



Inspector of
Custodial Services

NSW Youth Justice Inspection Standards

June 2020

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Introduction

Young people are fundamentally different from adults in terms of their specific emotional, cognitive, and physical needs. Such an understanding should not cease upon their incarceration.

Given the intrinsic vulnerability of young people, a period of detention has the potential to impact upon the individual significantly and have far-reaching effects. If a cycle of reoffending and institutionalisation in custodial settings is to be prevented, it is imperative that youth custodial services maintain standards that ensure the safety and wellbeing of young people.

The specific needs of young people should be recognised at all stages of custody, from the initial orientation period, the continued provision of tailored services throughout their period of incarceration, and their transition back into the community. The policies underlying the operation of youth justice centres must be child and young person centric whilst at all times maintaining a focus on the safety and wellbeing of those detained. Therefore, in addition to reducing reoffending, it is essential that youth justice centres promote the education and health of young people. Staff and management must be trained to appreciate the unique needs of young people, and exercise their roles in a manner respectful of their growth and development.

Although the deprivation of liberty is inherently punitive, the overall design and delivery of youth custodial services should not impose an additional punishment over and above the detention itself. Only the minimum degree of security necessary to ensure the safety of young people and staff should be incorporated into the design of the facility.

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

In preparing these NSW Youth Justice Inspection Standards, the Inspector of Custodial Services has considered international and domestic legal instruments and conventions. The Standards provide a framework for the inspection and monitoring of youth justice services and detention facilities.

An independent inspection and oversight agency is paramount to ensuring an open and accountable youth justice system and affording confidence in the care provided to, and the custody of young people in detention.

Inspections allow for independent examination and assessment of the conditions and operational practices of detention, and their impact on staff and young people. Inspections should highlight good practice, where it occurs, as well as identifying areas for improvement.

Healthy Prisons

Inspection under the Inspection Standards seeks to determine whether the element of the youth justice centre or service being inspected, contributes to the Healthy Prison, which has four elements, as follows:

Safety: Young people, particularly the most vulnerable, are held safely.

Care¹: Young people are cared for, their needs are met and they are treated with respect for their human dignity.

Purposeful activity: Young people are able, and expected, to engage in education and other activity that is likely to benefit them.

Resettlement: Young people are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

How the NSW Youth Justice Inspection Standards were prepared

The original *Inspection Standards for Juvenile Justice Custodial Services in New South Wales 2015* were largely based on the Western Australian Inspector of Custodial Services' Code of Inspection Standards for Young People in Detention. It also drew upon a range of international and domestic treaties, covenants, instruments, standards and research. These included the Australasian Juvenile Justice Administrators Juvenile Justice Standards (AJJA) 2009, United Nations Standard Minimum Rules for the Administration of Juvenile Justice ('Beijing Rules') 1985, United Nations Rules for the Protection of Juveniles Deprived of their Liberty ('Havana Rules') 1990 and United Nations Convention on the Rights of the Child 1990. They also drew upon the UK Youth Justice Board Healthcare Standards for Children and Young People in Secure Settings and the Royal Commission into Aboriginal Deaths in Custody Regional Report of Inquiry into Underlying Issues in Western Australia 1990.

The revised NSW Youth Justice Inspection Standards sought further guidance from the Office of the Custodial Inspector Tasmania's Inspection Standards for Youth Custodial Centres in Tasmania (2018) and the HM Inspectorate of Prison's Criteria for Assessing the Treatment of Children and Conditions in Prisons (2018). The revised Inspection Standards also incorporate relevant elements of the: United Nations Standard Minimum Rules for the Treatment of Prisoners 2015 ('Mandela Rules'); United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders 2010 ('Bangkok Rules'); Guiding Principles for Corrections in Australia 2018; Child Safe Standards 2017; Australian Children's Commissioners and Guardians (ACCG) Model Charter of Rights for Children in Youth Justice Detention 2014; ACCG Statement on Conditions and Treatment in Youth Justice Detention 2017; Yogyakarta Principles 2007; Design Guidelines Juvenile Justice Facilities in Australia and New Zealand 1996;

¹ We have retained the four Healthy Prison tests, but in recognition of the particular needs of young people the 'respect' test that is used for inspections of adult custodial facilities has been renamed 'care'.

European Prison Rules 2006; European Rules for Juvenile Offenders Subjected to Sanctions or Measures 2009; and UNOPS Technical Guidance for Prison Planning 2016. Relevant legislation is also included in the supporting material.

The revised NSW Youth Justice Inspection Standards ensure consistency and transparency of inspections and fosters continuous improvement of youth custodial services in NSW.

The Optional Protocol to the Convention against Torture (OPCAT)

In December 2017, Australia ratified the United Nations Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). Under OPCAT, State Parties agree to establish an independent National Preventive Mechanism (NPM) to conduct inspections of all places of detention and closed environments. The Inspector of Custodial Services meets the NPM requirements for independence and public reporting, as this is provided for in the Inspector's enabling legislation. The revised NSW Youth Justice Inspection Standards were prepared with OPCAT's preventative approach to oversight in mind.

The NSW Youth Justice Inspection Standards are also aligned with the values of the office of the Inspector of Custodial Services, those being:

- **Integrity:** we act ethically and honestly in fulfilling our functions.
- **Independence and impartiality:** we increase public awareness of the custodial system through objective assessments.
- **Respect:** empathy and respect for the experience of people in custody and staff is at the centre of our approach to inspections.
- **Diversity:** we harness the knowledge of people from diverse backgrounds.
- **Quality:** we are committed to continuous improvement of ourselves and the agencies we inspect.

Youth Justice NSW and Justice Health & Forensic Mental Health Network have been consulted during the development of the NSW Youth Justice Inspection Standards. However, the NSW Youth Justice Inspection Standards remain the Inspector's code. It is the view of the Inspector that to develop joint standards, so that youth justice centres could be both managed and inspected against mutually agreed standards would be to reduce inspections to an audit function and would negate the value of independent inspection and the exercise of independent judgement.

