young people follow the same process and uphold the same rights and protections for the detained child or young person as would occur if the affected detained child or young person was not in detention.

4 Staff comply with legislative reporting requirements.

- Staff understand and follow procedures for responding to concerns about the safety of a detained child or young person, including mandatory reporting.
- 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.
- Staff are trained to recognise and respond to behaviour indicating emotional, psychological, or physical harm.
- 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).

5 Detained children and young people are consulted about, and participate in decisions about matters which affect them.

- Detained children and young people are consulted regularly about issues or decisions that affect them, and in a manner appropriate to their age and development level.
- Detained children and young people are given safe and inclusive opportunities to have their voice heard and inform decision-making.
- Consultation methods are co-created by detained children and young people and staff and include forums outside of formal processes.
- Detained children and young people are given the opportunity to present their views and ideas.
- The youth detention place has a process at which detained children and young people can raise issues with staff promptly and particularly before they become the source of complaints.

- The selection of detained children and young people to take part in this forum is fair and transparent.
- Matters raised at the forum are appropriately addressed by management and detained children and young people are given timely feedback in an age and developmentally appropriate form.
- Policies and procedures are responsive to the views and experiences of detained children and young people.
- Leaders and managers show and encourage innovation and creativity to solve problems and meet the needs of detained children and young people.
- Detained children and young people take an active role in influencing decisions about services, routines, and facilities and in managing their own day-to-day life.
- Detained children and young people are provided feedback explaining the reasons for decisions and how their views were considered.
- There is evidence of change in policy and practice arising from the views and experiences of detained children and young people.

B. Early days in custody

B.1 Transport

6 Detained children and young people travel in safe and humane conditions, are treated with respect, and due attention is paid to their individual needs and privacy.

- Detained children and young people are collected from court as soon as possible after their case has been dealt with by the court, and are held in vehicles for the shortest time possible.
- Detained children and young people are provided with appropriate medication and meals when being while in court and being transported.
- Detained children and young people being transported are completely segregated from adult, with any other segregation as appropriate (e.g. by gender or at-risk status).
- Unless deemed not in their best interests, detained children and young people are able to spend time with their parents or carers after their case has been dealt with and before their transport.
- Before embarking on a journey, detained children and young people are given information they understand about the journey and its purpose.
- Detained children and young people are given adequate toilet breaks and refreshments during interjurisdictional transfers.
- Methods of restraint are only used if they are justified by a risk assessment, which is documented and retained.

- Detained children and young people's 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, including in relation to the vehicle used for travel.
- Escort staff are aware of the individual needs of detained children and young people in their custody and fully brief receiving staff about those needs on arrival at the destination.
- Detained children and young people are transported in a manner that protects their privacy to the maximum extent possible in the circumstances.
- Where possible, the movement of personal property is done in conjunction with the movement of the detained child or young person.
- Alternatives to escorts (other than for court appearances) are utilised whenever possible, without disadvantaging the detained child or young person, such as provision of in-house health services.

7 Transport vehicles used for detained children and young people are fit for purpose and adequately maintained.

- Vehicles meet all required safety standards and areas in which detained children and young people are held are free from ligature points.
- Detained children and young people are escorted in vehicles that are safe, secure, clean and comfortable.
- Reasonable adjustments are made when escorting detained children and young people with diverse needs, e.g. disabilities, to ensure they are safe, comfortable and transported with dignity.
- Suitable alternative vehicles are available where necessary to meet individual needs, including for pregnant female young people, those with babies, and those who have experienced previous trauma which makes use of a cellular vehicle inappropriate.
- Detained children and young people and staff can effectively communicate during travel.
- Vehicles can be tracked in real time. Journeys are recorded in a log.
- All transport vehicles and equipment, including CCTV, are checked for serviceability before the escort commences. These checks are recorded.
- Transport vehicles are smoke free.
- Wherever possible detained children and young people are transported using community-style transport (with appropriate safety and security features) rather than enclosed pod-style prison vans.

8 Appropriate measures are in place to assess and address risks associated with transport.

- Contingency plans exist on how to deal with emergencies, breakdowns, accidents and other unexpected occurrences. These plans provide for the welfare and safety of staff, the public and detained children and young people.

- Escort staff are adequately informed and trained on such contingency plans.
- Escort staff are appropriately trained in first aid.
- Detained children and young people are monitored (both visually and verbally) at appropriate intervals while in transit to ensure their safety and wellbeing.
- Where the journey involves travelling across or between jurisdictions, there is appropriate communication with these jurisdictions, adequate storage for property, food and water, suitable emergency supplies, air conditioning and menstrual packs for female young people.

B.2 Reception, admission and induction

9 On arrival and during the initial period in detention, detained children and young people are safe and treated with respect and in a trauma-informed manner. Risks are identified and supported according to individual needs.

- Prior to admitting a child or young person, the receiving staff inspect the warrant or other evidence of authority for the detention to ensure there is a proper legal basis for admission and the correct person is received into the place. This includes confirming the child or young person is legal age to be detained.
- Youth detention staff create and maintain a physical and/or electronic file for each detained child or young person, which includes all warrants and legal documents received, personal information, a property inventory, family contact details and any other relevant details.
- Sentenced children and young people's release dates are accurately calculated and they are advised of the date at the earliest opportunity.
- Particularly vulnerable detained children and young people are identified and strategies developed by a multi-disciplinary team to ensure their safety.
- The need for referrals to appropriate health services such as medical, drug and alcohol or mental health are made during the initial assessment.
- Drug and alcohol detoxification and withdrawal services are available for detained children and young people under the influence of alcohol and drugs upon arrival. In acute cases or if recommended by a health professional, detoxification and withdrawal should occur in an external therapeutic facility.
- Staff conducting admission assessments have at least basic training on supporting children and young people withdrawing from alcohol and other drugs.
- Staff are mindful of additional needs or vulnerabilities detained children and young people may have during their first time in custody.
- Reception focus on developing rapport and demonstrating empathy with the child or young person.
- Detained children and young people 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.

- Initial discussions with detained children and young people on admission take place in a clean, secure, and confidential environment.
- The privacy of detained children and young people is safeguarded to the maximum extent possible during arrival and admission.
- Personal items that do not pose a risk to the safety and security of the place should be allowed to be retained by the detained children and young people.
- Prior to being locked down on their first night, and regardless of the time, detained children and young people are given the opportunity to shower and have a meal.
- Detained children and young people can make a telephone call on admission, regardless of the time of admission.
- Detained children and young people receive basic equipment and supplies, including essential basic toiletry items. They understand how long the provision of basic equipment is expected to last.
- Regular welfare checks are carried out on new arrivals. Until they are assessed, all detained children and young people are treated as being high risk and are monitored accordingly.
- Staff spend time with detained children and young people on their first morning to assess how they are coping.
- Information on admission is provided without delay to the parent and guardians or closest relative of the detained child or young person, unless this is not in the best interests of the detained child or young person, or unlawful.
- Aboriginal and/or Torres Strait Islander detained children and young people are informed of their right to contact the Aboriginal Legal Service, or an appropriate nominated organisation, and the Aboriginal Children and Young Person Official Visitor and Aboriginal and Torres Strait Islander Children's Commissioner.
- Detained children and young people 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 in a language that they can understand.
- Detained children and young people 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.
-

10 Initial checks of physical and mental health, and identifiable needs arising from a disability, are carried out upon admission, and follow up assessments and other necessary steps are taken.

- Detained children and young people are examined by a health professional within 2 hours of admission to custody to identify any conditions that require attention.
- Where possible, detained children and young people have access to a health professional of their gender on admission.
- Any new arrivals with apparent or suspected injuries or serious health concerns are transferred to hospital rather than admitted to the youth detention place if the health professional determines they are not fit for custody.
- Where mental health issues have been identified at initial or subsequent health checks, appropriate steps, that are mindful of the detained child or young person's privacy, are taken to share the information with other staff responsible for that person's care.
- Health staff seek to obtain a comprehensive medical history where possible, including by seeking informed consent from the detained child or young person as required.
- Aboriginal and/or Torres Strait Islander are offered access to any Aboriginal health services providing services in the youth detention place.
- Aboriginal and/or Torres Strait Islander detained children and young people with any indications of possible identified mental illness are reviewed by a mental health professional with appropriate training or awareness in Aboriginal and/or Torres Strait Islander mental health.
- As part of initial health check, detained children and young people are fully informed about the process for making health appointments and self-referrals.
- Initial health assessments are followed up with a detailed clinical pathways assessment where required.

11 Induction begins within 24 hours of a detained child or young person's arrival at the youth detention place. Upon its completion all detained children and young people understand the routines and how to access available services and support.

- All detained children and young people receive a structured and comprehensive induction which leaves them with a clear understanding of the detention place and how to access any information or service.
 - Information is communicated in a manner and language that the detained child or young person understands. An interpreter is used where required. Consideration given to allowing an appropriate support person to assist a detained child or young person with identified needs to help understand the induction process.
 - Staff reinforce the information given in induction and are easily approachable for questions to be asked on a continuing basis.
 - An individual interview takes place during induction to assess how the detained child or young person is feeling about being in custody.
-

- Detained children and young people 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.
- Detained children and young people are given information about the use and purpose of camera surveillance, including CCTV, in a manner that meets their communication needs.
- The induction program aims to empower detained children and young people and reduce the anxiety of detained children and young people entering the youth detention place.
- Detained children and young people continue to have access to information provided at induction throughout their time at the youth detention place.
- Detained children and young people are purposefully occupied during induction and have access to as much time as possible out of their cell each day.
- Detained children and young people who face long periods of detention 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.
- Detained children and young people are assisted to arrange their first visit from family or friends.

12 Detained children and young people understand their rights, obligations and what to expect during their time in custody.

- All information is given in ways detained children and young people can understand, taking into account age, development, literacy, linguistic background, any disabilities, attention span, previous experiences in detention and other personal circumstances.
- Detained children and young people are informed of and supported to understand their sentence or remand.
- All detained children and young people admitted to detention are given support to access legal representation and/or advice as soon as practical. Any youth detention documentation required for court is provided in a timely manner.
- Detained children and young people are informed about what to expect from staff at the detention place, including what is inappropriate, and how they can raise concerns about poor staff behaviour.
- Detained children and young people are made aware of who they can speak to confidentiality if they have concerns, including Official Visitors; the Public Advocate and Children and Young People Commissioner; Discrimination, Health Services and Disability & Community Services Commissioner; Aboriginal and Torres Strait Islander Children and Young People Commissioner; and the Office of the Inspector of Custodial Services for systemic issues.

B.3 Accommodation assessments

13 Detained children and young people are placed in the least restrictive accommodation environment possible. Each detained child or young person undergoes a rigorous assessment to ensure they are placed appropriately in the youth detention place.

- Appropriate risk assessments are conducted when determining all accommodation placements for detained children and young people, with particularly rigorous assessments for any shared cell accommodation. This risk assessments are reviewed and updated regularly and any resulting adjustments to placement are made.
 - Detained children and young people who identify as male or female 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.
 - International human rights law requires that, other than in exceptional circumstances, unconvicted detained children and young people must be accommodated separately from convicted detained children and young people with measures to ensure that all young people have opportunities for meaningful contact and interaction with peers. In a small jurisdiction like the ACT, this may not always be desirable. Any decision regarding mixing should be made based on an overall assessment of the best interest of the affected children and young people.
 - Effective and safe regimes are in place for the management of detained children and young people who are especially vulnerable, high profile or detained children or young people charged with or convicted of sexual offending.
 - Older detained young people and detained adults (aged older than 18 years but under the age of 21 years) are generally not housed with, or interact directly with, other detained children and young people unless part of the same family and/or where the younger children and young people benefit from such an arrangement. Such interaction is always subject to a specific risk-assessment.
 - Where reasonable, Aboriginal and/or Torres Strait Islander detained children and young people are provided with the opportunity to be accommodated together.
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C. Behaviour management

C.1 Encourage positive behaviour through incentives

14 Detained children and young people live in an environment which encourages positive behaviour which is recognised, promoted and rewarded.

- There is a coherent approach to behaviour management in all areas of the youth detention place that focuses on rewarding detained children and young people for positive behaviour and effort.
- Staff model respectful, calm and positive behaviour. Staff understand the impact of trauma, take steps not to exacerbate it and implement effective strategies to address it.
- Behaviour management frameworks are underpinned by a focus on positive relationships between staff and detained children and young people.
- Staff engagement with detained children and young people is strength-based in nature and focused on the future.
- The behaviour management framework involves all relevant Directorates and external agencies. There are clear links with other relevant strategies that protect detained children and young people.

15 Detained children and young people understand the standards of behaviour and the rules and routines of the youth detention place.

- Detained children and young people are informed on induction, and throughout their detention in the centre, of the behaviour management framework and the consequences of non-compliant behaviour, in a way they can understand.
- The rules are on clear display throughout the youth detention place.
- Detained children and young people are always informed where their behaviour does not conform with the rules and are given an opportunity to explain their behaviour.
- Rules and consequences for non-compliance are proportionate, promote responsibility and focus on the well-being of detained children and young people.
- Investigation into a detained child or young person's non-compliance with rules is managed in a fair and timely manner and properly recorded.
- Detained children and young people 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.
- Findings and consequences following an investigation are fully explained to the detained child or young person and are recorded in detail.
- Detained children and young people can challenge decisions appropriately and are confident that their views are taken seriously.
- Detained children and young people are aware of support people they can talk to about behaviour

16 The behaviour management framework incorporates incentives to promote effort and positive behaviour.	<p>management systems and consequences, e.g. the Public Advocate or Official Visitor.</p> <ul style="list-style-type: none">• The behaviour management framework is motivational, age-appropriate and easily understood by detained children and young people and staff.• Detained children and young people are informed of the framework in a format and language they can understand.• There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage non-compliant behaviour.• Feedback and the implementation of rewards and consequences is timely, proportionate and consistent.• Detained children and young people and staff are clear about the criteria for promotion and demotion between incentive levels.• Detained children and young people are kept up to date with their progress on the framework and have the opportunity to comment.• Detained children and young people who are likely to be downgraded on the framework are warned well in advance, and are given reasons for a change in status.• Detained children and young people can appeal against a decision and are helped to do so.• The regime for those on the lowest level is not punitive, meets the minimum living conditions and treatment for detained children and young people, including contact with the outside world, and provides the opportunity for detained children and young people to demonstrate improvements in their behaviour.• There are programs in place for detained children and young people who remain on the lower levels of the framework for significant periods of time. This includes small, achievable targets.• Detained children and young people have the opportunity to provide feedback on the framework, both formally and informally.• Parents and carers are routinely informed of detained children and young people's positive attitudes, actions and efforts.
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C.2 Adjudication and consequences for breach of rules

17 Behaviour management systems define fair and consistently applied rules of behaviour, where responses to non-compliant behaviour are appropriate.

