



OFFICE OF THE INSPECTOR
OF CUSTODIAL SERVICES

INSPECTION STANDARDS FOR YOUTH CUSTODIAL FACILITIES

Draft for consultation

JUNE 2026

*Independent oversight
that contributes to a more
accountable public sector*

The Inspector of Custodial Services and staff acknowledge Aboriginal and Torres Strait Islander people as the Traditional Custodians of this country, and their continuing connection to land, waters, and community throughout Australia. We pay our respects to them and their cultures, and to Elders, be they past or present.

Artwork Acknowledgement

Marcia McGuire – Kolbang ‘Going Forward’ (2025)

Format: Digital illustration (cover uses elements)

The artwork *Kolbang* – meaning ‘going forward’ – depicts the positive impacts the Office of the Inspector of Custodial Services has on the custodial estate in Western Australia.

The artwork embodies traditional knowledge passed on from Marcia McGuire’s families of the Whadjuk, Ballardong, Yued Noongar and Badimia Yamatji Aboriginal People.



Inspection Standards for Youth Custodial Facilities

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Table of Contents

| | |
|---|-----|
| Introduction | iv |
| How we use the Youth Standards..... | v |
| Cohort outcomes..... | vii |
| Section 1: Governance..... | 1 |
| Standard 1 – Operational planning..... | 2 |
| Standard 2 – Human resources..... | 3 |
| Standard 3 – Community relations | 5 |
| Section 2: Early days in custody | 7 |
| Standard 4 – Reception and support | 8 |
| Standard 5 – Orientation..... | 10 |
| Standard 6 – Support for young people on remand and arrest..... | 12 |
| Section 3: Duty of care..... | 14 |
| Standard 7 – Access to legal supports | 15 |
| Standard 8 – Feeling safe | 16 |
| Standard 9 – Victims of abuse or trauma | 18 |
| Standard 10 – Complaints..... | 19 |
| Section 4: Daily life..... | 22 |
| Standard 11 – Living conditions..... | 23 |
| Standard 12 – Hygiene, clothing, and bedding | 25 |
| Standard 13 – Contact with family and visits | 28 |
| Standard 14 – Food and nutrition | 33 |
| Standard 15 – Money and purchases | 34 |
| Standard 16 – Purposeful activities | 36 |
| Standard 17 – Chaplaincy and faith services | 40 |
| Section 5: Health and support..... | 42 |
| Standard 18 – Physical health care | 43 |
| Standard 19 – Mental health care..... | 47 |
| Standard 20 – Substance use treatment..... | 48 |
| Standard 21 – Support..... | 50 |
| Section 6: Rehabilitation..... | 53 |
| Standard 22 – Classification, sentence administration, and case management..... | 54 |
| Standard 23 – Programs and education..... | 58 |

Draft for consultation

| | |
|--|----|
| Standard 24 – Preparation for release..... | 62 |
| Standard 25 – Young people transferring to adult custodial facilities..... | 64 |
| Section 7: Managing behaviour | 66 |
| Standard 26 – Encouraging positive behaviour | 67 |
| Standard 27 – Use of force and restraints | 70 |
| Standard 28 – Isolation and confinement | 73 |
| Section 8: Security | 76 |
| Standard 29 – Infrastructure..... | 77 |
| Standard 30 – Procedural security..... | 77 |
| Standard 31 – Relational security..... | 78 |
| Standard 32 – Searches..... | 79 |
| Standard 33 – Serious incidents and emergency management..... | 83 |
| Standard 34 – Transport | 84 |
| Appendix A Bibliography | 89 |

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Introduction

The Office of the Inspector of Custodial Services (the Office) provides independent oversight of custodial environments in Western Australia, with a focus on safeguarding the rights, safety, and wellbeing of people held in custody. Through inspections and reviews of custodial services, the Office provides assurance to the broader community. All inspection and review reports are tabled in the Western Australian Parliament and made publicly available.

The Inspection Standards for Youth Custodial Facilities (the Youth Standards) establish a framework for assessing how youth detention facilities meet the needs of young people in their care. The Youth Standards are grounded in a child-focussed, and rights-based approach, drawing on relevant international and national instruments that recognise the distinct status of children and young people in custody, including:

- The Universal Declaration of Human Rights (UN, 1948)
- United Nations *Convention on the Rights of the Child* (OHCHR, 1989)
- United Nations *Convention against Torture* (OHCHR, 1984)
- United Nations *Standard Minimum Rules for the Administration of Juvenile Justice* (The Beijing Rules) (OHCHR, 1985)
- United Nations *Rules for the Protection of Juveniles Deprived of their Liberty* (The Havana Rules) (OHCHR, 1990)
- United Nations *Standard Minimum Rules for the Treatment of Prisoners* (The Mandela Rules) (OHCHR, 2015)
- United Nations *Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders* (The Bangkok Rules) (OHCHR, 2010)
- United Nations *Convention on the Rights of Persons with Disabilities* (OHCHR, 2006)
- *National Principles for Child Safe Organisations* (AHRC, 2018)
- Australasian Youth Justice Administrators Standards (AJJA, 2023).