Inspector of Custodial Services
June 2020

Abbreviations

AJJA	Australasian Juvenile Justice Administrators, Juvenile Justice Standards, (2009)
ACCG Charter	Australian Children’s Commissioners and Guardians, A model charter of rights for children and young people detained in youth justice facilities (2014)
ACCGPS	Australian Children’s Commissioners and Guardians Statement on Conditions and Treatment in Youth Justice Detention (November 2017)
BPP	Government Architect NSW, Better Placed: An integrated design policy for the built environment of NSW (2017)
CDGSOG	Council of Europe Standards, Combating Discrimination on Grounds of Sexual Orientation or Gender Identity (2011)
C(DC) Act	<i>Children (Detention Centres) Act 1987</i>
C(DC) Regulation	<i>Children (Detention Centres) Regulation 2010</i>
CPT	European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment, Juveniles deprived of their liberty under criminal legislation (2015)
CYP(CP) Act	<i>Children and Young Persons (Care and Protection) Act 1998</i>
CSS	Child Safe Standards, as developed by the Royal Commission into Institutional Responses to Child Sexual Abuse (2017)
DGJJFANZ	Department of Human Services Victoria, Design Guidelines Juvenile Justice Facilities in Australia and New Zealand (1996)
EPR	Recommendation Rec (2006) 2 of the Committee of Ministers to member states on the European Prison Rules
ERJO	Recommendation CM/Rec (2008) 11 of the Committee of Ministers to member states on the European Rules for Juvenile Offenders Subjected to Sanctions or Measures
GP	Guiding Principles for Corrections in Australia (2018)
HCC Act	<i>Health Care Complaints Act 1993</i>
ICAC Act	<i>Independent Commission Against Corruption Act 1988</i>
OMB Act	<i>Ombudsman Act 1974</i>
RCIADIC	Royal Commission Into Aboriginal Deaths In Custody, Regional Report of Inquiry into Underlying Issues in Western Australia (1990)
TGPP	UNOPS Technical Guidance for Prison Planning (2016)
UKHEALTH	Healthcare Standards for Children and Young People in Secure

Settings (2019)

- BANGKOK RULES United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders ('Bangkok Rules' (2010)
- BEIJING RULES United Nations, Standard Minimum Rules for the Administration of Juvenile Justice ('Beijing Rules') (1985)
- UNBOP United Nations, Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment (1998)
- UNBPRL United Nations, Basic Principles on the Role of Lawyers (1990)
- UNCRC United Nations, Convention on the Rights of the Child (2 September 1990)
- HAVANA RULES United Nations, Rules for the Protection of Juveniles Deprived of their Liberty ('Havana Rules') (14 December 1990)
- UNSDG United Nations, The 2030 Agenda for Sustainable Development ('Sustainable Development Goals') (2015)
- MANDELA RULES United Nations, Standard Minimum Rules for the Treatment of Prisoners ('Mandela Rules') (2015)
- WHS Act *Work Health and Safety Act 2011*
- Yogyakarta Principles The Yogyakarta Principles, Principles on the Application of International Human Rights Law in Relation to Sexual Orientation and Gender Identity (2007)

1. Governance and Procedural Fairness

These Standards seek to ensure that all processes and services offered by youth justice centres are fair and acknowledge the rights and responsibilities of all involved.

Standards

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

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

Supporting References
BEIJING RULES rr 28.1, 28.2
UNCRC arts 37(b), 37(d)
HAVANA RULES rr 2, 17, 20, 79, 80
C(DC) Act s 12
C(DC) Regulation cl 5(1)

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

- Young people are informed of their legal rights verbally and in writing in a way they understand.
- Young people are offered necessary assistance in gaining access to legal advice.
- Young people can easily and confidentially communicate with legal representatives free of charge.
- Private and confidential legal visits are supported and accommodated in suitable facilities.
- Letters from legal advisors to young people remain confidential and are not opened by centre staff.
- Secure facilities are provided to allow young people to keep documents relating to their legal proceedings either in their room or securely and confidentially on their behalf.
- Young people are provided access to their legal documentation upon request either in their room or in a private room which provides appropriate confidentiality.
- Young people have access to independent advocacy services (e.g. Aboriginal Legal Service, NSW Ombudsman, and Official Visitors).

Supporting References

HAVANA RULES rr 18(a), 24, 25, 60, 75, 76, 77, 78
UNCRC arts 3, 12, 13, 37(d)
ERJO rr 50.3, 105
CPT 130
MANDELA RULES rr 56, 61
EPR r 23
UNBOP pp 17, 18
UNBPRL pp 1, 5, 6, 8
C(DC) Regulation cls 5, 6, 27, 40, 41
ACCG Charter

1.3. No young person should experience disadvantage, discrimination or abuse while in custody. Application of centre policies and procedures should not result in a young person being treated less favourably because of their race, age, sexual orientation, lawful sexual activity, gender, gender identity, relationship status, pregnancy, parental status, family responsibilities, disability, religion, politics, culture or social origin.

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

Supporting References
 UNCRC arts 2, 30
 HAVANA RULES r 4
 ACCG Charter

1.4. Aboriginal young people in custody should have fair and equitable access to services, activities and amenities, including services specifically relating to their Aboriginality.

- Staff are aware of the significant differences between Aboriginal groups from different regions, and ensure no group or individual is disadvantaged, excluded or ignored.
- There is regular consultation with Aboriginal staff, families and community leaders regarding ways to limit distress caused to Aboriginal young people by being in detention. The centre encourages and enables Aboriginal families and communities to assist managing and supporting their young people.

- There is appropriate acknowledgement of the Traditional Aboriginal Owners of the land and ceremonies are held within the centre to mark events of cultural significance.
- Education regarding Aboriginal Australian history and current issues should be delivered to all young people during their detention, in a variety of ways.
- There is a significant number of Aboriginal staff working at the centre, including Aboriginal caseworkers.
- There are a range of Aboriginal services visiting the centre regularly (including but not limited to Aboriginal legal services and Aboriginal health services).
- Aboriginal role models from the community are encouraged to visit and participate in recreational and educational activities, as appropriate.
- There are a variety of programs and activities available that are suitable for Aboriginal young people from different backgrounds² (for example, for Aboriginal young people from urban, regional and remote areas and from different language groups) and are able to be tailored to the needs of individuals and their family and community circumstances. This may be linked to activities with rehabilitative outcomes.
- Screening for home leave and other external activities ensures a safe and stable environment exists in the community. However, it should not automatically preclude young people from such activities simply because they would associate with family members who have a criminal record.
- Approvals for attendance at funerals and other significant events take into account the extended family structures and obligations of Aboriginal people.