- Staff have been trained in and understand the youth detention place's behaviour management strategy, including lawful and prohibited disciplinary procedures.
 - Staff received regular training on the strategy.
 - Rules are applied fairly and consistently, and without discrimination.
 - Detained children and young people's behaviour is not managed with a "one size fits all" approach, but the underlying needs of the detained child or young person are identified and addressed in an age, developmentally and culturally appropriate way.
 - Staff balance tolerance and authority and consider the individual characteristics of the detained child or young person that impact on behaviour, for example, trauma and mental health.
 - The behaviour management strategy outlines the use of conflict resolution, mediation and other interventions available to help detained children and young people manage and control their behaviour.
 - All forms of discipline that are imposed on detained children and young people are recorded in a register in a timely, accurate and sufficiently detailed manner.
 - Actions that amount to both direct and indirect collective sanctions are prohibited.
 - Detained children and young people are never involved in the disciplining of another detained child or young person.
 - Formal sanctions do not include limiting contact with family or removing any minimum living conditions for detained children and young people. Detained children and young people are only sanctioned in accordance with legislation and policy, and the sanctions are never cruel, degrading or humiliating.
 - Data from all disciplinary procedures is monitored by the place on a regular basis to identify trends and patterns, and for the purposes of continual improvement.
 - Where police are investigating a detained child or young person's behaviour in a youth detention place, the youth detention place's disciplinary sanctions are generally not applied until the outcome of the police investigation is determined and it is decided that the detained child or young person will not be prosecuted by the police. This is to avoid double punishment.
 - Only in exceptional circumstances, where a short period of time has passed since the alleged incident, should disciplinary proceedings be commenced after a police investigation has concluded without charge.
 - Any statement provided by a detained child or young person as part of a disciplinary or debriefing
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process is not used in criminal proceedings unless the detained child or young person has received independent legal advice.

18 Any formal disciplinary procedures afford natural justice, are age-appropriate and aimed at supporting positive behaviour and reparation where appropriate. They are applied fairly and for good reason.

- There are clear policies made under legislation 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.
- Disciplinary proceedings are conducted in age-appropriate surroundings in a clear and fair manner, and the detained child or young person can meaningfully participate. The detained child or young person is supported by their legal representative, an independent advocate and/or a support person of their choosing.
- Detained children and young people who lack capacity to understand a rule, for example due to mental illness or disability, are not subject to formal disciplinary proceedings.
- Disciplinary procedures are properly recorded, and records are retained for the appropriate period prescribed by law.
- 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 detained child or young person. Mitigating circumstances are considered.

19 Detained children and young people subject to disciplinary procedures understand why they have been disciplined, the consequences and the procedures they face.

- Information on the disciplinary process is available and accessible for detained children and young people in a format and language they can understand.
- All detained children and young people facing disciplinary procedures are given time and independent support to prepare their case and are provided with avenues to access appropriate advice.
- Detained children and young people are supported to access support from an advocate and/or legal representative with sufficient time before disciplinary procedures begin. If requested, proceedings do not begin without an advocate or legal representative present. Legal representatives are provided relevant material and have an opportunity to take instructions in advance.
- Detained children and young people are encouraged and helped to play an active role in their own disciplinary hearings.
- Disciplinary hearings are conducted with as little formality and technicality, and as quickly as the proper consideration of the alleged disciplinary breach allows.
- Findings and consequences are fully explained to a detained child or young person and recorded in

	<p>detail.</p> <ul style="list-style-type: none"> • Detained children and young people are made aware of the appeals procedure during their hearing. The appeals procedure is fair and easy to use. • Detained children and young people are not victimised for challenging findings and consequences.
<p>20 The consequences for detained children and young people 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>	<ul style="list-style-type: none"> • There are a graduated set of consequences that can be applied in response to inappropriate behaviour. • Wherever possible, responses to non-compliant behaviour are similar to those used in the community in typical family situations. • Assaults, illicit drug use and other serious offences may be referred to police. Where a detained child or young person 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>21 Detained children and young people who require support to manage their behaviours are identified and support plans are created by appropriately trained staff. They receive personal and consistent support to address their individual needs and have unhindered access to relevant services.</p>	<ul style="list-style-type: none"> • Detained children and young people with more significant non-compliant behaviours are identified so support plans can be created by appropriately trained staff. These plans identify specific risk management strategies to reduce risks to the child themselves, other children, staff and property. • These plans should emphasise de-escalation strategies for all staff. • Plans are individualised for each child through a thorough assessment, which identifies potential behavioural triggers. The detained child or young person is encouraged to contribute to developing their plan and identifying their own support needs. • Plans are reviewed to ensure children and young people are treated with decency and dignity, and have access to a comprehensive range of activities and support services that address their needs. • Plans must consider the detained child or young person’s human rights, and should not incorporate any measures that constitute cruel, inhumane or degrading treatment. • A detained child or young person can request to have their plan reviewed and/or can be supported to make a complaint about their plan if they are not satisfied.

C.3 Use of force and restraints

22 Force, including any form of restraint, is only be used as a last resort and for the shortest time required and never as punishment. Its use is safely and humanely applied, properly prescribed and monitored, and subject to rigorous governance and reporting.

- The use of force, including the use of any form of restraints, on a detained child or young person is only used to prevent an imminent and serious threat of self-harm or injury to others, an unacceptable risk of imminent escape, and only when all other less restrictive means have been exhausted.
 - Force is never used as a sanction or punishment, or to obtain compliance with staff instructions, where there are no other immediate safety considerations.
 - The use of force, including the use of any form of restraints, is not humiliating, degrading or painful and is used for the shortest possible time.
 - Restraints are used by trained staff in the least restrictive manner possible and for the shortest time required, and are mindful of the comfort and dignity of the detained child or young person. The use of stress positions is prohibited.
 - All risk assessments consider alternatives to restraints for movements, transportation and activities external to the youth detention place.
 - Staff are explicitly prohibited from carrying weapons in the youth detention place.
 - Appropriate policies and procedures are in place regarding responses to police actions within the centre, including consideration of transfer for health treatment.
 - Staff are trained in de-escalation techniques and where possible, exhaust the use of these methods before using force. They are encouraged to use de-escalation methods rather than force. Training is kept up to date.
 - 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 detained children and young people and staff.
 - Detained children and young people with non-compliant 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.
 - Inherently degrading restraints and restraints that cause pain are prohibited. Only approved restraints, which are not inherently degrading or cause pain, are kept at the youth detention place. There is a list of approved restraints with clear descriptions of how they are to be used, and those staff that are trained in their use. Only staff trained in how to use them can use them.
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- Mechanical restraints are not used for routine activities or, movements.
- Spit hoods are never used on detained children and young people in youth detention places. If spitting by a detained child or young person is a concern, other practical alternatives are available to prevent exposure by staff.
- There is a prohibition on the use of chemical (medical and pharmacological restraints) by youth detention officers.
- The use of force register is up to date and contains comprehensive and accurate details of all incidents that involve use of force, including the details of any complaints made. The register is appropriately cross referenced to the more detailed use of force investigation reports.
- 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.
- As soon as possible after a use of force incident, the detained child or young person is offered a health assessment by a healthcare professional, regardless of whether there is an apparent physical or psychological injury.
- Following a use of force incident, the detained child or young person is offered the opportunity to discuss it with an independent person or staff member who was not involved.
- Detained children and young people are offered the opportunity to speak to an advocate or make a complaint about the incident without fear of repercussions.
- Parents or carers, and those with parental responsibility, are notified of incidents of restraint or force where appropriate.
- CCTV and cameras with audio are used to all record uses of force. Legislated safeguards are in place regarding the collection, use, storage, access, destruction and release of this footage.
- CCTV and other cameras are used in line with procedures to record incidents and responses. Where they are not activated, reasons are clearly documented. The use of these cameras is closely monitored and reviewed by management.
- Footage is available to detained children and young people's legal representative and other accredited people including the Public Advocate.
- All uses of force are registered.

C.4 Segregation and other forms of isolation

In the ACT, segregation, isolation, separation, seclusion, solitary confinement, time out, reset and lack of meaningful contact are various terms that are used to describe the general practice of isolating a detained child or young person. For the purposes of these Standards, the term isolation is used in a general sense to describe all forms of this practice. For further detail, see OICS' [Isolation Expectation Standards](#).

23 Where it is necessary for a detained child or young person to be placed into segregation or another form of isolation, it is only when necessary to prevent an imminent and serious threat of injury to detained children or young people or others, and for the shortest time possible.

- Detained children and young people are never subjected to solitary confinement, including through a regime or routine.⁵
 - Isolation is only used in accordance with an authorisation by law and is non-discriminatory.
 - Isolation is not used for punishment or disciplinary purposes, or as a behaviour management tool or to obtain compliance with staff directions.
 - Centre and Directorate human resource planning mitigates risk that staffing shortages result in isolation, for example, through sufficient surge capacity.
 - Isolation is not used for rehabilitative purposes, or as an administrative measure to 'protect' children on the basis of sexuality or gender identity.
 - Isolation is not used for reasons of administrative convenience, to protect property or to maintain good order, on the basis of legal status and/or the crime the child or young person has been accused/convicted of.
 - Isolation is not a standard or default response to particular episodes or practices (e.g. restraint).
 - As required by the Human Rights Act, proper consideration is given to human rights when deciding to separate a detained child or young person including consideration of less restrictive strategies. The need for detailed consideration of a detained child or young person's human rights becomes more acute as the cumulative period of separation increases.
 - Children and young people at risk of self-harm are not isolated, other than in exceptional circumstances, where assessment indicates that isolation would reduce that risk.
 - If a child or young person requests to self-isolate or be placed in 'protection', this does not automatically lead to them being placed in isolation. Options are discussed with the child or young person, and root causes are addressed.
 - Staff are suitably skilled and trained to anticipate crisis situations and de-escalate them without the need to resort to isolation.
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⁵ 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. Prolonged solitary confinement is solitary confinement that occurs in excess of 15 consecutive days.

- Only sufficiently senior management has the authority to approve the isolation of a child or young person.
- Senior staff actively monitor the isolation and the facility director or senior members of staff visit isolated children and young people daily and familiarise themselves with the individual plans.
- The prohibition on length of time is not circumvented by renewing isolation orders.
- The decision to isolate is regularly (at the absolute minimum daily) reviewed by the detaining authority, so isolation can be ended as soon as it is no longer necessary.
- As soon as the reason for the isolation has been addressed, the child or young person is released into the general population.
- There are robust safeguards in the form of notifications, reviews, appeals and complaints mechanisms, and children and young people knowing are aware of these rights.
- When deciding to separate a detained child or young person, staff consider any relevant and known disabilities, cultural considerations and the likely impact of separate accommodation on the health and wellbeing of the detained child or young person. Culturally appropriate decisions are made about Aboriginal and/or Torres Strait Islander detained children and young people.
- In determining an appropriate length of time of isolation, staff consider broader context e.g. considering cumulative isolation where detained children and young people are transferred between different types of detention, considering whether there have been a number of episodes of isolation already over a period of time, the particularly characteristics of detained children and young people.

24 Where a detailed child or young person is separated from other detained children and young people, they are treated with respect and dignity, and have access to meaningful human contact.

- Isolated children and young people are provided information, in a language and manner understandable to them, about their rights, the reason for, and duration of, their isolation and clear, specific, measurable and time-bound objectives for exiting the restrictive regime.
- Other than on health grounds, Children and young people have meaningful human contact if kept in isolation. The contact is face to face and direct (without physical barriers) and more than fleeting or incidental, enabling empathetic interpersonal communication. Contact must not be limited to those interactions determined by prison routines, the course of (criminal) investigations or medical necessity.
- Restriction on contact with family is prohibited for any purpose.
- Contact with other detained children and young people is maximised.
- Contact is not dependent on a child or young person's cooperativeness, nor is it restricted as a

disciplinary sanction.

- All detained children and young people subjected to isolation are provided with access to vocational, educational, recreational and, as relevant, employment activities.
- Isolation practices never interfere with detained children and young people's continuing education in youth justice detention.
- Isolating detained children and young people does not result in other sanctions, such as the removal of privileges.
- Special efforts are made to enhance the regime of those kept in longer isolation (e.g. additional items that can be kept in the cell or unit, and greater access to visits, phone calls or video calls), who need particular attention to mitigate the harm of isolation.
- An individualised care plan to support the child or young person in isolation is developed by a multidisciplinary team, including enhanced regime and supports.
- There are cultural care plans for Aboriginal and/or Torres Strait Islander children and young people.
- Every day, detained children and young people have access to fresh air for at least 2 hours for exercise.
- Mechanical restraints are never used on children and young people in isolation.
- Detained children and young people wishing to lodge a complaint about their isolation externally or with management are supported in doing so.
- Detained children and young people's individual needs, including mental health, education and program needs continue to be met notwithstanding their separation from other detained children and young people.

25 Healthcare provided to children and young people in isolation is equivalent to that provided in the community.

- Qualified health personnel regularly monitor the physical and mental condition of every detained child or young person once they have been isolated.
 - Healthcare workers provide detained children and young people in isolation with prompt medical assistance and treatment at the request of children or young people, or detention staff.
 - Healthcare is not provided with the view to prolong isolation.
 - Healthcare workers report any concerns about the impact isolation is having on the health and wellbeing of an individual child or young person to those responsible for reviewing isolation decisions. If necessary, they should make a clear recommendation that the child or young person be removed from isolation, and if the recommendation is not actioned, use pathways for escalation to an
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	<p>independent entity.</p> <ul style="list-style-type: none"> • All treatment is provided only with consent of young people, unless explicitly authorised by law.
<p>26 Efforts are made by detaining authorities to address the root causes for the reasons for isolation.</p>	<ul style="list-style-type: none"> • There are clear, specific, measurable and time-bound objectives for exiting isolation, recorded in easily understandable language. The targets are meaningful. • Children and young people are supported upon reintegration into the general detention population. A reintegration plan is in place for every child and young person in isolation. • While children or young people might need an adjustment period following their isolation, the supports provided never extend their period of incarceration. There is an appropriate, supportive transition plan for children and young people who have been isolated.
<p>27 Rigorous data collection and analysis is mandatory</p>	<ul style="list-style-type: none"> • There is reliable and publicly available data on the extent of isolation. • Data is recorded for all forms of isolation (including isolation arising from classification decisions and procedural issues), including reasons for isolation, any use of force and restraints, safeguards put in place (e.g. Public Advocate notified), the daily routine of the child or young person while isolated and information regarding their mental health. • When a lockdown occurs, that is when young people are unexpectedly detained in their units, the reason, duration, number of children and young people impacted, regime during lockdown and support provided to children and young people during and after the lockdown are recorded. • Characteristics of and information relating to the child or young person subjected to isolation are recorded. • The legal basis for isolation, evidence relied upon and factors taken into account in decision-making, internal/external reviews requested/conducted and relevant outcomes, and the existence of video/audio recordings are recorded. • Reviews for the purposes of continuous improvement are conducted to ascertain whether the use of isolation is inappropriate, and particularly, whether it is discriminatory. • Healthcare staff are not involved in the decision to isolate a child or young person (unless it is medical isolation, e.g. with regards to a contagious disease).