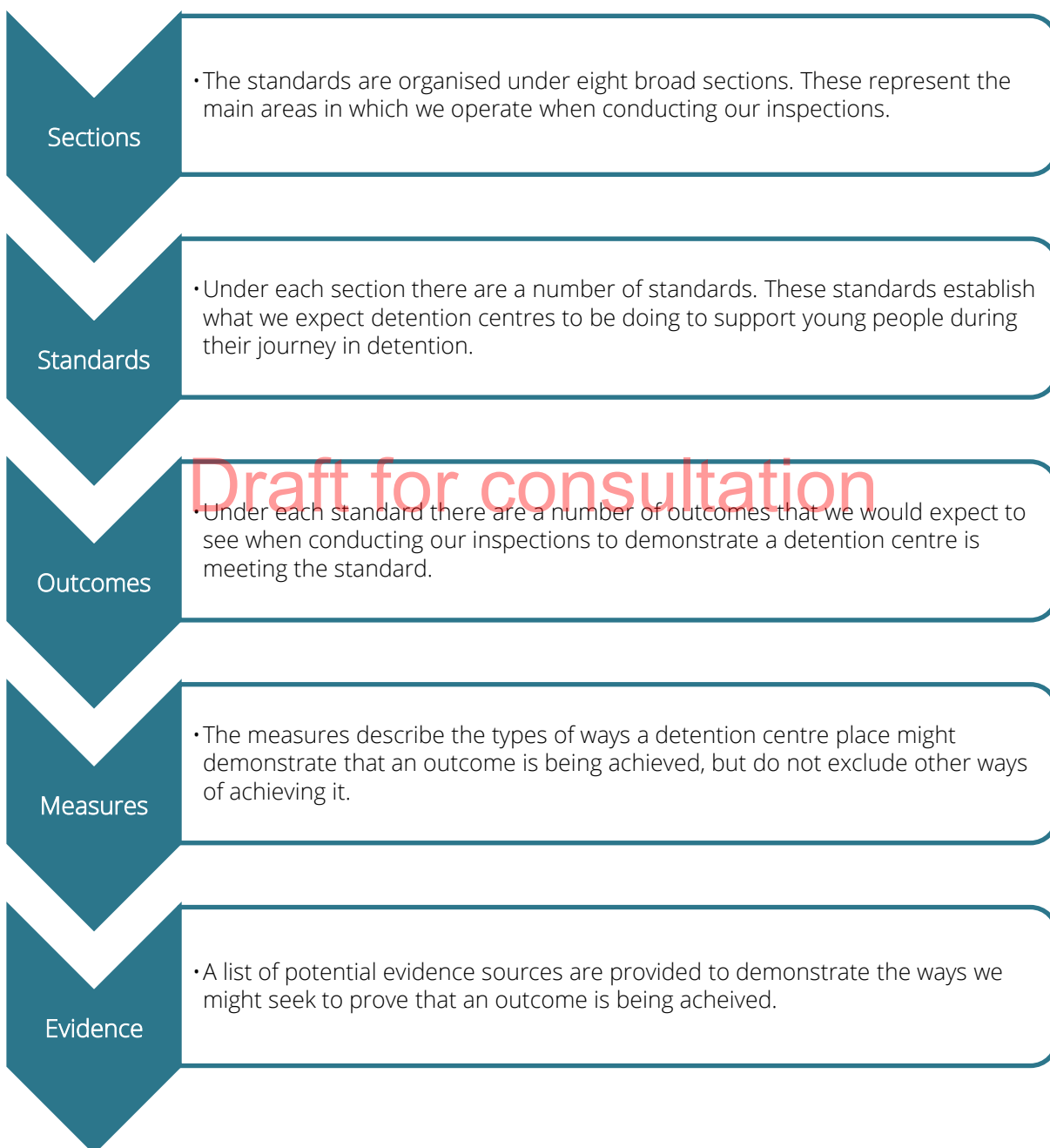
In developing the Youth Standards, the Office has considered the unique Western Australian context in which youth detention operates. This includes the significant overrepresentation of First Nations young people in custody, the impact of distance and remoteness on access to services and family connection, and the importance of culturally safe and trauma-informed practices.

The Youth Standards are structured to reflect a young person's experience over the course of their time in detention. They emphasise that youth detention should support each young person's development, rehabilitation and reintegration, and that detention environments must actively promote safety, dignity, participation, and wellbeing at every stage.