Supporting References

UNCRC art 30

HAVANA RULES r 12

RCIADIC recs 171, 172, 173, 174, 183, 290, 291

DGJJFANZ 5.403-5.413

1.5. The distinct needs of young people with disability, a high level of vulnerability, or mental health issues should be assessed and these young people should have equitable access to services, activities and amenities, including specific assistance relating to their needs.

- There are appropriate assessments conducted to identify the needs of young people with disability, including young people presenting with

² This requires sensitivity to how Aboriginal young people react to being in the local country, and how the local Aboriginal young people will respond. There may be the need for Aboriginal 'cultural exchange' activities and a 'welcome to country' incorporated into orientation when appropriate.

potentially undiagnosed conditions. This could involve expertise onsite or appropriate referrals to specialist facilities for assessment and creating a management plan.

- All staff receive disability awareness training. Staff working closely with young people with disability also receive ongoing training in managing young people with disability.
- Staff are alert to and quickly address any bullying, verbal or physical abuse or other negative actions towards highly vulnerable or immature young people and young people with disability.
- Highly vulnerable or immature young people, those with newly-diagnosed mental health issues and those with an existing diagnosis have a management plan specifying their individual needs to be addressed. This plan should include all areas of centre life and all staff involved in the young person's management should be aware of the plan. Young people with disability should be referred to relevant services to ensure they receive the appropriate assistance, assistive technology and other services.
- Young people with disability are managed according to their individual needs. This may involve additional services, equipment, time and other resources to ensure they have equitable access to the services, activities and amenities needed to progress through detention and out of detention at the earliest suitable time.
- Young people with physical disability are able to access all areas of the detention centre in order to engage fully with centre activities. Young people with non-physical disability also should have appropriate assistance to ensure they can fully engage with centre activities in meaningful ways.
- There are working relationships and agreements in place with relevant government and non-government agencies to enable multi-agency management and release planning for young people with disability.

Supporting References

UNCRC art 23
BEIJING RULES r 26.2
HAVANA RULES r 51
DGJJFANZ 5.203-5.213
ACCG Charter

1.6. Young people from culturally and linguistically diverse (CALD) backgrounds should 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 centre. All staff are trained in cultural awareness, preventing discrimination and managing

young people from CALD backgrounds.

- CALD young people have access to interpreters and where necessary, key documents are translated into their preferred language.
- Consultation and involvement is sought from staff, families and community leaders from different cultures represented in the detainee population regarding ways to limit any distress to CALD young people caused by the environment and routines in the centre.
- Procedures are in place to allow young people to express their cultural identity, for example, by providing for dietary requirements or enabling access to cultural advisers.
- Young people should be encouraged to learn about their cultural heritage, other cultures and the origins of cultural practices and events commemorated by activities delivered by the centre or by external groups.
- There is regular consultation with CALD staff, families and community leaders regarding ways to limit distress caused to CALD young people by being in detention. The Centre encourages and enables CALD families and communities to assist managing and supporting their young people.

Supporting References
HAVANA RULES rr 6, 12, 38
UNCRC art 30

1.7. The distinct needs of young women and girls in custody should be recognised and they should have equitable access to services, activities and amenities.

- A ‘Young Women and Girls’ strategy informs the management of their detention, with measurable outcomes and regular reviews. The strategy also highlights the needs of Aboriginal young women and girls.
- There are staff, resources and infrastructure specifically available for young women and girls. The design of the detention infrastructure is appropriate to young women and girls, and is not just a replica of male areas. This may mean different décor and fittings, different styles of accommodation and living areas, different levels of staff and areas for supervision, programs and other considerations.
- Within mixed-gender centres, there is a separate, well-resourced female precinct and parity of access to activities and services between genders. Young women and girls are accommodated separately from young men and boys with private recreation areas available, screened off from male view.
- Gender-specific programs, interventions and activities should be available, tailored to the needs of the population, with female-specific programs flexible enough to change with fluctuations in the female

population.

- Segregated living does not prevent some integration of genders during well-supervised activities, programs, visits and social or recreational occasions. Young women and girls can also take part in general programs and mixed-gender activities when appropriate. Participation in mixed-gender activities is not compulsory with an easy opt-out option without recrimination.
- There is sufficient female staff to enable appropriate management and support of young women and girls in custody, including Aboriginal women preferably 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.
- While staff of either gender can supervise general activities (with regular, positive contact with the opposite gender encouraged as part of healthy development and modelling appropriate behaviour), staff of the same gender must conduct personal searches.
- The health centre provides appropriate health services tailored to young women's health, including (but not limited to) preventative health and health promotion, reproductive and sexual health screening and treatment, diet and nutrition, with a focus on young Aboriginal women's health. Specific health services are available to young mothers and young women who are or have been pregnant.

Supporting References

UNCRC arts 24(2)(d), 24(2)(e), 24(2)(f)
BEIJING RULES rr 13.5, 22.2, 26.2, 26.4
HAVANA RULES r 28
BANGKOK RULES rr 10, 13, 16, 19, 42(1), 54, 55
MANDELA RULES r 11
DGJFANZ5.307-5.310

1.8. The distinct needs of transgender, intersex and non-binary young people in custody should be recognised and they should have equitable access to services, activities and amenities.

- Decisions about the location of a transgender, intersex or non-binary young person take into account the young person's views. Young people are located in a centre that can meet the needs of the gender with which they identify.
- All young people have access to the items they use to maintain their gender appearance.
- Young people are permitted to live permanently in the gender with which they identify.

- Young people are referred to and addressed using terminology agreed with the young person, including in relation to gender, names and pronouns.
- Young people, including young people who wish to begin gender reassignment, are able to access appropriate, specialist medical and psychological support that meets their needs and is equivalent to what they would receive in the community.
- All young people are supported in relation to their gender identity and expression through specific support groups and schemes within the centre, and referral to external support networks.
- There are arrangements to educate staff, enabling them to adequately support young people in transition and on all matters relating to gender identity and expression.