C.5 Bullying and violence reduction

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- 28 Detained children and young people, staff and visitors understand that bullying, racism, racial vilification and intimidating behaviours are not acceptable and are aware of the consequences of such behaviours.**
- The youth detention place has an anti-bullying and anti-racism strategy for both staff and detained children and young people.
 - On induction to the youth detention place, detained children and young people are informed of the anti-bullying and anti-racism policy and the consequences of bullying behaviour.
 - The anti-bullying and anti-racism policy is well-publicised to staff and visitors. Visitors are aware they can report any concerns to the youth detention place.
 - Age-appropriate programs target all types of bullying and racist behaviour including physical, sexual and psychological.
 - Staff are appropriately trained in identifying bullying behaviour and how to apply the youth detention place’s anti-bullying policy.
 - Allegations of bullying or racist behaviour are investigated thoroughly, and outcomes are recorded.
 - There are up to date records of reported bullying or racism and investigation outcomes.
 - Detained children and young people 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.
 - 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 detained child or young person.
 - 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.
 - Offensive symbols and those that incite hatred are quickly removed.
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- 29 Detained children and young people at risk or who have been subjected to bullying or victimisation are protected by staff from any further victimisation.**
- Detained children and young people are informed that reprisals and victimisation are prohibited in legislation.
 - Detained children and young people feel confident to report bullying and it is easy and safe for them to do so without fear of further intimidation.
 - Allegations of reprisal and victimisation are investigated and detained children and young people provided information on how to make external complaints including to the Human Rights Commission.
 - Attention is given to identifying and protecting vulnerable detained children and young people who may be victimised due to the nature of their offence or personal circumstances.
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- The youth detention place's violence reduction strategy is explained to detained children and young people during induction and detained children and young people know where they can get help to report bullying.
 - Detained children and young people do not share cells unless they request it, it is in their best interests and an appropriate risk assessment has been conducted. Where detained children and young people do share cells, arrangements are regularly monitored, and the risk assessment is reviewed regularly.
 - Detained children and young people who report bullying are protected from further intimidation or victimisation.
 - Staff identify detained children and young people who self-isolate and provide support to promote positive relationships, well-being and participation in the regime.
 - Detained children and young people's families/carers and friends can report any concerns they have about bullying.
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D. Security

D.1 Safe and proportionate

30 Safety and good order are maintained.

- The core of the youth detention place's security strategy rests on encouraging positive rapport between staff and detained children and young people.
 - Dynamic and procedural security are maintained with the minimum restrictions necessary to enable humane and respectful and professional relationships between detained children and young people and staff and visitors. Dynamic security requires staff to be trained and encourages to develop good relationships with detained children and young people, including to understand them as individuals. Dynamic security can therefore provide warning information a dangerous incident takes place. This allows prison staff to take preventive action to hinder the threatening incident from occurring
 - Dynamic security ensures that detained children and young people are occupied through constructive programs and activities.
 - Static security is used at the lowest level possible appropriate to the risks and the youth detention place and provide conditions that resemble life in the community as closely as possible. The impact of security measures on detained children and young people's well-being and development is considered.
 - Detained children and young people's access to education, activities and health services are not impeded by an unnecessarily restrictive approach to security.
 - Surveillance equipment is regularly checked and maintained, and this process is documented.
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- Detained children and young people can always directly contact staff via serviceable call buttons. Regular testing and maintenance of call buttons is documented.
- Restricted equipment accessed through programs or classes, such as scrap metal and screws, are removed when not in use and detained children and young people are closely monitored during these classes.
- 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.
- Staff are not alone when conducting searches, managing large groups of detained children and young people, and conducting night checks.
- 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.
- Policies and procedures are in place, and are regularly reviewed, regarding the protection of vulnerable detained children and young people, management of bullying and prevention of any abuse. Staff are trained in these policies and procedures.
- All decisions about accommodation and activity placements are informed by risk assessments.
- Where inappropriate or abusive practice is found, appropriate processes are followed, including escalation to appropriate independent bodies and/or police

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

- The detention place's security policy are regularly reviewed and readily available to staff.
- The security policy reflects the appropriate balance between physical, procedural and dynamic security, and is human rights consistent.
- There are no apparent risks or inconsistencies in the physical or procedural security practices of the youth detention place.
- The security policy is proportionate to the needs of the youth detention place and does not unreasonably limit the rights of detained children and young people.
- The youth detention place is always adequately staffed by appropriate qualified and trained people. A comprehensive and up-to-date staffing profile is used to determine how many staff are required.
- Regular risk assessments of all areas of the youth detention place are conducted.
- The criteria and process for the security classification applied to detained children and young people are appropriate, clear and consistently applied.
- Security dogs are not used in youth detention places.

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- 32 The youth detention place provides a physical environment that is safe and secure.**
- The youth detention place has appropriate security, disaster management and other relevant plans that are regularly reviewed.
 - Physical security and fire risk assessments are regularly undertaken and documented.
 - Areas of the youth detention place where detained children and young people may be unsupervised are free from ligature points as much as possible.
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- 33 Effective emergency management, occupational health and safety and other systems are in place to ensure safety.**
- The youth detention place is a safe working environment for all staff (including visiting or external staff).
 - 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.
 - Emergency management plans are up-to-date, regularly reviewed and accessible to staff. All staff are appropriately trained. Regular drills involving detained children and young people as well as staff are conducted.
 - Staff are trained in occupational health and safety and the use of emergency equipment.
 - 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.
 - Hygiene and sanitation are maintained.
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D.2 Intelligence

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- 34 Effective intelligence is used to safeguard detained children and young people.**
- Intelligence systems exist that appropriately, ethically and effectively gather relevant security information; and assess, report on and appropriately share information about potential security risk.
 - Generally, dynamic intelligence is used to gather information based on relationships.
 - Intelligence is acted on appropriately in line with policies and procedures.
 - Intelligence and security measures minimise the introduction and trafficking of prohibited substances.
 - There are effective arrangements for sharing intelligence with all who need to know, including external agencies.
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D.3 Searching

35 Searching reduces risks to safety and security from contraband, weapons, alcohol and other drugs.

- 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.
- Routine and targeted searches are properly documented, including the outcome of the search, to ensure they are not used in a discriminatory manner.
- Search strategies and policies are regularly reviewed to assess their effectiveness and any scope for improvement.
- Approaches that minimise intrusive and degrading practices such as personal searches, including utilising technology, are regularly researched.
- 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.
- 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.
- Therapeutic responses are promoted when alcohol, drugs and drug taking equipment are found.
- The detained child or young person is given the opportunity to surrender any item prior to, or during, a search.

36 All searching is lawful and proportionate, and carried out in a manner that is respectful for the inherent dignity of the person being searched.

- Searches of a detained child or young person detained person are conducted safely, only when necessary and are proportionate to the security and safety of the youth detention place, its staff, and detained children and young people.
- Less intrusive searching methods, such as scans, are used instead of more invasive searches, such as pat searches.
- Searches are conducted with due regard to gender, disability, religious and cultural sensitivities and trauma history. Particular care is taken with searches considering that some detained children and young people may have histories of sexual or physical abuse, and traumatic memories may be triggered by experiences being in vulnerable positions.
- Searches do not harass, intimidate or unnecessarily intrude on a detained child or young person's privacy.
- Searches are only conducted by appropriately trained staff, in a way that respects the dignity of the detained child or young person. Health or other therapeutic staff are never required to undertake

searches of detained children and young people.

- 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 are at least two staff present, one to conduct the search and one to observe the searcher.
 - Any search of a transgender or gender diverse detained child or young person is conducted by staff of the gender nominated by the detained child or young person.
 - Any search of a detained child or young person with innate variations of sex characteristics is conducted by staff of the gender nominated by the detained child or young person.
 - Where a search cannot be immediately conducted by a staff member of the preferred gender, the detained child or young person is safely managed until a search, or appropriate alternative, takes place.
 - Staff are adequately trained to perform searches, including having knowledge of the sensitivities of transgender and gender diverse detained children and young people and, in particular, ensuring their rights to privacy are protected.
 - There are standard operating procedures in place for refusal to comply with a search and the consequences of refusing a search are explained to detained child or young person before requesting their cooperation with the search.
 - The search register is up to date, comprehensive and accurate.
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- 37 Strip searching is not utilised, instead body scanners or direct observations of detained children and young people are used where there is concern that a prohibited item is concealed⁶.**
- Strip searching is not utilised for detained children and young people.
 - Policies, procedures require alternatives for strip searching to be used, such as through the use of body scanners or direct observations.
 - In the event that a strip search is the only option, such as in an emergency or when alternative technology is not available, this must be done in the most humane way possible.
 - Strip searches are conducted in a private area or an area that provides reasonable privacy for the detained child or young person. Strip searches are not conducted in view of CCTV.
 - The strip search is conducted as quickly as possible, the detained child or young person remains partly clothed, and is allowed to dress in private as soon as it is complete.
 - Detained children and young people understand why they are being strip searched and the process for doing so.
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⁶ This standard is based on an emerging acceptance in international human rights practice about the harmful impact of strip searching and lack of evidence that it makes places of detention more secure. This includes, for example, studies documenting that strip searching yields low finds of prohibited items and research documenting that strip searching is a traumatic experience for a young person to undergo in detention, and damages relations between staff and detained children and young people.

- Where practicable and in the best interests of the detained child or young person, detained children and young people are offered to have a support person of their choosing present while they are strip searched.
- After a strip search is conducted, detained children and young people 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.
- 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.
- Staff are appropriately trained to conduct strip searches in a discrete and sensitive manner and are trained in trauma informed searching techniques.
- The strip search register is up to date, comprehensive and accurate. It includes details as to why an emergency strip search was necessary and why alternative methods of searching were not possible. It should provide sufficient information to discharge the obligation under the Human Rights Act for decision-makers to give proper consideration to human rights.

38 Searching of detained children and young people's cells and their property is carried out in a professional and accountable way and is appropriately recorded.

- Cell and property searches are conducted by appropriately trained staff, who search in a way that respects the dignity of the detained child or young person.
- Searches of cells and of personal possessions are conducted with respect and the cell is always left tidy.
- Searches are conducted with due regard to gender, disability, religious and cultural sensitivities.
- All cell searches are completed by two staff members and recorded.
- Cell searches are carried out in a systematic manner and are conducted by staff of the same gender as the detained child or young person where practicable.
- The search register is up to date, comprehensive and accurate.
- Searches are 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.
- Searches are not conducted to exert power or in a discriminatory way.

39 Searching of visitors and their property is carried out in a professional and accountable way and is appropriately recorded.

- 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.
- The searching of visitors is only implemented as part of a strategy to deter and detect contraband entering the youth detention place.
- The searching of visitors, and their property, is conducted in accordance with the individual risk they

pose. Visitors understand why they are being searched and how the search will be conducted. All visitor searches are conducted in the least obtrusive way possible.

- Visitors are never strip searched or searched through a use of force. Frisk searches are only conducted based on a reasonable belief that a visitor is concealing contraband.
- Searches are conducted with due regard to gender, disability, religious and cultural sensitivities.
- Visitors must be informed of their rights, including the right to complain, and the consequences of refusing to be searched.
- Clear information on prohibited items is displayed to visitors.
- There are procedures on how to record, store, retain as evidence or destroy any items found during searches.

40 Searching, screening and testing of staff is done in a manner that is respectful of staff privacy, and in accordance with clear guidelines.

- 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.
 - Staff have access to lockers and amenities outside of areas detained children and young people can access to securely store personal belongings during their shifts.
 - Searches of staff are conducted with due regard to gender, disability, religious and cultural sensitivities.
 - Accurate and up to date records are kept of searching, screening and testing, and the outcomes.
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E. Leadership and management of safety, resources and systems

E.1 Strategic and performance planning and evaluation

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| <p>41 Continuous improvement is actively pursued in all areas of the youth detention place.</p> | <ul style="list-style-type: none"> • 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. • Suitable governance structures are in place to ensure accountability in all areas of youth detention place operations. • Involvement of all staff (including through their representatives) is sought through consultation and inclusion on planning or steering committees. • All incidents, including occasions of use of force, are reported, recorded and reviewed. Staff receive feedback on their actions in such incidents with review findings used to highlight training needs or improvements needed in procedures and practices. • Internal reviews are informed by and connected to organisational objectives and strategies, appropriately resourced, and focused on identifying lessons learned and areas for improvement. • There are up-to-date strategic and business plans and staff are involved with the development and implementation of these plans. |
| <p>42 A strategic vision informs a comprehensive plan of the youth detention place's general aims, principles, values and strategic action</p> | <ul style="list-style-type: none"> • Leaders communicate a shared and ambitious vision for the detention place. • The detention place's management team, in consultation with other staff, formulate a vision and clear goals for the youth detention place in the form of a strategic plan or similar. The goals are translated into clear and measurable objectives. • The plan includes an analysis of the place's population and the needs of significant cohort groups. • The plan is flexible enough to accommodate for the diverse population. • The plan sets performance targets. • The plan is supported by a suitable budget process to access necessary financial resources, human resources and equipment. • Staff are involved in the development and implementation of the plan, and it is readily available to them. • There is a clearly articulated and understood operating philosophy relating to youth detention. • There is a clear focus on developmental needs, links to family support, throughcare and continuity of care, as well as the specific needs of individual children and young people. |
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	<ul style="list-style-type: none"> • Staff know and understand the detention place’s operating philosophy. • Results are monitored and evaluated. Regular evaluations are conducted to identify if cultural expectations are being met and obtain staff feedback.
43 Resources are available to support innovation, research and the development of new programs or activities.	<ul style="list-style-type: none"> • The Directorate appropriately resources research and development into practices relating to the detention of detained children and young people and the management of youth detention places. • Staff are consulted on and advised of research activities. • The Directorate partners with research centres, universities and other organisations to enhance the research capacity and scope. If so, all research meets NHRMC ethical guidelines and best practice and complies with legislative requirements. Research is generally published.
44 The youth detention place promotes environmental sustainability, which is reflected in daily operations.	<ul style="list-style-type: none"> • The youth detention place has a sustainability plan which is regularly monitored and includes targets to reduce use of utilities, reduce waste, respond to climate change and increase self-sufficiency. • 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). • Detained children and young people are encouraged to get involved in sustainability projects within the youth detention place or in the community.

E.2 Record Keeping

45 The youth detention place keeps up-to-date, well-organised, secure, confidential and permanent records of key information.	<ul style="list-style-type: none"> • 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; discipline; use of force; searches; segregation; and an inventory of personal property. • All records are kept confidential and made available only to those staff at the place 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. • Detained children and young people are informed that they can access the records (including health 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 detained children and young people are written in a way they can understand and/or explained to them and detained children and young people can challenge and correct inaccuracies. • A file management system is used to generate reliable data about trends relating to and characteristics
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	<p>of the youth detention place population to create an evidence base for decision making.</p> <ul style="list-style-type: none"> • Lawful arrangements are in place to facilitate the timely and appropriate exchange of information relevant to the management of detained children and young people, including with ACT Courts, ACT Policing, Canberra Health Services and ACT Corrective Services.
<p>46 Information relating to individual detained children and young people 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 detained child or young person’s care and management.</p>	<ul style="list-style-type: none"> • Personal information collected about a detained child or young person is handled in accordance with relevant Commonwealth and ACT laws. • Protocols and procedures are in place to facilitate appropriate information sharing between agencies directly involved in managing individual detained children and young people according to legislation. • The confidentiality of health information is maintained to preserve each detained child or young person’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 detained child or young person. • Procedures are in place to ensure the protection of detained children and young people from exposure to the media (especially during court transports and external activities). • Detained children and young people’s visitors and telephone contacts are appropriately vetted to ensure, to the extent possible, that they are genuine and appropriate to talk to or visit detained children and young people or be given any information about specific detained children and young people. • Documents gained while in detention intended for use in the wider community do not indicate the detained child or young person was in detention (for example, school certificates, work references, identification, health referrals), unless directly relevant or required.
<p>47 A health record for each detained child or young person 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 about pre-existing health conditions, treatment and care.</p>	<ul style="list-style-type: none"> • Detained children and young people can access their health files on request. A detained child or young person may appoint a third party to access his or her health file, in accordance with legislation. • Health records are stored securely and never accessed by centre management or youth detention officers. • A detained child or young person’s health file accompanies the detained child or young person on transfer to other detention facilities and on re-admission to the place, where the detained child or young person consents. • On release from a youth detention place, each detained child or young person 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 detained child or young person’s choice to ensure continuity of care.