Supporting References
Yogyakarta Principles
CDGSOG

1.9. The distinct needs of young people of all sexual orientations in custody should be recognised and they should have equitable access to services, activities and amenities.

- Staff training and development promotes equal respect for people of all sexual orientations and raises awareness of the discrimination faced by gay and bisexual young people.
- Acceptance of all sexual orientations is promoted.
- Action is taken to identify and prevent homophobic language and behaviour and interventions for challenging homophobic and discriminatory bullying are in place.
- Young people who are gay or bisexual are supported via specific support groups and schemes within the centre and through referral to external support networks.

Supporting References
Yogyakarta Principles
CDGSOG

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

- All young people have easy and private access to representatives of their faith.
- Young people know the timings of religious services; these timings are appropriate to different religions.

- Centre activities are arranged so that young people are able to attend religious services.
- Worship areas are equipped with facilities and resources for all faiths.
- Religious representatives demonstrate and promote understanding, acceptance of and respect for, different religions.
- Young people are able to attend faith classes and groups in addition to worship and private discussions.
- Young people are able to obtain, keep and use artefacts that have religious or cultural significance, provided they do not pose a risk to safety or security.
- Young people are able to celebrate religious and cultural festivals and are encouraged to participate in their planning and organisation. These are actively promoted to all young people.
- Monitoring of the different religions in the centre population is comprehensive, accurate and is reviewed regularly to shape service provision.
- Aboriginal spirituality should be encouraged and strengthened through cultural programs, visits with Elders and other representatives of Aboriginal communities and through observance of customs, rite of passage and tribal traditions.

Supporting References
 HAVANA RULES r 48
 UNCRC arts 14, 30
 C(DC) Regulation pt 12
 AJJA 3.11
 ACCG Charter

1.11. The distinct needs of foreign national young people in custody should be recognised and they should have equitable access to services, activities and amenities.

- Young people from outside Australia receive assistance to maintain contact with family through provision of overseas phone calls, use of video link or internet video conferencing and other available means. Arrangements are flexible in consideration of international time zones and appropriate times to call.
- Young people are provided with information about their immigration status and immigration procedures in different languages and formats and

provided with help to understand them.

- Regular liaison takes place with immigration authorities and young people are informed as early as possible in their sentence whether they are being considered for removal or deportation.
- Young people at risk of deportation are offered appropriate support when visited by immigration officials.
- Staff understand the potential impact of deportation decisions on a young person's mental health and provide appropriate support.
- Young people who are to be deported at the end of a custodial sentence should be prepared for deportation during release planning.
- Staff responsible for managing immigration issues and liaison are appropriately trained.
- Accurate records are kept of young people who may find communicating in English challenging. Strategies are in place to overcome any language barriers.
- Young people have access to independent immigration advice and support agencies, including resettlement, translation and interpreting services.
- Young people should be placed at centres that best provide any non-standard services necessary for their humane treatment, for example access to interpreters and consular services

Supporting References
HAVANA RULES r 6
ERJO rr 104,105
EPR r 37

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

- Information is managed and stored with respect for confidentiality and security.
- Protocols and procedures are in place to facilitate appropriate information sharing between agencies directly involved in managing individual young people.
- Procedures are in place to ensure the protection of young people from exposure to the media (especially during court transports and external activities).

- Appropriate checks are made on visitors or telephone callers to reasonably ensure they are genuine and appropriate to talk to or visit young people, or be given any information about specific young people.
- Documents gained whilst in detention intended for use in the community do not indicate the young person was in detention (for example, school certificates, work references, identification, medical referrals) unless directly relevant or required.
- Staff understand their obligations in relation to privacy and confidentiality and information sharing.

Supporting References
 BEIJING RULES rr 8.1, 8.2
 UNCRC art 16
 HAVANA RULES rr 19, 40, 87
 C(DC) Act s 39B
 CSS 1(e)

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

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

Supporting References
 HAVANA RULES rr 21, 23
 C(DC) Act s 7
 C(DC) Regulation cl 149

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

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

Supporting References

HAVANA RULES rr 24, 25, 75, 76, 77, 78
C(DC) Regulation pt 5
Omb Act s 12
ACCG Charter
AJJA 1.8
CSS 2(d), 6,9(b)

2. Informed Advice

These Standards ensure that professional, timely, and evidence-based advice is provided to courts, statutory authorities and other stakeholders.

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

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

Supporting References
HAVANA RULES r 87(c)
C(DC) Regulation pt 5
CSS 10

2.2. **Staff comply with legislative reporting requirements.**

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

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

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

3. Service Delivery

These Standards address the provision of services that support compliance, contribute to reducing offending, increase community safety, and support positive behaviour.

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

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

Supporting References

HAVANA RULES rr 12, 31, 34, 36, 66, 87
UNCRC arts 27(1), 37
C(DC) Act s 22
C(DC) Regulation cls 9, 65, 66
ACCG Charter
CSS 1, 4, 5, 7, 8, 9, 10

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

- There is a clearly articulated and understood operating philosophy within youth justice centres. This philosophy accords with legislative requirements relating to youth detention.

- Youth justice centres have a clear focus on developmental needs, links to family support, through-care from and to the community as well as the specific needs of individual young people.
- Youth justice services and facilities are located separately from adult custodial facilities.
- Young people in detention are viewed in light of their individual circumstances and needs, although this will include consideration of their collective context as well. Procedures try to avoid taking a 'blanket approach' and cater to the individual needs of young people.

Supporting References
HAVANA RULES rr 30, 31, 32, 85
UNCRC arts 3, 27(1), 27(2)

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

- Admission discussions take place in a clean, secure, non-threatening and confidential environment.
- Young people are always asked if it is their first time in custody and treated accordingly.
- All staff deal with sensitive information in an appropriate manner and ensure that the needs of the young person are communicated to all relevant parties.
- Upon admission, at risk young people are identified and strategies developed to ensure their safety.
- Young people are examined by a medical professional within two hours of admission to identify any conditions that require attention.
- All assessment instruments are appropriate to determine the needs and risk of young people entering detention.
- Until they are assessed, all young people are treated as being high risk and are subject to more frequent welfare checks than standard.
- Young people are held in reception for as short a time as possible and are not left for long periods with nothing to do.
- Prior to being locked down on their first night, and regardless of the time, young people are given the opportunity to shower and have a hot meal.