E.3 Staff

<p>48 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 detained children and young people.</p>	<ul style="list-style-type: none"> • 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. • New staff are supported and supervised by suitably experienced and trained managers, supervisors, and peers. They undergo formal, supervised probation. • 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. • The youth detention place has effective retention strategies in place. • 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. • 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. • Use of leave and overtime is monitored as part of the regular review of staff morale. • Staffing profiles are not copied from adult prisons. The staffing profile includes relevant specialists in addition to youth detention officers, administrative and support staff. • To the maximum extent possible, staff have experience working with detained children and young people. • Staff from external agencies delivering services for detained children and young people have effective supervision, balanced with the privacy required for their service delivery.
<p>49 The staffing profile values diversity including in relation to gender, cultural and linguistic background, and lived experiences reflecting the characteristics of detained children and young people.</p>	<ul style="list-style-type: none"> • The staffing mix includes male and female staff from diverse cultural backgrounds. • The staffing profile of the youth detention place is regularly reviewed for diversity, with these reviews contributing to recruitment strategies. • Special measures are in place to recruit Aboriginal and/or Torres Strait Islander staff, along with staff from other cultural groups reflected in the population of detained children and young people. Tailored support structures are developed and implemented to support staff
<p>50 All staff are appropriately trained and receive ongoing development, and reaccreditation where necessary.</p>	<ul style="list-style-type: none"> • All staff receive regular training to maintain and upgrade their skills (and qualifications where relevant) and can access professional development activities. • The regular performance appraisal process includes understanding current staff needs and professional

	<p>interests.</p> <ul style="list-style-type: none"> • All staff undertake training in areas including human rights, Aboriginal and/or 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. • The youth detention place has a formal training plan to coordinate the training of staff. • Records are kept of all staff training. • Staff working directly with detained children and young people 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. • The youth detention place enforces a code of conduct that requires and assists staff to be positive role models for detained children and young people in custody.
<p>51 Systems are in place for communicating effectively and appropriately with staff and service providers.</p>	<ul style="list-style-type: none"> • All support services work in a coordinated manner while upholding detained children and young people’s right to privacy. • 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 detained children and young people.
<p>52 Staff are supported and have avenues to raise and address grievances that affect them in a timely and effective way.</p>	<ul style="list-style-type: none"> • Staff can make comments, suggestions or complaints about the youth detention place, either internally or to external bodies, without repercussions. • Grievances are resolved promptly, fairly, sensitively and confidentially and every effort is made to resolve them at the lowest level. • 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. • Measures are taken to prevent and address workplace bullying and harassment. • Staff are provided with information and support on how to make a complaint under the <i>Public Interest Disclosure Act 2012</i>.
<p>53 Current information about the operations of youth detention places is readily available to staff, detained children and</p>	<ul style="list-style-type: none"> • Youth detention place rules, policies and procedures are readily available to all staff (including external and visiting staff) and detained children and young people within the youth detention place in accessible locations and formats.

young people, visitors and any other interested parties as appropriate.

- Youth detention place staff participate in the development of local policies, procedures, programs and other initiatives.
 - Staff specific policies, for example the code of conduct, are readily available to staff, detained children and young people and visitors.
 - 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.
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Pillar 2: Respect and Dignity for all individuals

A. Daily life

A.1 Infrastructure

Standard	Indicators
<p>54 Youth detention places are not oppressive environments and are designed to be used flexibly to allow detained children and young people to feel, and be, safe and comfortable.</p>	<ul style="list-style-type: none"> • Facilities are relatively small-scale and purpose-built for accommodating detained children and young people. • Detained children and young people can personalise their cells, subject to reasonable limitations. • There is good access to natural light and fresh air in all buildings and accessible and safe outdoor areas, including cells used for isolation. • Sufficient light is provided for reading and writing. • Cells and communal areas are light, well decorated and suitable for detained children and young people. • Within their cell, detained children and young people have their own bed, chair, lockable cupboard, and provision for storage of personal belongings. • The design and layout of buildings enable the accommodation of fluctuating numbers of detained children and young people, different living spaces to suit higher supervision needs or to suit shared living quarters (for example, buddy cells), and separate accommodation for remanded children and young people, male and female detained children and young people and other separations as required. • Detained children and young people have access to clean drinking water, a toilet and a shower at all times. Detained children and young people can use toilets and showers with privacy. • The design of the youth detention place provides clear line-of-sight and monitoring systems without being overly restrictive or oppressive. • 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. • Notices are displayed in a way that is accessible for all detained children and young people, including those with a disability. • Recognise Aboriginal and/or Torres Strait Islander people on whose land the youth detention place is built, there is visual acknowledgement of Aboriginal and/or Torres Strait Islander cultural heritage in the design, decoration and fittings of the youth detention place. This is done in consultation with local

Elders.

- Where detained children and young people are segregated or confined, the place of confinement is of the same basic standard as the detained child or young person's normal accommodation in terms of size, facilities, and amenity.

55 The infrastructure of the youth detention place is well maintained and supports the operating philosophy and security requirements of the youth detention place.

- Master planning allows for temporary fluctuations in numbers.
- Fixtures and fittings are robust, but not industrial, in order to handle constant use and substantial wear and tear.
- There are regular cleaning, maintenance and replacement schedules and effective processes for identification and remediation of faults, breakdowns and unserviceability. This includes cleaning and fencing of any swimming pools in accordance with law and standards.
- Observation panels in cell doors remain free from obstruction.
- Staff undertake regular, unobtrusive supervision of sleeping areas to ensure the safety of detained children and young people.
- Graffiti is cleaned and removed as soon as possible.

A.2 Living Conditions

56 The treatment of detained children and young people and the conditions in which they are held meets contemporary community standards of decency and humanity.

- Detained children and young people in youth detention places are safe and free from all forms of abuse, including torture and cruel, inhuman, or degrading treatment.
- Conditions consider the individual needs of detained children and young people (such as their legal status, developmental stage, needs arising from a disability, mental health issues, cultural or linguistic background, Aboriginality, disability, gender, sexual orientation etc.) to ensure their protection from harmful influences and risk factors.
- Detained children and young people are not routinely locked down for extended periods for example prolonged overnight lockins or daytime lock downs due to staff shortages or operational reasons.
- If in exceptional circumstances extended lock downs cannot be avoided, detained children and young people are provided alternative access to education, programs and activities and additional staff interaction is provided.
- Detained children and young people 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.
- 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.

- Detained children and young people are involved in cleaning, laundering and maintaining their clothing and living environment with appropriate staff supervision.
- Wherever possible, detained children and young people have their own kit of clothing and shoes for the duration of their stay. Detained children and young people are never required to wear recycled underwear or share personal toiletries.
- A reasonable number of personal items are allowed in cells, either from purchases, items made during activities or brought in by visitors (through appropriate security screening). Property is recorded and monitored to prevent bullying or theft, and excess property is safely stored or signed out.

57 Detained children and young people have the opportunity and are encouraged to take personal responsibility, make informed choices and express their own view.

- Active engagement and involvement of detained children and young people in their own management is encouraged. Detained children and young people are informed, consulted and involved in decision-making that affects them, and their opinions are considered.
- The degree of independence a detained children or young person 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.
- Programs and activities to encourage and develop personal responsibility and agency, and are available for all detained children and young people, at different levels to suit different ages and personal circumstances.
- 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.

58 Detained children and young people are not required to sleep in shared cells

- Detained children and young people are not required to share cells but can elect to do so.
 - Detained children and young people who choose to share a cell are subject to risk assessment. Risk assessments are monitored and reviewed.
 - Cultural advice is sought for Aboriginal and/or Torres Strait Islander detained children and young people who request to share a cell.
 - Where detained children and young people share a cell, they are accommodated in a suitably established double cell.
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59 Detained children and young people are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.

- Detained children and young people have access to necessary supplies of their own personal hygiene items. Basic hygiene items are provided free of charge.
- Detained children and young people can shower or bath daily, and immediately following physical exercise or work, before court appearances and before visits.
- Freshly laundered bedding and towels are provided for each new detained child or young person on arrival and then on at least a weekly basis.
- Detained children and young people have access to sufficient cleaning materials to keep their cells and communal areas clean and are encouraged to use them.
- Where hairdressers and barbers are provided, skin penetration techniques are undertaken safety with reference to guidelines by ACT Health

60 All detained children and young people 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.

- Detained children and young people have access to laundry facilities at least weekly to wash and iron their clothing and bedding.
- Detained children and young people are issued, free of charge, enough clean underwear and socks.
- Detained children and young people are issued with enough warm, weatherproof clothing and shoes to go out in all weather.
- Issued clothes are a good fit and in good condition.
- Razors and nail clippers are allowed with adequate supervision and considering individual risk factors.

61 Detained children and young people's property is held securely in storage and recorded accurately.

- The amount of property detained children and young people may keep in their possession and in storage takes account of individual needs.
- Personal effects or property that is confiscated on admission is kept in safe custody.
- There is a list that details the possessions that detained children and young people can keep. It contains items adequate to meet the needs of detained children and young people. This list is kept up to date, and the detained children and young people and staff are informed of the content.
- Detained children and young people can receive property after admission (for example, from a visitor or by mail). The property is either kept in safe custody, returned to the owner or issued to the detained child or young person.
- Detained children and young people are notified of the intention to dispose of their property in writing and are given the opportunity to respond.
- All property that a detained child or young person has on arrival or accumulates during their stay is accurately recorded in a property register and labelled if required.

	<ul style="list-style-type: none"> • Detained children and young people are adequately compensated for any goods or clothing that is lost or damaged while in storage. • Detained children and young people are adequately compensated for any art and/or craft they create in detention that is sold or otherwise retained by the centre. • Detained children and young people can access their stored property on application and on release.
<p>62 Detained children and young people can purchase a suitable range of goods to meet their needs and can do so safely.</p>	<ul style="list-style-type: none"> • Detained children and young people have access to a selected range of products which meet the needs of the diverse population of the youth detention place. Detained children and young people are consulted about the products available to determine their relevance and usefulness. • The list of available goods is on display in every unit and in a format that is easy to read and understand. • Prices charged for the products are comparable to those in the community. • Detained children and young people can purchase items as soon as possible after arriving at the youth detention place and will receive them promptly. • Orders for 'buy-up' items can be placed at least once a week. • All detained children and young people can access accurate records of their account. • Detained children and young people are given advice and support on how to manage their account. • The 'buy-ups' process has visible and active supervision by staff. The system is effectively managed to ensure detained children and young people are safe from bullying. • A range of approved hobby materials are available for purchase. • Healthy food items are available and actively promoted in support of a healthy lifestyle.

A.3 Food and Drink

<p>63 Detained children and young people have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.</p>	<ul style="list-style-type: none"> • All meals are served at times consistent with those generally observed in the community and detained children and young people can eat communally. • Detained children and young people have a choice of meals and can make dietary choices. • Religious, cultural, or other special dietary choices are observed, respected and communicated. • Advice from dietitians or nutritionists is regularly sought to update the menu. • Detained children and young people's meals are healthy and reflect the needs of adolescents, including in relation to quantity of food. • Sufficient food is provided in periods of extended lockdown including longer periods of overnight lock-in.
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- Detained children and young people on transfer, or at court, do not miss out on any meal.
- The nutrition needs of detained children and young people who are pregnant and/or nursing mothers are met.
- Catering arrangements and menus consider the need to promote healthy eating as part of a healthy lifestyle.
- Detained children and young people have constant access to fresh drinking water (including at night).
- Detained children and young people have access to healthy snacks between main meals and in accordance with their dietary needs.
- Detained children and young people are consulted about the menu and can provide feedback about the food.
- Detained children and young people are given the opportunity, and are supported, to cater for themselves where appropriate.

64 Detained children and young people's food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and safety and hygiene regulations.

- All areas where food is stored, prepared or served conform to the relevant food and safety hygiene regulations and Food Standards Australia New Zealand guidelines, are properly equipped and well managed.
- Religious, cultural or other special dietary requirements relating to all aspects of food preparation and storage are fully observed and communicated to detained children and young people.
- Detained children and young people and staff who work with food are trained and wear proper clothing and use protective equipment. Detained children and young people can gain relevant qualifications.
- Staff supervise the serving of food to prevent tampering with food and other forms of bullying.

A.4 Interactions with staff and detained children and young people

65 Detained children and young people are treated with respect and dignity at all times. Interactions between detained children and young people and staff are warm, compassionate and helpful but staff maintain appropriate boundaries.

- Relationships between staff and detained children and young people are based on mutual respect. Staff and detained children and young people are fair and courteous in their day-to-day interactions with one another.
- Staff behave in a fair and consistent way, care for detained children and young people as individuals and respond to their different needs.
- Staff deployment ensures that detained children and young people's individual needs are met sensitively and consistently.
- Staff maintain regular contact with the detained children and young people to check on their wellbeing and are approachable, giving their time freely and showing genuine interest in detained children and

young people by actively listening to them and taking their concerns seriously.

- Staff take the time to build relationships with detained children and young people and are knowledgeable about their strengths and development needs, while also being conscious of not becoming overly familiar or intimate with detained children and young people.
- Staff address detained children and young people by their preferred name.
- Detained children and young people have opportunities to get to know staff. Staff always wear name badges.
- Staff maintain accurate and detailed chronological records of their contact and interactions with detained children and young people. This includes a balanced and detailed record of detained children and young people's progress within the establishment which identify any significant events affecting them.
- Staff understand the different developmental stages of maturity and the impact of life experiences, such as trauma, abuse, neglect and mental illness, on behaviour.
- Staff communicate issues relating to a detained child or young person's behavioural problems or concerns with tact and discretion, and in a manner that is not visible to or heard by other detained children and young people.
- Staff know how to raise concerns they have about the way their colleagues behave or interact with detained children and young people. Staff raising such concerns are not victimised for doing so.
- Staff behaviour that is considered disrespectful, hurtful or provocative is considered a serious breach of conduct by youth detention place management.

66 Detained children and young people 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 help detained children and young people to make positive changes in their lives.

- Detained children and young people 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. Detained children and young people have a say in who their identified member of staff is.
- Staff know enough about the personal circumstances of detained children and young people in their care that they can play an active role in supporting them.
- 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.
- Staff maintain regular contact with detained children and young people's families or carers as appropriate and encourage effective links with them to keep them up to date with detained children and young people's progress.

- Staff are caring and compassionate and support detained children and young people to make good choices and manage their emotions. Staff attend all meetings and reviews relating to the care and management of the detained children and young people for whom they are responsible and share information appropriately.

A.5 Consultation and complaint handling

67 The youth detention place and its service providers has effective and confidential complaints mechanisms for detained children and young people and their families, carers and kin.

- The youth detention place and its service providers have effective complaint handling policies and procedures which outline roles and responsibilities, approaches to dealing with different types of complaints, and obligations to act and report.
- Information about complaints policies is reinforced through notices and posters displayed throughout the youth detention place in a range of formats, which consider the various developmental needs and literacy levels of detained children and young people at the place. The information is readily available to staff, visitors and other interested parties as appropriate.
- All complaints affecting detained children and young people (whether formal or informal) are properly investigated, taken seriously, and their rights are safeguarded throughout the investigation process.
- Requests and complaints are handled promptly and efficiently and consider individual circumstances.
- Investigations are planned, fair, proportionate and thorough, with findings supported by the available evidence.
- Detained children and young people are encouraged to state what they would like the outcome of their complaint to be and, if that outcome is not possible, senior staff explain why.
- Staff seek to resolve complaints at the lowest level that is reasonable in the circumstances, without requiring detained children and young people to go through formal procedures unnecessarily.
- A review system ensures all complaints are addressed and there is a response time for a remedy. Detained children and young people receive timely responses to their complaints that are respectful, easy to understand and address the issues raised.
- Detained children and young people 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.
- Detained children and young people can ask their legal advisor or a family member or carer to make a complaint on their behalf.
- Detained children and young people are informed of the ways they can contact independent oversight agencies, including the Official Visitors, Human Rights Commission and Aboriginal and Torres Strait

	Islander Children and Young People Commissioner to raise complaints, and the Inspector of Custodial Services to raise systemic issues, in a free and confidential way.
	<ul style="list-style-type: none">• Full and accurate records of complaints are kept.
68 Detained children and young people understand and have confidence in the complaints handling system and are protected from reprisal.	<ul style="list-style-type: none">• A detained child or young person 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.• Feedback is sought from detained children and young people and others to evaluate the effectiveness of the complaint handling system.• Detained children and young people know how to appeal against decisions and are helped to do so.

B. Equity, diversity, culture and faith

B.1 Strategic approach

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| <p>69 No detained child or young person experiences disadvantage, discrimination or abuse while in custody. Application of youth detention place policies and procedures does not result in a detained child or young person being treated unfavourably because of an attribute protected under the ACT <i>Discrimination Act 1991</i>, or other status.</p> | <ul style="list-style-type: none"> • All detained children and young people have equitable access to the full range of services available within the youth detention place. • The youth detention place has an effective anti-discrimination strategy and equity and diversity policy, and actively promotes respect for difference. • The youth detention place has active strategies for the protection of vulnerable and at-risk detained children and young people and to identify and manage bullying. Strategies are reviewed regularly. • Staff, particularly youth detention officers and senior management, are trained in these strategies, cultural safety, supporting diversity, preventing discrimination, and methods for resolving conflicts. • Detained children and young people are given clear information about how the youth detention place promotes equity and diversity, and how to obtain support regarding equity or diversity issues. • 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. • Interventions and responses to allegations address both victim and perpetrator. • 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. |
| <p>70 Discriminatory behaviour is challenged robustly and consistently.</p> | <ul style="list-style-type: none"> • All forms of discriminatory language and conduct are challenged. • Detained children and young people and staff know what behaviours and language are acceptable. • Detained children and young people are given the opportunity to play an active role in eliminating all forms of discrimination and are consulted frequently. • Detained children and young people, staff and visitors know how to report discrimination, are supported to do so and are safe from any repercussions. • Responses to discrimination complaints are timely and are based on a thorough investigation. Allegations and incidents are investigated thoroughly. • There are effective programs to support detained children and young people experiencing discrimination and to challenge and educate perpetrators. |

71 All detained children and young people can satisfy the needs of their religious, spiritual, and cultural life.

- Detained children and young people' 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.
 - All detained children and young people have easy and private access to representatives of their faith.
 - Detained children and young people know the timing of any religious services and these times are appropriate to different religions.
 - Activities are arranged so that detained children and young people can attend religious services.
 - Worship areas are equipped with facilities and resources for all faiths.
 - Religious representatives establish and maintain links with faith communities outside the youth detention place.
 - Respect for religious or spiritual difference is promoted within the youth detention place, and detained children and young people are not persecuted for their beliefs. Staff are provided with information on religious and spiritual beliefs relevant to detained children and young people and can access information on basic religious or spiritual requirements.
 - Detained children and young people can obtain, keep and use artefacts that have religious or cultural significance, provided they do not pose a risk to safety or security.
 - Detained children and young people can celebrate all major religious and cultural festivals and ceremonies and are encouraged to participate in their planning and organisation. These are actively promoted to all detained children and young people.
 - Monitoring of the different religions in the youth detention place population is comprehensive, accurate and is reviewed regularly to shape service provision.
 - Procedures are in place to allow detained children and young people to express their cultural identity, for example, through access to food requirements or cultural advisers.
 - Detained children and young people 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.
 - Detained children and young people 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 detained children and young people. However, detained children and young people who elect to adopt a religion or change religions are not hindered or prevented from doing so.
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<p>72 Detained children and young people are addressed as, and referred to in, the gender they identify with.</p>	<ul style="list-style-type: none"> • Detained children and young people are sensitively asked their preferred name, pronouns and gender identity. • Detained children and young people are referred to and addressed using terminology agreed with the detained child or young person, including in relation to gender identity, names and pronouns. • Records accurately reflect detained children and young people’s details
<p>73 The needs of detained children and young people of all sexual orientations are recognised and the specific needs of homosexual, bisexual, pansexual and asexual detained children and young people are met.</p>	<ul style="list-style-type: none"> • The admission and induction process is sensitive to the fact that some detained children and young people may not wish to formally notify staff of their sexual orientation. • Staff training and development promotes equal respect for people of all sexual orientations and raises awareness of the discrimination faced by bisexual, homosexual, pansexual and asexual detained children and young people. • Detained children and young people are provided with specific supports, including through external support networks. • Acceptance of all sexual orientations is promoted. • Detained children and young people are never treated unfavourably because of their sexual orientation.

B.2 Specific characteristics

Young people on remand

<p>74 The unconvicted or unsentenced status of remanded detained children and young people is respected in the way they are treated while in detention.</p>	<ul style="list-style-type: none"> • Wherever possible detained children and young people on remand are housed in domestic style, normalised accommodation to recognise their status as innocent until proven guilty. • Remanded detained children and young people are encouraged to access programs that may be beneficial for them. • Remanded detained children and young people have equitable access to all activities, services, programs (not including criminogenic), information, education and incentive schemes. • Remanded detained children and young people 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 detained children and young people and at a level appropriate to their needs. • Remanded detained children and young people 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. • The case management system for remanded detained children and young people is the same as that of
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sentenced detained children and young people.

- The security classification system does not give a remanded detained child or young person a higher security rating solely because of their unconvicted or unsentenced status.

Detained female young people

75 The distinct needs of female young people in custody is recognised and they have equitable access to services, activities and amenities.

- Female young people are accommodated separately from boys with private recreation areas available screened off from male view.
- There are resources and infrastructure specifically available for female young people.
- 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. The detention place also ensures that such programs do not fall into gender stereotypes.
- Segregated living does not prevent some integration of genders during well-supervised activities, programs, visits and social or recreational occasions. Female young people can choose to take part in mixed gender activities and programs when appropriate, but participation is not compulsory and alternative, equivalent activities are available.
- There are enough female staff to enable appropriate management and support of female young people 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.
- Where personal hygiene matters must be supervised, it may be only be done by a youth detention officer of the same gender.
- Female young people are active participants in maintaining their own personal care and hygiene.
- A range of appropriate products and clothing are readily available free of charge, including sports bras and menstrual management products, and can be requested from a female staff member.
- Staff sensitively and professionally encourage female young people to maintain their personal care and hygiene, particularly those from circumstances of disadvantage, marginalisation, trauma and/or abuse.
- Staff are trained in how to conduct searches of female young people who are pregnant or menstruating.

76 Health care services meet the needs of female young people in a safe and dignified environment.

- There are appropriate health services tailored to girl'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 culturally appropriate care for young Aboriginal and/or Torres Strait Islander women's health. Specific health services are available to young mothers and female young

people who are or have been pregnant.

- Where possible, female young people will be examined by a doctor of the same gender, if requested by the detailed child or young person. Female young people can have a representative present if they receive treatment from health staff of a different gender.
- A non-medical staff member should not ordinarily be present at an examination,
- If non-medical staff must be present during medical examinations, those staff are female and measures are taken to ensure sensitive information is not inadvertently released.
- If a non-medical person is present, they may only see or hear the examination, not both. Generally, preferred arrangements should provide for the non-medical staff member to only see (rather than only hear) the examination.
- The youth detention place can deal with any complex health and wellbeing needs of female young people. These needs are adequately identified, treated and managed holistically, with staff sensitive to experiences of sexual assault, intimate partner violence, grief and anxiety associated with separation from family, low self-esteem, and histories of self-harm and/or attempted suicide and/or suicidal ideation
- Female young people can access gender-specific preventative health care services equivalent to those available in the community.
- Female young people are encouraged to access and learn about preventative health care. Female young people who are predisposed to particular diseases or who have a family history of disease are particularly encouraged to access health services and seek guidance on maintaining health.
- Health checks and screening are performed by qualified health staff that a girl is comfortable with.
- Gender-specific mental health services, including counselling and support, are provided to meet the risks and needs of female young people.
- Health staff are qualified to identify, treat and support gender-specific mental health needs.
- Mental health programs are gender-specific and trauma-informed.
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77 Pregnant and postnatal female young people are supported and treated with dignity and respect

- In addition to general health services, specific services and facilities are available for pregnant female young people and new mothers. They may include appropriate food and nutrition, maternal health services and flexible visiting arrangements.
- Pregnant female young people have individual health care plans developed when pregnancy is

confirmed. Plans are developed promptly and in consultation with female young people.

- Appropriate health checks and screening are conducted.
 - Qualified staff from an external organisation are engaged to provide information and counselling about pregnancy and termination options.
 - Antenatal and postnatal treatment and support are available, including advice on health, diet and exercise.
 - Antenatal services and postnatal care are equivalent to that available in the community, and include 24-hour access to hospital and community-based obstetric and midwifery services.
 - All necessary steps are taken to reduce the chances of stillbirth and infant mortality, and to promote the newborn child's healthy development.
 - Female young people give birth in a hospital. If a child is born in a youth detention place, this is not recorded on the birth certificate.
 - Physical restraints are never used during birth.
 - Female young people are encouraged to breastfeed unless there are specific health reasons for doing so.
 - The medical and nutritional needs of female young people who have recently given birth, but whose babies do not reside with them, are included in their health care plans.
 - Health staff are trained to manage emergencies arising for pregnant female young people.
 - Suitable, culturally appropriate antenatal and postnatal accommodation is available.
 - Pregnant and postnatal female young people can access advice, counselling and support services to meet their needs, including in the event of miscarriage.
 - Information on pregnancy, parenting and other related topics is accessible in a language and format the girl understands.
 - The detention place's programming is flexible enough to allow access to the full range of opportunities. It does not exclude or cause harm to pregnant or postnatal female young people, or mothers with babies or resident children.
 - Youth detention place staff are well trained. They know about pregnancy and postnatal care requirements.
 - Pregnant and postnatal female young people's needs are prioritised considerations in allocating them to accommodation units.
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78 Young mothers are provided with adequate facilities to allow their child to reside with them at the detention place if it is in the best interests of their child.

- Young mothers with a resident child can spend the maximum possible time with their child.
- Resident children are not treated as detained children.
- Young mothers have privacy and support for nursing their infants.
- The detention place facilitates regular visits from young mother and child health nurses.
- Young mothers can access parenting support programs that are equivalent to those available in the community.
- Staff are appropriately qualified to work with young mothers and their children.
- Young mothers are provided opportunities several times a day to bank breast milk.
- If the infant remains in hospital, all opportunities to maximise their time with their mother are provided.

Aboriginal and/or Torres Strait Islander children and young people

79 The distinct cultural rights of Aboriginal and/or Torres Strait Islander detained children and young people are realised.

- All Aboriginal and/or Torres Strait Islander detained children and young people have cultural care plans.
- All staff are trained in cultural safety, preventing discrimination and meeting the needs of Aboriginal and/or Torres Strait Islander detained children and young people.
- There is regular consultation with Aboriginal and/or Torres Strait Islander staff, families and community leaders regarding ways to limit distress caused to Aboriginal and/or Torres Strait Islander detained children and young people by being in detention. The youth detention place encourages and enables Aboriginal and/or Torres Strait Islander families and communities to assist managing and supporting their detained children and young people.
- 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/or Torres Strait Islander detained children and young people.
- Aboriginal and/or Torres Strait Islander detained children and young people have opportunities to practice their culture and use their language while in the youth detention place.
- There is appropriate acknowledgement of the traditional Aboriginal and/or Torres Strait Islander owners of the land and ceremonies held within the youth detention place to mark events of cultural significance.
- Education regarding Aboriginal and/or Torres Strait Islander history, language, culture and current issues is delivered to all detained children and young people during their stay, in a variety of ways.
- There are an appropriate number of Aboriginal and/or Torres Strait Islander staff working at the youth

detention place, including staff tasked with specific duties relating to cultural needs of Aboriginal and/or Torres Strait Islander detained children and young people.

- Aboriginal and/or Torres Strait Islander role models from the community are encouraged to visit and participate in recreational and educational activities, as appropriate.
- Aboriginal and/or Torres Strait Islander detained children and young people 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.
- Approvals for attendance at funerals and other significant events consider the extended family structures and obligations of Aboriginal and/or Torres Strait Islander people.
- The diversity of Aboriginal and/or Torres Strait Island language and cultural groups in Australia is recognised. Customs and ceremonies relate to the individual detained child or young person and reflect the differences in customs and cultural practices.
- Staff support Aboriginal and/or Torres Strait Islander detained children and young people to maintain and further develop connections to culture and community by notifying them of important events in the community, and assisting them to attend significant events wherever possible (for example, funerals and Sorry Business). Where attendance is not possible, related activities will be provided within the detention place, such as a commemorative service and grieving time in lieu of funeral attendance, or activities to mark special events such as NAIDOC celebrations.
- Aboriginal and/or Torres Strait Islander spirituality is encouraged and strengthened through cultural programs, visits with Elders and other representatives of Aboriginal and/or Torres Strait Islander communities and through observance of customs and traditions.

Young people under care and protection orders

80 Detained children and young people who are under care and protection orders have fair and equitable access to services, activities and amenities, including services and support specifically related to their care and protection order.

- There are procedures in place to identify detained children and young people who are under care and protection orders on reception. Case management staff are consulted to identify the detained child or young person's individual needs.
- Staff ensure detained children and young people's right to privacy, noting that a detained child or young person's status as being under care and protection orders is sensitive and personal information.
- The youth detention place is aware of which family members are permitted to be in contact with the detained child or young person and contact is facilitated in accordance with the care and protection order.

- The specific needs of detained children and young people under care and protection orders on release are identified as soon as possible and addressed prior to release, for example accommodation placement.

Culturally and linguistically diverse young people

81 Detained children and young people 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.

- 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 detained children and young people from CALD backgrounds.
- CALD detained children and young people have access to interpreters and where necessary, key documents translated into their preferred language.
- Culturally appropriate treatment may relate to (but is not limited to) consideration about appropriate food and food preparation methods, styles of communication, religious considerations, engaging and working with interpreters, 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 detained children and young people.
- CALD detained children and young people have opportunities to practice their religion and culture and use their language while in the youth detention place.
- Detained children and young people 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.
- Detained children and young people from outside Australia receive assistance to maintain contact with family through the provision of overseas phone calls or the use of video link. Arrangements should be flexible enough to accommodate international time zones.
- Consultation and involvement of staff, families and community leaders from different cultures represented in the detention place's population is sought regarding ways to limit any distress to CALD detained children and young people caused by the environment and routines within the youth detention place.

Detained children and young people with disability

82 The distinct needs of detained children and young people with disabilities, and those with mental health issues are assessed soon after admission and specific assistance is provided to support their needs. Detained children and young people have the same access as others to education, programs and activities.