- All new arrivals are offered the chance to speak to a member of the chaplaincy or peer support team on their first night or the following morning.
- Young people are given a pack containing essential basic toiletry items.
- Staff spend time with young people on their first morning to assess how they are coping.

Supporting References

UKHEALTH ch 4
 HAVANA RULES rr 21(e), 27, 28
 BANGKOK RULES rr 5,6
 UNCRC art 37
 AJJA 10.1

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

- All young people receive a structured and comprehensive induction which leaves them with a clear understanding of the centre and how to access any information or service they need or deal with problems.
- Staff should reinforce the information given in reception and be easily approachable for questions to be asked on a continuing basis.
- An individual interview takes place during the induction program to assess how the young person is feeling about being in custody.
- Young people are informed about the centre's procedures to protect them from bullying, peer pressure and abuse.
- Young people are informed that their private information will be treated confidentially.
- There is a 'peer support' program to support young people and supervision provided for the peer supporter.
- The incentives scheme is explained clearly.
- Young people should be made aware of whom they can speak to if they have concerns about their care and custody in detention and how they can contact those people or agencies, including Official Visitors, NSW Ombudsman, Health Care Complaints Commission, Aboriginal Legal Service and the Independent Commission Against Corruption.

Supporting References

HAVANA RULES rr 24, 25 75, 76, 77, 78
 ICAC Act s 10
 OMB Act s 12

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

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

Supporting References
UNCRC art 39
MANDELA RULES r 61
C(DC) Regulation pt 3

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

- Release planning should commence when the young person enters custody, based upon the needs and risks identified through assessment.
- There should be a step-down process leading up to a young person's release, with external activities, day release, or similar options and connection with external community agencies.

- Preferably all young people should have some community experiences, external to the centre, prior to release.
- All young people should have a discharge interview and plan to ensure they are aware of any relevant requirements they may have following release, together with appropriate services and contacts in the community.
- Young people should leave detention with their immediate needs met, including having education arrangements, accommodation, transitional support structures and contacts in place.
- Preparation for young people with serious and enduring mental health problems should ensure that they continue to be managed appropriately on release.
- Suitable clothes, shoes and bags are available to young people on release who do not have them.

Supporting References
 BEIJING RULES r 29.1
 HAVANA RULES rr 53, 59, 79, 80
 C(DC) Regulation cl 19
 ACCG Charter

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

- Program development and delivery is based on research and evaluation outcomes.
- A detailed education plan should be developed in conjunction with the young person as part of their case management, following a thorough assessment of their needs and abilities.
- Education plans should contain clear goals and be used to record and review the young person's progress.
- Young people are permitted and encouraged to continue their schooling whilst in detention.
- Young people can also access vocational programs that will develop their potential for when they are released.
- Education and training programs are equal to the standard available in the community to enable continuity and recognition of prior learning.
- The range of educational and training programs can accommodate the disparate needs of the young people in the centre.
- Sentence status does not impinge on access to education and training.

- A range of teaching methods should be available and should not be limited to the classroom environment.
- High quality learning support is available for those who need it to make progress. Those who do not progress are assessed further and supported accordingly.
- Up-to-date technology and mass media should be available.
- Exclusion from education is used only as a last resort and where a young person is excluded, appropriate learning activities are provided.
- Young people who refuse to attend education activities are monitored closely. Case management plans addresses such difficulties and works toward them undertaking relevant education as soon as possible.

Supporting References

BEIJING RULES rr 13.5, 26.6
 UNCRC arts 13(1), 13(2), 17, 28,29
 HAVANA RULES rr 38, 39, 41, 42, 43, 62
 C(DC) Act ss 14(1)(b), 24(1A)(e)(f)
 C(DC) Regulation cls 13, 18, 19
 ACCG Charter

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

- Programs offered to young people in custody should have the aim of improving the skills of the young person and reducing their likelihood of reoffending. In addition to addressing their criminogenic needs, programs and education should aim to better equip them for life when they are released.
- Drug and alcohol awareness programs are available for at risk young people.
- Drug and alcohol dependent young people have a suitable program drawn up based on a thorough assessment.
- Psychosocial interventions are integrated with clinical treatment.
- In addition to treatment programs, targeted interventions may include personal development and life skills programs or personalised programs such as counselling or 'buddy' programs.
- Interventions are regularly reviewed and externally evaluated for effectiveness.

- Details of progress and achievements during all activities undertaken in custody are made available in a timely manner for presentence reports, parole hearings and to support post release arrangements.

Supporting References
UNCRC art 39
HAVANA RULES r 54
C(DC) Regulation cl 19
ACCG Charter

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

- Alternatives to transport should be used whenever possible, for example, the use of video links for court appearances and the provision of in-house medical and dental services.
- Prior to travel, all young people should be assessed to ascertain the potential negative impact of such travel and ways to minimise this impact.
- Any special needs identified must be met to minimise the impact of travel, including for young people with disability, who are injured, or pregnant.
- Young people are given food/drinks and adequate comfort breaks during transfer, which are suitable for the length of the journey (as a guide, every 3 hours).
- Young people are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for property and with suitable emergency supplies and hygiene packs for young women.
- There should be a capacity to broadcast essential information to vehicle passengers and for passengers to make contact with transport officers.
- Vehicles must be able to be tracked in real time.
- A cool store for staff and young people's food and drinks must be provided.
- Where regional facilities are used for overnight stays they must provide an adequate level of accommodation and services.
- High security escorts, while ensuring security and safety, must also have regard to the welfare and dignity of young people.
- Methods of restraint are only used if they are justified by a risk assessment. These are to be documented and reported.

Supporting References

3.10. The un-sentenced status of remanded young people should be respected in the way they are treated while in detention. Remandees must have the same access to services, activities and amenities as sentenced young people, and be able to access additional services required in line with their remand status.