- The detention place offers a safe and supportive environment so detained children and young people feel able to disclose any impairments they have, not only those that are a diagnosed disability
- There are appropriate and timely assessments conducted to identify the needs of detained children and young people with disabilities, including detained children and young people presenting with potentially undiagnosed conditions. This may occur on site, or through timely referral to specialist services for assessment if required.
- Information is provided to detained children and young people about the support available through the National Disability Insurance Scheme (NDIS)
- Detained children and young people entering youth detention with an approved NDIS plan will continue to have their needs addressed while in the detention place. Their detention place caseworker will liaise with others outside the place to support continued engagement with service providers.
- Detained children and young people are provided with information about their assessment in a way they understand.
- All staff receive disability awareness training. Staff working closely with detained children and young people with disabilities also receive ongoing training in managing specific disabilities.
- Staff are alert to and quickly address any bullying, verbal or physical abuse or other negative actions towards highly vulnerable detained children and young people.
- Highly vulnerable detained children and young people and those with diagnosed mental health requirements 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 detained child or young person's management are aware of the plan.
- Detained children and young people with disabilities are managed according to their individual needs. This may involve additional services, equipment, time and other resources to ensure they have reasonable access to the services, activities and amenities needed to progress through detention and out of detention at the earliest suitable time.
- Detained children and young people with physical disabilities are able to access all areas of the youth detention place in order to engage fully with youth detention place activities. Detained children and young people with non-physical disabilities have appropriate assistance to ensure they can fully engage with youth detention place activities in meaningful ways.

- Detained children and young people with a disability have the same opportunities as other detained children and young people to attend court, medical appointments and other leave of absence activities in person. Their transportation is safe and secure.
- Senior managers make appropriate representations for the transfer of detained children and young people whose needs cannot be met in the youth detention place.
- There are working relationships and agreements in place with relevant government and non-government agencies to enable multi-agency management and release planning for detained children and young people with disabilities.
- Qualified staff identify immediate care needs, and whether specialised assessment may be indicated.

Transgender and gender diverse detained children and young people

83 The dignity, sensitivity and privacy of transgender detained children and young people and gender diverse detained children and young people is respected.

- A detained child or young person's gender identity is sensitive and personal information. Steps are taken to safeguard the privacy of the detained child or young person. The information is only available to staff who require it in order to support the safe custody of the detained child or young person.
- Staff know the principles of equality and non-discrimination relating to gender identity.
- Detained children and young people are supported in relation to their gender identity and expression through specific support groups and programs available within the detention place and through referral to external support networks.
- Detained children and young people can identify as transgender or gender diverse at any stage during their time in a detention place, and receive the necessary support to do so.
- Staff refer to detained children and young people by their correct or preferred name and pronouns in their interactions and recorded notes.
- Detained children and young people who are transgender or gender diverse will have access to shower and toilet facilities that maximise their safety, personal privacy and dignity.
- Health staff are competent in responding to the needs of transgender and gender diverse detained children and young people
- Detained children and young people can access the support they require. Detained children and young people know how to and can contact appropriate external support networks.
- Detained children and young people are not denied access to services, programs or treatment due to their gender identity.

84 Transgender and gender diverse detained children and young people are safe from violence and abuse.	<ul style="list-style-type: none">• All detained children and young people are provided with suitable education to reduce violence and ill treatment towards transgender and gender diverse children and young people.• The detention place has measures to prevent violence towards, or abuse of detained children and young people identifying as transgender or gender diverse.• Detained children and young people are not placed in separation or otherwise restricted due to their gender identity.• There are arrangements to educate detained children and young people and staff on all matters relating to gender identity and expression, enabling them to adequately support detained children and young people who are transgender or gender diverse.
85 Decisions about the accommodation of transgender and gender diverse detained children and young people reflect the person's self-identified gender and consider their preference. These decisions include a comprehensive assessment of the safety and wellbeing.	<ul style="list-style-type: none">• Before an accommodation decision is made, detained children and young people participate in discussions with staff about the most suitable unit to place them in.• Decisions about medium and long-term accommodation post-induction are made following a case conference with the detained child or young person and their family. Staff consider the views of the detained child or young person and their family, as well as the detained child or young person's safety and wellbeing.• Decisions about accommodation placement are made in a timely way.• Detained children and young people know how to appeal decisions about their accommodation and can easily do so.• Assessments determine the detained child or young person's individual needs, particularly any medical and support requirements, and any risks they face, including the safety implications from potential accommodation options.
86 Transgender and gender diverse detained children and young people can access personal effects to maintain their gender expression and appearance.	<ul style="list-style-type: none">• Detained children and young people can access personal property and purchase items, using a buy-up system, to maintain their gender identity and appearance, subject to safety and security assessments.• Detained children and young people know how to access items to maintain their gender expression and appearance.• Staff support detained children and young people to apply for items, where required.• Detained children and young people are asked about their preferred gendered clothing and underwear, which are provided on request.• Detained children and young people can maintain hairstyles they feel are consistent with their gender identity.

Detained people with innate variations of sex characteristics

87 The dignity, sensitivity and privacy of detained children and young people with innate variations of sex characteristics is respected.

- Detention place policies explain key terminology, including that some people are born with physical or biological sex characteristics (such as sexual anatomy, reproductive organs, hormonal patterns and/or chromosomal patterns) that are more diverse than stereotypical definitions for male or female bodies. For some people these traits are apparent prenatally or at birth, while for others they emerge later in life, often at puberty.
- Policies and procedures recognise the diversity of people with innate variations of sex characteristics. These policies appropriately address the various forms of language that may be used to describe this population including variations of sex characteristics, intersex variations, “differences of sex development” and other individual diagnostic terms.
- Policies also recognise specific issues affecting people with particular variations, for example, cognitive and health issues that may affect people with sex chromosome variations; health risks associated with salt wasting/adrenal insufficiency in congenital adrenal hyperplasia; and potential experiences of forced and coercive medical interventions.
- People with observable variations in sex characteristics may face harassment and stigma in places of detention, and may be vulnerable to harm. Therefore, detained children and young people with innate variations of sex characteristics are treated with dignity, sensitivity and respect by all staff in the detention place.
- Information about a detained child or young person’s innate variations of sex characteristics is sensitive and personal information. Steps are taken to safeguard the privacy of the detained child or young person. Information about a detained child or young person’s innate variations of sex characteristics is only available to staff who require it in order to support the safe custody of that person.
- Detained children and young people are not required to do so, but can advise staff they are a person with innate variations of sex characteristics at any stage during their time in a detention place, and receive the necessary support to do so.
- Detained children and young people with innate variations of sex characteristics will have access to facilities that maximise their safety, personal privacy and dignity.
- Decisions about accommodation placement are made in a timely way in consultation with the detained child or young person.
- Staff receive training by individuals with lived experience.

<p>• Detention place policies do not assume a difference between legal sex and gender presentation, or conflate intersex with being gay, lesbian, bisexual, trans, gender diverse or being about gender identity or sexual orientation.</p>	
<p>88 Access to physical and mental health care, including assessments and treatments, meets the needs of detained children and young people, and is equivalent to that which they would receive in the community</p>	<ul style="list-style-type: none"> • Detained children and young people are able to continue to access appropriate, specialist health care to meet their specific needs. • Where diagnosis occurs while in detention, detained children and young people are able to initiate access to appropriate, specialist health care to meet their specific needs. • This support is equivalent to that available in the community. • Health staff are competent in responding to the needs of detained children and young people with innate variations of sex characteristics .

Any detained children and young people with a high level of vulnerability

<p>89 The needs of detained children and young people with a high level of vulnerability or a history of trauma are assessed. Detained children and young people have access to services, activities and facilities specific to their needs.</p>	<ul style="list-style-type: none"> • Detained children and young people can be identified as victims of ill-treatment, abuse or trauma at any time during custody. • Detained children and young people are assessed to identify any level of vulnerability or past trauma and, where appropriate, are referred to services for specialist treatment. • Disclosures of vulnerability, abuse or trauma are identified and handled sensitively by professional staff. • Detained children and young people with high levels of vulnerability or a history of trauma have management plans specifying their individual needs and how they can be addressed. These plans document the types of support from culturally appropriate services that may be provided, including health care, disability support/assessment, casework and counselling. All staff involved in a young person’s management are aware of their plan. • All staff are trained in trauma-informed practice. Staff working closely with detained children and young people who have vulnerabilities or a history of trauma also receive ongoing training in managing these detained children and young people. • Specific services are available for detained children and young people who have experienced trauma, for example, grief counselling and sexual assault counselling.
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C. Health, wellbeing and social care

C.1 Basic health care

90 Detained children and young people have their health needs addressed by appropriate health and ancillary services.

- The youth detention place has detained child or young person 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.
- Health services maintain their accreditation from an approved accrediting agency that assesses the health service against recognised health standards.
- All clinical equipment is maintained and serviced.
- 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.
- Health services are tailored to meet the needs of individuals as well as specific groups which have identified needs.
- Effective partnerships between the youth detention place and health service providers ensure that the assessed needs of detained children and young people are met.
- Effective leadership and governance systems ensure good patient outcomes.
- Aboriginal and/or Torres Strait Islander health workers and programs are active in the youth detention place and are linked to Aboriginal and/or Torres Strait Islander health services in the community to ensure continuity of care after release.
- When appropriate health services are not available, detained children and young people are transferred to emergency departments or specialist services as required for evaluation and assessment.
- 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.
- Every child and young detained person has a single clinical record which meets contemporary record-keeping standards.
- Record keeping systems enable health trends and needs within the population to be monitored.
- Youth detention health services have links to community-based services to ensure services meet contemporary standards.
- Health staff are easily recognisable. Staffing levels and skill mix meets detained children and young people's needs.

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- Health staff are well trained and supported, including with regular clinical and managerial supervision.
 - Information is shared within the bounds of health privacy, as set out in legislation, to promote continuity of care and maintain patient safety.
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- 91 Detained children and young people receive treatment, which is sensitive to their diverse needs, from competent staff in an environment that promotes dignity and maintains privacy.**
- All detained children and young people have equal access to health, wellbeing and social care services, regardless of location, disabilities or language barriers.
 - Where possible, detained children and young people have access to a health professional of the their gender.
 - Detained children and young people are treated with dignity, respect and compassion.
 - The health facilities are sufficient to provide a range of health services appropriate to the size of the youth detention place.
 - Health care and treatment is only administered when necessary and with the consent of detained child or young person, their carer/guardian, the director-general when permitted under legislation, or in the case of mental health care, with substitute consent as determined by mental health legislation.
 - Infection prevention and control measures are in line with ACT Health requirements.
 - Detained children and young people are seen in private, except in clearly documented exceptional circumstances.
 - Health staff work closely with staff in other areas of the youth detention place to ensure effective, integrated and youth-focused care.
 - Health staff respond promptly to medical emergencies with appropriate emergency equipment and response.
 - All clinical equipment is appropriately maintained and serviced.
 - Service delivery is informed by effective consultation with detained children and young people and through review and evaluation of services and incidents.
 - Detained children and young people are kept safe, are safeguarded from abuse and have access to independent advocacy services if required.
 - Detained children and young people can complain about their treatment in confidence, without recrimination. Responses are timely, easy to understand and address all the issues raised.
 - Health staff are never required to perform non-therapeutic roles in the youth detention place unless authorised under legislation to exercise those roles.
 - All youth detention places have appropriate emergency equipment and staff are properly trained in its
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use. The location and access arrangements for automated external defibrillators (AEDs) is well known and understood.

92 Detained children and young people are aware of the health services available and how to access them.

- Information on available services is explained to detained children and young people during their health assessment at admission in a way they can understand.
- Information about the health services available is updated as necessary and all detained children and young people are informed of any changes.
- In all dealings with health professionals, care is taken to ensure that detained children and young people understand the processes that involve them.
- Detained children and young people 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.
- Internal responses to feedback or complaints are timely and easy to understand and resolve the detained child or young person's concerns.

93 Detained children and young people receive timely, community-equivalent dental services, including oral health promotion.

- Detained children and young people 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.
- Emergency dental cover is well organised, responsive and effective.
- Detained children and young people have prompt access to required medicines following dental interventions.
- Dental care meets contemporary professional standards.

94 Detained children and young people are supported and encouraged to optimise their health and wellbeing.

- There is a whole-of-place approach to promoting health and wellbeing.
- 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.
- Detained children and young people can easily access age-appropriate health checks, disease prevention and screening programs.
- Detained children and young people can access sexual health services.
- Detained children and young people who smoke or vape can access community-equivalent cessation support.
- There are robust systems to prevent, identify and manage communicable diseases.

- Personal hygiene and housekeeping are monitored at unit level.
- Recreation, leisure, exercise and relaxation activities are a part of the daily routine and promoted as part of a healthy lifestyle.

C.2 Primary care and in-patient services

95 Detained children and young people's individual, ongoing health needs are addressed through an appropriate range of care services. Continuity of care is maintained on transfer or release.

- Detained children and young people can access all necessary primary care services, including effective out-of-hours GP services, within equivalent waiting times to the community.
- Detained children and young people have access to a health professional of their gender and/or a chaperone if desired.
- Detained children and young people with long-term conditions and complex health needs receive appropriate care. Recorded care plans demonstrate detained child or young person involvement and support continuity of care.
- There is an effective appointments system.
- Health staff provide guidance for all detained children and young people with a health condition or traumatic history who may be adversely affected by restraint.
- Detained children and young people receive secondary care services within community-equivalent waiting times and care is not disrupted by escorts.
- Security measures on planned hospital escorts are proportionate and are based on an individual risk assessment, which includes a detailed contribution from health care professionals who know the detained child or young person.
- Timely cooperation with relevant Directorates and services supports continuity of care.
- Detained children and young people receive relevant pre-release assessments and interventions and are supported to register with community health services.
- Health care is culturally appropriate for all detained children and young people, including Aboriginal and/or Torres Strait Islander children and young people.

C.3 Mental health

96 Detained children and young people with actual or suspected mental health issues have access to age and culturally appropriate services in a timely manner.

- Detained children and young people's immediate mental health needs are assessed during their reception health screening and appropriate onwards referrals are made.
- Youth detention officers receive training to enable them to recognise when a detained child or young

person requires referral for mental health assessment. There is a clear referral pathway.

- Referrals are reviewed promptly, and appointment allocation is based on clinical need and risk.
 - Health professionals deliver a community-equivalent range of evidence-based interventions and support for primary and secondary mental health problems.
 - There are suitably trained mental health professionals onsite, such as a mental health nurse, psychologist, psychiatrist or social worker to conduct mental health assessments and monitor progress. Access to a specialist psychiatrist is available where required.
 - 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 and/or Torres Strait Islander detained children and young people with suspected or actual mental health issues.
 - Services are also sought to meet the needs of culturally and linguistically diverse detained children and young people 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.
 - Specific services are available to respond to trauma including grief counselling and sexual assault counselling.
 - Detained children and young people have care plans which are regularly reviewed with their mental health professional. Detained children and young people are offered the opportunity to have their parents and carers involved.
 - There are strong links to services in the community for support and treatment during detention and upon release, including family services.
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97 Detained children and young people 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.

- Detained children and young people at risk of self-harm or suicide are identified as early as possible. Staff remain vigilant to changes in behaviour and attitudes of detained children and young people throughout their time in detention.
 - Detained children and young people 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.
 - A detailed care and support plan for the detained child or young person is devised and details the individual staff members responsible for supporting the detained child or young person.
 - Detained children and young people are encouraged to contribute to developing their support plan and identifying their own support needs.
 - Families are also involved in the development and review of support plans where appropriate.
 - Arrangements are in place for following up after a support plan has been closed; this includes a follow-up assessment of the detained child or young person.
 - Detained children and young people at high risk of suicide or self-harm are subject to closer and more frequent observation, in the least restrictive manner possible and for the least amount of time necessary, the details of which are documented.
 - Personal possessions are only removed on mental health grounds in well documented exceptional circumstances. They are returned to the detained child or young person detained person as soon as it is safe to do so.
 - Where a detained child or young person is considered an extreme suicide risk, they are not forced to wear suicide risk clothing and instead are placed under constant observation. Remote monitoring is not used as an alternative to engagement with and constant observation by staff.
 - When it is in the detained child or young person's best interests, family members are given additional opportunities to visit detained children and young people who are subject to constant observation.
 - All detained children and young people have access to confidential telephone help lines whenever required. These are private, unrecorded, available free of charge and well-advertised throughout the youth detention place.
 - All staff members are trained in suicide awareness and first response to a self-harm or suicide incident and this training is updated regularly.
 - All incidents of self-harm or attempted self-harm and attempted suicide are investigated and have an
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incident report prepared and forwarded to the appropriate agencies.

- 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.
- All cells have a serviceable alarm or intercom system which gives direct communication to youth detention officers. This is regularly tested.
- There is a documented system in place which ensures that recommendations from incident investigations are followed through to implementation.

98 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 detained children and young people.

- 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 (for example social workers, drug or alcohol support groups and specialist agencies such as migrant or refugee assistance).
- Alternative supports are a regular and valued part of the youth detention place, including but not limited to Aboriginal and/or Torres Strait Islander Elders, mentors, chaplains and other religious leaders.
- A range of sport, art, music or play therapy, team-building and other activities that enhance wellbeing are available.
- Family, community, peer and/or mentor involvement is sought and encouraged during times of stress and crisis, in addition to regular social contacts.
- All support services are encouraged to work towards the same broad goals with each detained child or young person. 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

99 A whole-of-place strategic approach to drugs and alcohol based on harm minimisation and prevention programs administered by qualified professionals.

- A comprehensive alcohol and other drug strategy is in place that is based on harm minimisation principles.
- Effective joint working between Directorates, treatment providers and other relevant stakeholders embeds a dynamic, whole-of-place drug and alcohol strategy.
- A regular and comprehensive needs assessment informs the strategy and action plans.
- Sufficient staff provide effective, evidence-based psychosocial and clinical services which meet the needs of the population.
- Psychosocial and clinical substance use treatment services are well integrated with each other, the youth detention place and all health services.
- All new arrivals receive prompt assessment of their substance use to determine the specialist clinical

support they may require. All new arrivals receive relevant harm reduction information to help them stay safe.

- Detained children and young people with both mental health and substance-related problems have prompt access to comprehensive support and plans are made to ensure this support can continue after they leave the youth detention place.
- Consultation with and feedback from detained children and young people using drug and alcohol services informs service delivery.
- All detained children and young people receive harm reduction information prior to release.
- Effective discharge planning and liaison with community services ensures post-release continuity of care.

100 The youth detention place uses specialised drug abuse prevention and rehabilitation programs administered by qualified professionals.

- These programs are carefully matched to the participants' profiles, risks and needs to ensure that they promote the best chance of rehabilitation.
- Various programs are available and target different areas and levels of substance use.
- All detained children and young people 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.

C.5 Medicines and pharmacy

101 Detained children and young people receive community equivalent medicines optimisation and pharmacy services.

- Detained children and young people's current medications are recorded during the initial health reception screening and a full medication reconciliation is completed as soon as possible after admission.
- Any disruption in prescribing regimens is minimised and urgent/critical medication can be accessed promptly.
- Time-critical medication is given according to the required schedule.
- Robust governance processes are in place to ensure safe and effective medication management, including monitoring of medication incidents and prescribing trends.
- Detained children and young people's medication is prescribed safely in line with evidence-based practice and formularies and are regularly reviewed.
- Detained children and young people are supported to take responsibility for their own medication and to engage effectively in required prescribing reviews.
- Detained children and young people going to court or being released or transferred receive adequate

supplies of medication or a community prescription to meet their needs.

- There are appropriate communication flows between community-based health services and medication providers to ensure detained children and young people have medicines optimisation on arrival and after release.

102 The youth detention place has safe facilities procedures, and practices for the distribution of medication to detained children and young people that reduces the risk of incorrect dispensing and diversion.

- All medication is handled, transported and stored legally, safely and securely with effective pharmaceutical stock management and use.
 - Medication is administered from a secure and respectful environment and medication administration queues are managed effectively.
 - Medication is administered at clinically appropriate times.
 - Medication is administered in a manner that affords detained children and young people appropriate privacy.
 - Detained children and young people's adherence to prescribed medication is monitored. Detained children and young people are promptly reviewed when adherence is poor and/or diversion is suspected.
 - Subject to a regularly reviewed in-possession risk assessment, detained children and young people can store their medication securely and self-administer.
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C. Welfare and notification

103 A precautionary approach is adopted regarding the health or wellbeing of a detained child or young person. Staff immediately seek health attention if any doubt arises as to a detained child or young person's condition. Information about an actual or potential death, disappearance or serious injury is reported in a sensitive and appropriate manner.

- Any custodial death, disappearance or serious injury is reported without delay to the police and other designated authorities.
- The detention place facilitates a comprehensive investigation of any serious incident by ACT Policing. Investigations do not include the participation of any potentially implicated staff. Evidence is preserved, and victims and witnesses are protected.
- Any incident that constitutes a “critical incident” under the CI Act is reported to the Inspector of Custodial Services in a timely manner.
- Where there are reasonable grounds to believe that an act that may amount to torture, or cruel, inhuman or degrading treatment or punishment has 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.
- The detention place sensitively notifies all relevant parties, including the next of kin, about any death in custody, escape, serious incident, injury, illness, admission to hospital or transfer to another facility. 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.
- The explicit request of a detained child or young person not to have his or her nominated next of kin notified in the event of illness or injury is respected where appropriate.
- In the case of the death or serious injury of an Aboriginal and/or Torres Strait Islander detained child or young person, notification to next of kin, wherever possible, is made in person and preferably by an Aboriginal and/or Torres Strait Islander person known to those being notified. Any Aboriginal and/or Torres Strait Islander spiritual advisers are also advised.

104 Where a death or suspected death of a detained child or young person occurs, staff respond in a timely, professional and sensitive way.

- If staff find a detained child or young person who appears unresponsive, they prioritise assessing the situation, then administering first aid and seeking medical attention.
 - Where a death occurs, the immediate vicinity is secured as a crime scene and the police are notified immediately.
 - The body of a deceased person is treated with respect and dignity.
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- Supports are put in place for any staff or detained child or young person affected by a death in custody or serious incident.
 - Written procedures are in place that outline processes for notifying family members.
 - 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.
 - In the event of the death of a detained child or young person 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.
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Pillar 3: Purposeful Activity

A. Time out of cells

Standard	Indicators
<p>105 Detained children and young people have the maximum possible time out of their cell each day.</p>	<ul style="list-style-type: none"> • Detained children and young people have a minimum 10 hours outside their cell each day. • The out of cell hours are used to promote attendance at education classes, programs and recreation activities. • Detained children and young people can exercise in open and fresh air for at least two daylight hours every day in a space large enough to enable meaningful exercise with adequate cover to shelter from wet or hot weather. • Detained children and young people are unlocked at (or before) the stipulated times, and reasons for delays in unlock are explained to detained children and young people. • Detained children and young people have access to a wide range of constructive and age appropriate activities while they are out of their cell. • Detained children and young people have access to properly equipped association areas, which are in good order, with seating, tables, games and a quiet area. • Daily routines for detained children and young people are predictable. Normal times for association and time in the open air are stipulated and consistent. • Activities are not cancelled without good reason. Reasons for cancellation are explained to detained children and young people in advance where possible. • Detained children and young people are given the opportunity and are encouraged to spend at least one hour a day engaged in outdoor physical activities. • Timetabling arrangements maximise the use of resources and staff time and allow training and education activities to take place with minimal interruptions. • Hours out of cells are only reduced in exceptional circumstances and deemed necessary by the director of the youth detention place. These decisions are documented including the basis for the decision and how human rights were properly considered in making the decision.

106 Detained children and young people are actively encouraged to spend time out of their cells usefully and feel safe to do so.

- The regime of the youth detention place encourages detained children and young people to make the most of their time there. Time out of cells is used to promote attendance at education and programs as well as recreation activities.
- Detained children and young people are properly supervised by staff when out of their cell and feel safe. Staff monitor and take appropriate action to find out why detained children and young people do not participate in out of cell activities and provide them with support.
- Staff engage actively with detained children and young people during association and time in the open air and attempt to improve the quality of their free time.
- Effective use is made of sports and games-trained staff to offer additional recreational activities.
- Detained children and young people are encouraged and enabled to socialise with one another and take part in recreational activities that interest them.
- Activities are not constrained by overly restrictive security.
- Detained children and young people are encouraged to give their time to benefit others, for example in peer support roles.
- Detained children and young people do not have to choose between access to the open air and other important activities, such as education.

107 The youth detention place has a structured daily routine conducive to the rehabilitation and positive development of detained children and young people.

- 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.
- The structured day follows community standards appropriate for the age and development level of detained children and young people, for example expectations of attention, eating times, leisure times and bedtime. It also provides opportunities to develop independence and self-reliance.
- All detained children and young people receive an orientation into daily routine, and assistance and encouragement to settle and participate.
- Work, study, relaxation, eating, and sleeping takes place in different settings.
- Various activities are available during 'free time' to reduce boredom, including in the evenings.
- Recreational activities have a developmental or rehabilitative focus, such as by encouraging teamwork, personal goal setting, responsibility in setting up/maintaining equipment.
- 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.
- The routine of activities is flexible enough to accommodate family visits, appointments, and special events.

B. Education, skills and activities

108 Detained children and young people are encouraged and supported to take responsibility for their rehabilitation, to contribute positively to the youth detention place and support children and young people take on leadership roles.

- Detained children and young people are helped to take appropriate responsibility for meeting their day-to-day needs.
- Detained children and young people are encouraged to attend activities regularly and on time.
- Staff support and motivate detained children and young people to engage positively with activities designed to reduce their risk of reoffending and help them to prepare for release.
- Where appropriate, a peer support program exists to support children. Peer supporters are supervised by appropriately qualified staff. Peer support workers' roles are clearly defined, and peer support workers receive appropriate training, support and supervision.

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

- Program development and delivery is based on research and evaluation outcomes.
- All detained children and young people undergo an initial education assessment upon arrival to determine their educational needs, strengths, weaknesses and areas of interest.
- Detained children and young people have ongoing assessments to ensure education and training programs can be adjusted or tailored to meet their needs, age and areas of interest.
- A detained child or young person's access to education is not dependent on the completion of a case plan.
- Education and training programs are aligned with recognised curriculum frameworks and Education Directorate curriculum priorities.
- A detailed education plan is developed in conjunction with the detained child or young person as part of their case management, following a thorough assessment of their needs and abilities.
- Learning plans contain clear goals and are used to record and review the detained child or young person's progress.
- Detained children and young people 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.
- Education and training programs are equal to the standard available in the community and enable continuity and recognition of prior learning.

- The range of educational and training programs can accommodate the disparate needs of the detained children and young people in the youth detention place. Education and programs are reliably available and are tailored to gender, age, cultural identity and background, cognitive ability, specific offending behaviours and other specific needs.
- There are sufficient education and program opportunities for young people aged 18 years and over.
- Detained young people that will or are likely to be transferred to an adult correctional facility in the future are, where appropriate, able to undergo relevant adult corrections assessment screening (such as LSI-R assessment) and participate in relevant criminogenic programs so as not to disadvantage them on transfer to an adult facility (for example, eligibility for minimum classification or transitional release accommodation)
- Education and programs are developed to support connection to culture and identity.
- Education and programs offered in a detention place are flexible enough to allow detained children and young people on remand to participate. A range of teaching methods are available and are not be limited to the classroom environment.
- High quality learning support is available for those who need it to make progress. Those who do not progress are assessed further and supported accordingly.
- Detained children and young people 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.
- Up to date technology is used appropriately to support the delivery of educational programs and access to media is available.

110 Detained children and young people have daily opportunities for physical and recreational activity as well as a regular structured sport and recreation program.

- Sport and recreational activities are available daily, whether informally during leisure time or through a structured recreation program. Detained children and young people can belong to a sporting team or recreational group where feasible.
- Physical education and fitness provision cater for a range of abilities and is effective at improving the fitness of detained children and young people.
- The youth detention place is responsive to detained children and young people's views on physical education in activity and program design and delivery.
- Detained children and young people are instructed on the proper use of equipment by appropriately qualified staff and the equipment is supervised so that detained children and young people feel safe and are not injured when using it.

	<ul style="list-style-type: none">• Information on detained child or young person participation in sport and recreation activities is included in case planning meetings.• Appropriate and well-maintained equipment and clothing and footwear is used in all recreational activities.• Detained children and young people with physical disabilities or injuries which prevent them from active participation in sport are encouraged to be involved in other ways or are offered alternatives.• 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 detained children and young people can engage in sport or recreation outside the detention place.
111 Detained children and young people can access creative activities which promote learning, well-being and support rehabilitation.	<ul style="list-style-type: none">• Detained children and young people are encouraged to engage in creative activities and opportunities that improve health and well-being, and promote more formal learning and pathways to employment. These activities also encourage detained children and young people to reflect on their lives and social responsibilities.• Art and cultural experiences are used to enhance the youth detention place environment, making it more conducive to rehabilitation.• Creative activities are used to help detained children and young people maintain contact with their families and to promote resettlement into the community.
112 Detained children and young people have access to a library which meets Australian standards and are encouraged to use it frequently.	<ul style="list-style-type: none">• Detained children and young people can use the library at least once a week, including borrowing materials.• The library stocks a range of books for a range of reading abilities.• The library is used for both leisure reading as well as supporting detained children and young people's educational needs.• Detained children and young people not in their normal location, for example, in segregation or health care are able to access library books.• Detained children and young people are encouraged to develop their research skills, including supervised use of the internet.• Detained children and young people can make reasonable requests for specific learning materials.

Pillar 4: Therapeutic Rehabilitation and Preparation for Release

A. Families and contact with others

Standards	Indicators
<p>113 Detained children and young people are encouraged and helped to maintain or re-establish positive relationships with family, friends and community agencies while in custody.</p>	<ul style="list-style-type: none"> • Contact with family and friends, where safe to do so, is treated as a basic entitlement and is promoted as essential to the detained child or young person’s psychological wellbeing and to their successful reintegration into the community. Contact with family and friends is given a high priority by staff. • The extended family structures of detained children and young people, particularly Aboriginal and/or Torres Strait Islander detained children and young people, are acknowledged. • Detained children and young people’s distance from home, expected frequency of visits, parental status and, where applicable, number of dependents is established on arrival and monitored thereafter. • Where contact with individuals is not in the best interests of the detained child or young person, measures are put in place to prevent this. Detained children and young people subject to these measures are appropriately supported by staff. • There are imaginative methods for encouraging family contact and opportunities for detained children and young people to celebrate their successes and milestones with their family and friends. • Technology is utilised to maintain contact where possible and appropriate. • The youth detention place provides opportunities for detained children and young people to resolve family and personal issues through supportive guidance and professional assistance, including individual, group, and family counselling. • Families are routinely involved in youth detention place processes, including education, health care and resettlement planning. • Links and support services are available to parents and/or carers of detained children and young people during custody and after release. • Local leave permits and interjurisdictional leave permits are routinely used to support resettlement goals, as well as to maintain links between detained children and young people and their communities. • Subject to risk assessment, detained children and young people can visit sick relatives and attend funerals. • Detained children and young people are helped to maintain family ties and are given help with any difficulties relating to contact (such as long distances from home).