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

Supporting References
BEIJING RULES r 7.1
UNCRC art 40(2)
HAVANA RULES rr 17, 18

3.11. Young people have access to a library which meets Australian standards and are encouraged to use it frequently.³

- The library stocks a range of books for a range of reading abilities and interests.

³ See the Australian Library and Information Association, *Minimum Standard Guidelines for Library Services to Prisoners* (2015).

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

Supporting References

HAVANA RULES r 41

EPR r 28.5

MANDELA RULES r 64

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

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

Supporting References

HAVANA RULES r 12

C(DC) Regulation cls 9, 18, 19

AJJA 10.4

ACCG Charter

4. Family and Community

These Standards seek to reduce offending by working with families and engaging their support and that of cultural networks of young people who are involved in the youth justice system.

4.1. Family support should be encouraged.

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

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

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

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

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

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

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

Supporting References
UNCRC art 15
HAVANA RULES rr 59, 62
CSS 2(b)

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

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

Supporting References
BEIJING RULES r 29.1
HAVANA RULES rr 59, 79, 80
C(DC) Regulation cl 19
ACCG Charter

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

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

- Specific services should be available for pregnant young women and new mothers in addition to youth health services. This may include appropriate food and nutrition, maternal health services, and flexible visiting arrangements.
- Developmentally appropriate relationship and sexual health programs, and programs on parenting skills and child health should be available to all young people regardless of their parental status.
- Young people are helped to fulfil any parental responsibilities. Young people undergoing separation and child protection procedures are well supported.

Supporting References

UNCRC arts 18, 24(2)

BANGKOK RULES rr 2, 3, 5, 15, 21, 23, 26, 28, 42(2)(3), 48(1)(2), 52(3), 53

MANDELA RULES rr 7(f), 28

5. Partnerships

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

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

- Education, training and skills-development is provided in coordination with external organisations, leading to demonstrable benefits for young people.
- The centre seeks partnerships with research bodies or businesses in the community to enhance sustainability.
- Youth Justice NSW seeks partnerships with organisations to enhance research and evaluation of its practices.

Supporting References

BEIJING RULES rr 30.1, 30.2, 30.3
AJJA 5.1, 5.2

6. Infrastructure

These Standards detail the facilities and resources that are required to deliver effective and efficient youth justice services.

6.1. Youth justice centres are not oppressive environments and operate flexibly to allow young people to feel safe and comfortable.

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

Supporting References

UNCRC arts 3(3), 27(1), 37(a) 37(c)

HAVANA RULES rr 17, 30, 31, 32

TGPP s.A7

C(DC) Act s 21(1)(d)

AJJA 9.1

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

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

Supporting References
 UNCRC art 3(3)
 HAVANA RULES rr 31,32
 TGPP
 AJJA 9.1, 9.2

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

- The centre is a safe working environment for all staff (including visiting or external staff).
- An incident response capability must be in place that is commensurate with assessed risk.
- Systems and equipment must be secured safely, tested regularly and maintained or upgraded to ensure serviceability and effectiveness. This may include large-scale systems such as in-room call systems, 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 and evacuation plans must be up-to-date, regularly reviewed, with all staff appropriately trained. Regular drills involving young people as well as staff are conducted.
- Physical and procedural security assists with the management, monitoring and responding to incidents.
- Staff are trained in Workplace Health and Safety and specific training for the use of emergency equipment is provided.
- The use of any emergency response equipment is accurately recorded in a register.
- Hygiene and sanitation must meet the requirements of all relevant legislation.

- Emergency responses to incidents are documented, recorded and reported in accordance with agreed protocols.

Supporting References

UKHEALTH 6.3, 11.1.6, 14.2

HAVANA RULES r 32

WHS Act ss 20, 27, 28, 29

AJJA 8.2, 8.3, 8.10, 9.2

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

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

Supporting References

UNSDG 6, 7, 9, 11, 12, 13

BPP 2

7. Workforce

These Standards ensure workforce practices that support staff to deliver effective and efficient youth justice services.

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

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

- Appropriate screening should be conducted on staff from external agencies who deliver services either within the centre or engage in external activities with young people.
- Staff are provided with excellent supervision and management.

Supporting References

UNCRC art 3(3)
 HAVANA RULES rr 81, 82, 83, 86
 CSS 5
 AJJA 8

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

- The staffing model of the centre should be subject to regular reviews and modification to ensure it continues to be suitably diverse.

Supporting References

BEIJING RULES r 22.2
 AJJA 8.8, 8.9
 RCIADIC recs 178, 237

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

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

Supporting References

HAVANA RULES r 85
 RCIADIC recs 122, 155, 210, 237, 238
 AJJA 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7

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

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

Supporting References
HAVANA RULES rr, 83, 87
ERJO rr 18, 19, 88
AJJA 8.2
ACCG Charter

8. Security

These Standards underscore the importance of ensuring that the environments in which young people are lawfully detained are safe, secure, and developmentally appropriate.

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

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

Supporting References
UNCRC arts 3(3), 19(1)
C(DC) Regulation cl 7
AJJA 9.1, 9.3
GP 1.1.4, 1.1.8, 1.2.3

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

- The core of centre security should rest on the encouragement of positive rapport between staff and young people.
- Staff interact with young people well and there are enough staff to supervise young people and specific areas and activities.

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

Supporting References
 UNCRC art 3(3)
 HAVANA RULES r 12
 AJJA 9.3

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

- The use of force, including the use of any form of restraints, on a young person should only be used when it is necessary to prevent an escape, an imminent and serious threat of self-harm or injury to others, and/or in accordance with legislation and only when all other means of control have been exhausted.
- The use of force, including the use of any form of restraints, should not cause humiliation or degradation and should be used for the shortest time possible.

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

Supporting References

UNCRC arts 19(1), 37(a)
 HAVANA RULES rr. 63, 64, 65
 AJJA 9.3, 9.4
 C(DC) Regulation cls. 65, 66
 ACCGPS 7, 8

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

- Searches of a young person should only be conducted when reasonable and necessary for maintaining the security and safety of the centre, staff and young people, while being proportionate to the circumstances.

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

Supporting References
 AJJA 9.1, 9.3
 C(DC) Regulation cl 11A
 ACCGPS 9

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

- Personal searches must be conducted in a manner which protects the safety and dignity of those being searched.
- Unclothed searches are only used as a last resort and are based on intelligence. Prior to this other means of searching such as pat searches, metal detectors and increased surveillance are used.
- Staff are appropriately trained to conduct unclothed searches in a discrete and sensitive manner and are the same sex as the young person. Where the young person identifies as transgender, intersex or non-binary, the young person will nominate the gender of the staff conducting the search.
- The search is conducted as quickly as possible; the young person is allowed to remain partially clothed, and permitted to dress as soon as it is complete.

- A register is kept of all searches, the reasons for them, who conducted the search and the outcomes.
- The centre must have in place standard operating procedures for refusal to comply with an unclothed search or pat search.
- Strip searching is not routinely conducted as part of the general routine of the centre or on entry to a centre where a young person has been in the company of youth justice staff or transported in a secure vehicle.
- Cavity searches are never to be conducted.

Supporting References
C(DC) Regulation cl 11A
AJJA 9.3
ACCGPS 9

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

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

- Data from all disciplinary procedures is monitored on a regular basis to identify trends and patterns.
- Collective sanctions are prohibited.
- Young people never undertake disciplinary roles in the centre.

Supporting References

AJJA 3.9, 9.3
HAVANA RULES rr . 66, 67, 68, 69, 70, 71

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

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

Supporting References

C(DC) Regulation cl 5
AJJA 3.7
ACCG Charter

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

- There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage poor behaviour.
- Good behaviour is rewarded and acknowledged.

- Unhealthy food should be avoided where possible for regular incentives. Healthy food choices and sugar free options for food and drinks should be made available.
- Young people are kept up to date with their progress on the behaviour management scheme and have the opportunity to comment.
- Young people who are likely to be downgraded on the behaviour management scheme are warned in advance, where possible.
- Young people can appeal against a decision.
- The status of a young person can only change following a review.
- Young people retain comparative status on transfer from another centre.
- The regime for those on the lowest level of the behaviour management scheme is not overly punitive and provides the opportunity for them for them to demonstrate improvement in their behaviour.

Supporting References
 HAVANA RULES rr 25, 66, 67, 68, 69, 70 ,87(a)
 C(DC) Regulation cl 19(2)
 AJJA 3.6, 3.9

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

- Young people are separated or segregated only in accordance with legislation and in response to an unacceptable risk to themselves or others and only when all other means of control have been exhausted.
- Separation and segregation should never be used as a sanction or to obtain compliance with staff instructions.
- An accurate separation and segregation register recording details of the separation and the young person's routine while in separation is maintained.
- Staff closely supervise those in separation or segregation and they are not left for long periods of time with nothing to occupy them.
- Except for when a young person is separated due to presenting as a serious risk of suicide or self-harm, and subject to risk assessment, the conditions of separation or segregation provide no less amenity than normal accommodation.

- Special high-security regimes must ensure that young people are treated with decency and dignity with a comprehensive range of activities as practicable.
- Special high-security regimes must address young people's needs, including mental health and sentence management needs.
- Special high-security regimes must provide multi-disciplinary case management through regular reviews by fully trained professional staff.

Supporting References

HAVANA RULES rr 66, 67
 MANDELA RULES r 1
 C(DC) Act ss 16, 19, 21, 22
 ACCGPS 10
 GP 1.1.4, 3.1.4, 3.1.13, 3.2.9, 3.3.8, 3.3.9

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

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

Supporting References

BEIJING RULES r 26.2
 UNCRC art 2
 HAVANA RULES rr 87(a), 87(d)

9. Health and Wellbeing

These Standards provide guidance to youth justice services about ways that optimise the health and wellbeing of young people.

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

- The centre has child and adolescent focused health services available to meet the needs of the population that shall be of a standard at least equal to that available in the community.
- This may include a mix of on-site, visiting and external services, such as nursing, medical, dental, mental health, drug and alcohol, and sexual health services.
- Health services are tailored to meet the needs of individuals as well as specific groups which have identified needs.
- When appropriate health services are not available, young people are to be transferred to local health district emergency departments for evaluation and assessment.
- Record keeping systems enable health trends and needs within the population to be monitored.
- Young people have regular access to dentists and oral health professionals.

Supporting References

UNCRC arts 6(2), 24
HAVANA RULES rr 49 , 50, 51, 52, 53, 54, 55
C(DC) Regulation cls 8, Part 11
ACCG Charter

9.2. **Young people in custody with actual or suspected mental health issues should have access to age and culturally appropriate mental health services in a timely manner.**

- There are suitably-trained mental health professionals on-site such as a mental health nurse, visiting specialist GP, psychologist or psychiatrist to conduct mental health assessments and monitor progress.

- Responsive arrangements exist with suitable services to refer young people with mental health problems.
- Services are also sought to meet the needs of young people from culturally and linguistically diverse backgrounds including (interpreters, gender-specific specialists and refugee/migrant services, whether on-site, contracted or sought on a case-by-case basis according to individual need.
- Many young people may have experienced trauma (whether recent or in their past) so specific services should be available to deal with this, such as grief counselling or sexual assault counselling services.
- There are strong links to services in the community for support and treatment during detention and upon release, including family services and family groups.

Supporting References

UNCRC arts 25, 39
 HAVANA RULES rr 49, 53
 RCIADIC recs 151, 152, 266
 ACCG Charter

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

- Young people at risk of self-harm or suicide are identified as early as possible. Staff remain vigilant to changes in behaviour and attitudes of young people throughout their time in detention.
- Young people identified as at risk of self-harm and/or suicide are referred to the Justice Health & Forensic Mental Health Network staff immediately for early intervention management. If the situation arises after hours, the Justice Health & Forensic Mental Health Network After Hours Nurse Manager is contacted for advice.
- A detailed care and support plan for the young person is devised and details the individual staff responsible for supporting the young person.
- Young people are encouraged to contribute to developing their care plan and identify their own support needs.
- Families are also involved in the development and review of care plans, where this is appropriate.
- Arrangements are in place for following up after a care and support plan has been closed; this includes a follow-up assessment of the young person.
- Young people at high risk of suicide or self-harm are subject to closer and more frequent observation, the details of which are documented.