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- Detained children and young people who do not receive visits are identified and receive individual support and help to maintain relationships.
 - There are appropriately skilled family support workers who provide support to detained children and young people and their families. These staff are well integrated and contribute to case management plan targets.
 - Detained children and young people and their immediate family informed sensitively of significant news about each other as soon as possible.
 - Detained children and young people are never deprived of family contact as a punishment or discipline.
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- 114 Detained children and young people can maintain access to the outside world through regular and easy access to visits.**
- Detained children and young people are informed of and understand their visits entitlement during induction to the youth detention place.
 - Detained children and young people can receive a visit within two working days of admission and thereafter are able to receive at least one visit a week.
 - The visits booking system is accessible and able to deal with the number of visitors.
 - Visiting times provide for those who wish to visit at weekends and in the evenings. Visits start and finish at the stipulated time.
 - Public transport timetables and the visiting schedule are aligned.
 - Visits are not withheld as part of any behaviour management framework.
 - Visits staff are aware of detained child or young person protection issues and there is a robust system for vetting and refusing entry to inappropriate visitors.
 - The visiting arrangements generally provide for meaningful appropriate physical contact between a young person and their visitors (eg a contact visit).
 - Non-contact visits are implemented only when there is a significant risk of harm to a person arising from the visit. They are not used as a punishment and allocations to non-contact visits are reviewed at least fortnightly.
 - Family and/or friends of a detained child or young person are only refused access to a visit, or offered only a non-contact visit, in exceptional circumstances for a valid reason. Any denial of access is explained clearly to the visitor and detained child or young person and when the decision will be reconsidered.
 - Detained children and young people and their visitors can challenge the refusal of visits, or the application of non-contact visits.
 - There is discretion to provide additional visits and/or phone calls where needed.
 - Detained children and young people who are primary carers are provided with additional free letters and phone calls and can receive incoming calls from dependents.
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- Detained children and young people can participate in family days and access accumulated visits which enables them to maintain frequent contact with their families.
- If visitors have not arrived within 15 minutes of the start of the visit, visits staff try to find out why and inform the detained child or young person and unit staff.
- Where required, general relationship counselling for detained children and young people and their immediate family members is available, and detained children and young people have access to programs for improving parenting skills and maintaining positive relationships.
- Inter-facility contact (phone calls and visits) for significant family members held in other youth detention centres or prisons, are facilitated regularly, subject to appropriate protections and screening.

115 Detained children and young people 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.

- Visits areas are staffed, furnished and arranged to be welcoming and to ensure easy contact between detained children and young people and visitors. Security measures are discreet and sensitive to privacy.
- Procedures that must be followed prior or after a detained child or young person visit are done in a way that does not delay visits or curtail visit times.
- 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.
- Arrangements are made to help visitors to get to and from the place if local transport difficulties exist.
- Efforts are made to still facilitate visits when visitors arrive late.
- Detained children and young people and visitors can give staff feedback on the visiting arrangements, suggest improvements and, if necessary, make a complaint.
- There is a properly equipped visitor centre managed by friendly, helpful staff. Visiting areas include options for outdoor visits and play areas.
- Visitor parking and facilities are easily accessible to all visitors.
- At all points when waiting for, during and after a visit all detained children and young people and visitors have access to toilet facilities.
- Visitors can buy a range of refreshments during visits.

116 Detained children and young people can maintain contact with the outside world through regular and easy access to mail, telephones and other communications.

- Detained children and young people's telephone numbers are added to their account within 24 hours of arrival.
- No restrictions are placed on the number of letters a detained child or young person can send or receive generally (noting there may be times when specific communication cannot be permitted).
- Outgoing mail is posted on the next business day and incoming mail is received by detained

children and young people within 24 hours of its arrival at the youth detention place.

- Detained children and young people's mail is only opened to check for unauthorised enclosures or to carry out legitimate and targeted censorship in accordance with stated policies.
- Legally privileged and protected correspondence is not opened by staff.
- There are sufficient equipment to enable calls, in appropriate, private and flexible locations, on an equitable basis with other detained children and young people.
- Detained children and young people can communicate with family, friends and community agencies using the internet (including email and voice calls), which is provided free of charge or at a rate comparable to that in the community.
- Detained children and young people without telephone credit are provided with phone calls free of charge if they are distressed or have specific welfare needs. All detained children and young people can make at least one free phone call to family per week.
- There is a notice next to all telephones advising detained children and young people that their calls may be monitored.
- Detained children and young people can easily contact key outside organisations, including the Official Visitors, Human Rights Commission and Aboriginal and Torres Strait Islander Children and Young People Commissioner.

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

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

118 Special considerations are made for detained children and young people who are parents or who have parental responsibilities.

- Detained children and young people with their own children are supported to have a positive relationship such as through flexible visiting arrangements, home leave where appropriate, and suitable detained child or young person-friendly visit facilities.
- Young parents are helped to address any issues in their primary relationship if relevant through programs or counselling.

119 Detained children and young people 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).

- Detained children and young people are aware of their right to access legal advice or advocacy while in detention, and are aware of the means available to them to access legal advice.
- Staff support and assist detained children and young people to access legal advice and to assert their legal rights, including informing detained children and young people of their legal rights verbally and in writing in a manner and language that the detained child or young person understands.
- Detained children and young people are provided with adequate opportunity, time and facilities to be visited by and to communicate and consult with a legal representative of their own choice or a legal aid provider, without delay, interception or censorship and in full confidentiality, on any legal matter.
- The means of children and young people appearing in court (ie, in-person or via audio-visual link) will be dictated by the orders and practices of the court and the advice of the children and young people's lawyer, and should be responsive to the best interest of the child or young person. In-person appearance may be preferred for significant matters such as bail applications, hearings and trials to ensure that detained children and young people can properly participate in their proceedings. However, audio-visual link appearance may be preferable for less significant matters such as mentions in order to avoid court transfer and time in court cells, and missing out on activities, education, visits etc. Facilities and opportunities are provided by the centre for confidential in-person legal representation and support.
- Detained children and young people are kept informed of all relevant information regarding their court case, for example key dates and times of hearings and logistics for court appearances. This includes children and young people being provided access to all relevant information and documents regarding their court case.
- Detained children and young people should not participate in any police interviews at a detention place without a responsible adult (such as a parent or guardian) or lawyer present. Detained children and young people are made aware of their rights prior to all police interviews including to seek legal advice in advance, and assisted to seek legal advice or contact a lawyer.
- In cases in which detained children and young people do not speak English, the youth detention place facilitates access to the services of an independent accredited interpreter to assist detained children and young people speak to lawyers and other accredited people.
- Aboriginal and/or Torres Strait Islander detained children and young people are entitled to receive periodic visits from representatives of Aboriginal and/or Torres Strait Islander organisations, including Aboriginal and/or Torres Strait Islander legal services and health professionals.
- Staff do not read, listen to or record a communication at a visit, electronic communication, telephone calls or mail between a detained child or young person and legal or accredited person.

- Youth detention places make readily available a means (such as distinctively marked envelopes and special post boxes) for detained children and young people to send and receive protected mail to legal or accredited people.

B. Case management

B.1 Assessment

120 Assessment procedures are in place to accurately identify the risks and the needs of each detained child or young person.

- 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.
- Referrals are made to the relevant agencies as early as possible and at an early enough stage to obtain support.
- Programs are tailored to individual needs of detained children and young people, in accordance with their case plan.
- Where appropriate, detained children and young people 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

121 Each detained child or young person has in place a detailed case management plan executed by an appropriately trained caseworker within two weeks of their admission to the youth detention place.

- Release planning commences when the detained child or young person enters custody, based on the needs and risks identified through assessment.
- Detained children and young people on remand are case managed, with a focus on needs arising from the potential for an unpredictable and imminent release.
- Each detained child or young person has a staff member allocated to them who they can go to for advice or help when they require it.
- All detained children and young people and appropriate family members are actively involved in the detained child or young person's individual case management.
- All staff involved in the care of detained children and young people contribute to the case management plan. When specific staff members aren't available, other staff members must be responsive and not wait until allocated person is again available.
- 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. Transition and reintegration planning are considered in all case plan reviews throughout the detained child or young person's time in detention including continuing education or vocational training.

- Transition and reintegration goals begin being worked towards immediately after admission.
- The case management plan is based on the detained child or young person’s needs and follows an appropriate and realistic timeline. Case management plans are clearly linked to constructive goals identified by the detained child or young person.
- Case management is also provided for detained children and young people who return to custody multiple times for short stays and enables previously started activities to be continued, where appropriate. Plans should be reviewed upon each readmission to ensure currency.
- The detained child or young person’s caseworker ensures they review the case management plan no less than once per month, and more frequently for more complex cases.

122 Detained children and young people can participate in regular and well-attended case management meetings and reviews to check on their general well-being, to review their progress and to revise targets.

- Case management meetings take place in suitable venues, at appropriate intervals and, where necessary, in response to a significant change or event.
- 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.
- Detained children and young people are supported to participate actively in the case management process and encouraged to take responsibility for their own plans and the achievement of them.

123 Detained children and young people understand and are encouraged to achieve case management plan targets and are supported within the youth detention place for their efforts.

- Detained children and young people have targets that they can continue to work towards following transfer or release.
- All staff working with detained children and young people have access, appropriate to their position, to up-to-date and comprehensive information about detained children and young people, including their case management plan targets. Information is managed and stored with respect for confidentiality and in accordance with applicable privacy laws.
- Detained children and young people understand their case management plan and feel their targets are meaningful.

B.3 Detained children and young people serving long sentences

124 Detained children and young people serving long sentences are managed appropriately.

- Detained children and young people facing or serving long sentences are identified on arrival and fully supported.
- Where relevant, detained children and young people and their families are provided with age-appropriate information about long sentences.
- Individual assessments and case management plans take full account of specific needs and the risk the detained child or young person may pose to themselves or others.

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- There is a range of services to meet the risks and needs of detained children and young people serving long sentences.
 - All documentation associated with detained children and young people serving long sentences is completed fully and on time.
 - Opportunities to engage in case plan activities and interventions must not be delayed because the child or young person has a long sentence.

125 Detained children and young people transferring to an adult correctional centre are fully supported in this move.

- Detained children and young people who are likely to transition to an adult correctional centre are identified on entry to the youth detention place, so that consideration of transition planning can begin at arrival.
 - Decision-making processes around the option to transfer a detained child or young person to an adult correctional centre are recorded. Decision making considers the views of the detained child or young person 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.
 - A detained young person should be informed as early as possible, in writing, whether they are eligible and also whenever they are being considered for transfer to an adult prison, and offered appropriate support.
 - Notification of transfer and all essential advance information is sent to the adult correctional centre in sufficient time.
 - 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.
 - Parents/carers are involved, where appropriate, in discussions about transfer and in case transfer meetings where it is likely to aid the detained child or young person's progress and engagement.
 - Staff have the skills to prepare detained children and young people for transfer to adult correctional centres and to work effectively with transferred cases.
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C Programs

126 Detained children and young people are encouraged and 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.

- Programs are applied according to relevant ‘what works’ principles in relation to risk, needs, responsivity models. Programs aim to improve the skills of the detained child or young person and reduce their risk of reoffending.
- In addition to addressing their criminogenic needs, programs and education address life skills for post release.
- Support and programs are based on an up-to-date needs assessment of the population.
- Programs are available which support detained children and young people to identify strengths and which provide them with personal and practical support to work towards positive goals.
- Access to programs is based on clear criteria and resources are allocated according to need.
- Detained children and young people are encouraged and motivated to engage with programs.
- Programs for sentenced detained children and young people are available that challenge the detained child or young person to accept responsibility for their offending behaviour. Victim awareness work is undertaken in all relevant cases. Detained children and young people are helped to develop empathy for others. Harm they have experienced themselves is recognised.
- Programs are regularly reviewed and evaluated.
- Program evaluations include obtaining the views and experiences of the participants.
- Groups for therapeutic programs are screened for appropriate demographic mix.

127 Detained children and young people are given advice and support on how to manage their money and deal with debt.

- Detained children and young people are asked if they owe money. Where this is established, relevant support is provided.
- Individual financial records are maintained and detained children and young people have access to them. Detained children and young people are encouraged and supported to keep track of their own financial records.
- Detained children and young people are taught budgeting and money management skills in preparation for release and are given relevant information about banking and financial products.
- Detained children and young people are made aware of and have full access to services providing advice and information about welfare entitlements.
- Prior to release detained children and young people are encouraged and helped to open a bank account. Where necessary, day release is used to achieve this.

128 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.

- The provision of education, training and skills is developed and well-coordinated with external organisations and leads to demonstrable benefits for detained children and young people.
- The youth detention place seeks partnerships with research bodies, non-government organisations or businesses in the community to enhance innovation and sustainability.
- Family and community conferences, group counselling, victim mediation and other restorative justice focused activities are accessible during custody, linked into community-based programs

D. Reintegration planning and release

129 Detained children and young people with continuing health, social care and substance use needs are prepared and helped to access services in the community before their release.

- Detained children and young people receive relevant pre-release assessments and programs and are helped to register with community health services.
- Detained children and young people receive individual health promotion advice prior to release, including drug, alcohol and tobacco harm reduction advice.
- There is effective discharge planning and liaison with case workers, community mental health services and other external services ensures continuity of care following release.
- Detained children and young people going to court, being released or transferred receive adequate supplies of medication and/or a community prescription to meet their needs.

130 Detained children and young people are helped to prepare for release or transfer.

- Reintegration planning begins on arrival and is designed to meet detained children and young people's needs, explore pro-social strengths and goals and reduce likelihood of committing further offences.
- A comprehensive strategy shapes preparation for release and reintegration services. The strategy is informed by and developed in consultation with detained children and young people. It is kept up to date by regular analysis of the reintegration needs of the population of the establishment.
- 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 detained children and young people and those on remand.
- Reintegration work is supported by all service providers working in the establishment.
- Each detained child or young person has a caseworker who coordinates their reintegration work.
- Detained children and young people are supported to establish identification documents if needed.
- All staff are clear about their responsibilities to support the reintegration and release process.
- 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.

- The services provided across all reintegration areas meet both the assessed needs of the population and the strategic approach to reintegration at the youth detention place.
- There are effective links with government, statutory, community and voluntary agencies that assist with preparation for release/transfer during custody, and with transition after release.

131 Arrangements for the detained child or young person's accommodation and access to relevant education, health, work and social services is finalised before the detained child or young person is released from the youth detention place.

- There is a graduated process leading up to a detained child or young person's release, including external activities, day release, or similar options, and connection with external community agencies.
- To the maximum extent possible all detained children and young people have, whilst in the youth detention place, participated in community-based experiences or activities prior to release.
- All detained children and young people released from the centre 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.
- Detained children and young people are assessed to determine their accommodation needs in the community. Relevant staff work closely with local housing agencies and providers.
- Detained children and young people have suitable, sustainable and safe accommodation arranged prior to their release.
- Detained children and young people leave the youth detention place with their immediate needs met, including having education arrangements, stable accommodation, transitional support structures and contacts in place.
- For detained children and young people wishing to work after release, assistance in becoming job-ready and in seeking work is provided.
- Preparation for release for detained children and young people with serious and enduring mental health problems ensures that they continue to be supported appropriately on release.
- Suitable clothes and bags are available on release to detained children and young people.
- Facilities are available before discharge to launder clothes that have been in storage for long periods.
- Detained children and young people receive money owed to them from their youth detention place accounts to assist with reintegration. Detained children and young people without private funds are given enough support to meet their immediate needs.
- On release detained children and young people receive all their property.
- Arrangements are made by the Directorate to transport the child or young person to their accommodation if there are no other options available.

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