- All incidents of self-harm or attempted self-harm are investigated and have an incident report prepared and forwarded to the appropriate agencies and officers.
- All centres must have an observation room where young people at high risk can be placed and monitored; this facility should not cause further psychological or physical harm to the young person.
- All young people have access to confidential telephone help lines.
- Where a young person is considered to be an extreme suicide risk, they are not forced to wear non-rip clothing and instead are placed under constant surveillance.
- All staff are trained in suicide awareness and first response to a self-harm or suicide incident. This training is updated regularly.
- Debriefs are held following any significant incident to discuss the operational procedures and outcomes and identify any areas for improvement.
- In addition to an operational debrief following an incident, staff have access to counselling services.
- All young people's rooms have a serviceable alarm or intercom system which gives direct communication to youth workers.
- There is a documented procedure in place which ensures that recommendations from incident investigations are followed through to implementation.

Supporting References

UNCRC art 39
 HAVANA RULES rr 28, 87(d)
 AJJA 10.7

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

- Justice Health & Forensic Mental Health Network staff are to complete an initial medical assessment within 48 hours of arrival in custody.
- Youth Justice staff are to complete an initial psychological assessment within 48 hours of arrival in custody.
- The need for referrals to appropriate health services such as medical, drug and alcohol or mental health are made during the initial assessment.
- The initial health care assessment identifies any special needs of the young person and is shared with their caseworker.

- Where possible, young people can be examined by a doctor of the same gender.
- Every young person has access to remedial and preventative medical care and pharmaceutical products and special diets as indicated on their medical record.
- Medical care and medicine is only administered when necessary and with the consent of the young person or their carer/guardian. In the absence of a guardian, the Secretary or their delegate may authorise the treatment in cases where it would be detrimental to delay it.

Supporting References
HAVANA RULES rr 49, 50, 51, 52, 53, 54, 55
C(DC) Regulation cl 8(2), pt 11

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

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

Supporting References
UKHEALTH 6.2, 13.5.3
HCC Act div 1; ss28, 45
ACCG Charter

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

- Information and education regarding healthy living and the importance of diet and exercise is provided and supported across the centre, both within the accommodation units and through recreational and more structured education sessions.
- Personal hygiene and housekeeping is monitored at unit level.

- Young people coming from street living are supported and guided in becoming familiar with community standards of hygiene and/or contemporary kitchens, appliances, and bedding, etc. wherever necessary.
- All staff and young people involved in food preparation or food serving have undertaken food safety training.
- All young people undertake basic food safety and hygiene awareness training.
- Health promotions cover a range of issues linked to lifestyle: alcohol, smoking, drug education, hygiene, sleep, nutrition, fitness, sex education, positive relationships and family and domestic violence issues.
- Such programs are to be delivered to an individual or an appropriate mix of young people.
- Food is hygienically stored and prepared in accordance with Food Standards Australia New Zealand guidelines.
- Food is of a suitable quality, quantity, and variety to meet the nutritional needs of young people.
- All meals (particularly non-nutritious foods) are portion-controlled.
- Young people with specific medical or cultural/religious dietary requirements are catered for.
- There should be continuous access to clean drinking water.
- Young people are given the opportunity to cater for themselves where appropriate.

Supporting References
 HAVANA RULES rr 37, 47
 UKHEALTH 6.5, 15.2.1
 C(DC) Regulation cls 9, 133
 ACCG Charter

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

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

9.8. Young people should have a minimum 10 hours out of room each day, including at least one hour in the open air.

- These out of room hours are used to promote attendance at education and programs as well as recreation activities.
- Hours out of room should only be reduced in exceptional circumstances and where deemed necessary by the Centre Manager.
- Young people are never subjected to a routine that amounts to solitary confinement.⁴
- Young people have access to properly equipped association areas, which are in good order, with seating, tables, games and a quiet area.
- The regime of the centre encourages young people to make the most of their time there.
- Daily routines for young people are predictable. Normal times for association and time in the open air are publicised and consistent.
- Activities are not cancelled without good reason. Reasons for cancellation are explained to young people in advance.
- Young people are given the opportunity and are encouraged to spend at least one hour a day engaged in outdoor physical activities.
- Young people are let out of their rooms at the published times.
- Timetabling arrangements maximise the use of resources and staff time and allow training and education activities to take place with minimal interruptions.

⁴ The United Nations Standard Minimum Rules for the Treatment of Prisoners defines solitary confinement as confinement 'for 22 hours or more a day without meaningful human contact'.

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

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

Supporting References

UNCRC arts 29(1)(a), 31
HAVANA RULES rr 18(c), 47
C(DC) Regulation cl 9(2)
ACCG Charter

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

- Young people have access to laundry facilities at least weekly to wash and iron their clothing.
- Young people are provided with enough clean underwear and socks to be able to change them daily.

- Young people are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions.
- Issued clothes are a good fit and in good condition.
- Razors and nail clippers should be allowed with adequate supervision and taking into account individual risk factors.
- Young people have access to clean linen and bedding, including warm coverings.

Supporting References
HAVANA RULES rr 31, 33, 34, 36
BANGKOK RULES r 5

9.11. Meals and other daily routines must be conducted at times consistent with community standards.

- Advice from dieticians or nutritionists is regularly sought to update the menu.

Meals are served at times consistent with those generally observed in the community.

- Meals are eaten communally.
- Pregnant young women and nursing mothers receive appropriate extra food supplies.
- Young people in transit or at court do not miss out on a main meal.

Supporting References
HAVANA RULES r 37
BANGKOK RULES r 48(1)
C(DC) Regulation cl 9(1)

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

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

- Young people are able to access their stored property on application and on release.

Supporting References
C(DC) Act s 17
C(DC) Regulation cls 12, 17

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

- Young people have access to a selected range of products at prices comparable to those in the community.
- The list of available goods is on display in every unit and in a format that is easy to read and understand.
- Orders can be placed at least once a week.
- The process has visible and active supervision by staff. The system is effectively managed to ensure young people are safe from bullying.
- A range of approved hobby materials are available for purchase.
- Healthy food choices and sugar free options for food and drinks are made available where possible and actively promoted in support of a healthy lifestyle.

Supporting Reference
EPR r 31.5