The Youth Standards will be subject to review to ensure they remain contemporary, responsive, and aligned with emerging evidence and best practice. We welcome feedback from all stakeholders, especially young people with lived experience of detention, their families, and those who support them.

How we use the Youth Standards

These standards establish the criteria we use to inspect each youth detention centre in Western Australia. The standards are organised under eight broad sections that are integral to a young person's safe and rehabilitative journey through youth detention. Under each section there are several standards that establish our minimum expectations for a detention centre's performance. Each standard has various outcomes we would expect to see if the standard was being met.





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Cohort outcomes

Throughout these standards there are outcomes that relate to specific cohorts of young people in detention. These outcomes consider the additional or unique needs of these cohorts. They have been woven throughout this document to ensure they are considered alongside the minimum standards for all young people in custody. The special cohorts accommodated throughout these standards include:

- First Nations young people
- Young women and girls
- Trans, gender diverse, and intersex young people
- Young people with disability

First Nations young people

First Nations young people in Western Australia are much more likely to be in detention than others, making up about 61% of the youth detention population. This is despite only representing less than 7% of the general youth population in community (AIHW, 2025). This is due to a mix of historical disadvantage, systemic issues, and social and economic challenges. Young people in detention environments are especially vulnerable when cut off from family, community and culture, reinforcing the importance of maintaining cultural connection wherever possible (Royal Commission into Institutional Responses to Child Sexual Abuse, 2017). They also often struggle with language and understanding how the legal and detention systems work, which makes it harder for them to get support and increases their isolation.

Young women and girls

Young women and girls in youth detention centres are a small but important group with different needs and risks compared to young men and boys. Many have complex health and wellbeing issues, and have experienced trauma such as sexual assault, family violence, or intimate partner violence (Malvaso, et al., 2022). They often struggle with low self-esteem and may have a history of self-harm or attempted suicide. These challenges can be even harder for those who are mothers, as being separated from their children while in detention can cause deep grief and anxiety.

Trans, gender diverse, and intersex people

Trans, gender diverse, and intersex young people in detention are especially vulnerable to discrimination and abuse. According to the Yogyakarta Principles, gender identity is a person's deeply felt sense of their gender, which may not match the sex they were assigned at birth (ICJ, 2007). For young trans people, their gender identity differs from their assigned sex. Intersex young people are born with physical traits that don't fit typical definitions of male or female bodies (OHCHR, 2016). These young people often face added challenges in detention, including misunderstanding, isolation, and lack of appropriate support.

Young people with disability

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability found people with disability are more likely to be involved in the justice system (Disability Royal Commission, 2023). Further to this, many young people in detention in Western Australia have neurodisabilities (Bower C, 2018). This means they need care that is tailored to their individual needs to avoid harm, isolation, and poor health – issues that have been seen in adult prisons. To support them properly, detention centres must be aware of disability-related needs and provide appropriate management. In this context, ‘disability’ includes both long-term impairments, as defined by the United Nations, and other short-term impairments that may affect a young person’s capacity while in detention (OHCHR, 2006).

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Basic principles for all young people in custody

Throughout these standards, reference to 'young person' means all young people held in Western Australian custodial facilities, regardless of their sentencing status, unless it is specifically cited.

At the core of the standards are nine basic principles. These principles are applicable to all young people at every stage of their time in detention.



All young people are treated with respect for their inherent dignity and value as human beings.



No young person in custody is subjected to, and all people are protected from, torture and other cruel, inhuman, or degrading treatment or punishment.



Young people identified as victims of torture or other cruel, inhuman, or degrading treatment or punishment are supported to address their specific needs and seek redress if they wish to do so.



Every person in a detention centre is safe and secure, including detained young people, custodial and non-custodial staff, service providers, and visitors.

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Young people in custody are not discriminated against on the grounds of race, colour, gender, gender identity, intersex status, sexuality, disability, language, religion, political opinion, national or social origin, property, birth, or any other status.



The individual needs of young people are identified and responded to without discrimination, particularly for the most vulnerable cohorts within the population.



All activities in detention centres are guided by the principle that people are detained as consequence of legal process, not for punishment.



Young people can access appropriate rehabilitation and reintegration activities, programs, and services to support their release.



The detention centre promotes personal responsibility, self-respect, and self-dignity, and seeks to minimise the differences between life in custody and life in the community.

Section 1: Governance

Objective: Comprehensive operational planning, accountable and transparent systems, and sufficient, competent staffing levels assist detention centres in meeting the objectives of youth detention and supporting the diverse needs of the young people and children being managed.

Standard 1 – Operational planning: A strategic vision informs a comprehensive plan of the youth detention centre's priorities, principles, values, and actions.

Standard 2 – Human resources: All staff possess the necessary skills and authority to manage young people in detention safely and effectively.

Standard 3 – Community relations: The youth detention centre engages appropriately with the local community.



Standard 1 – Operational planning

A strategic vision informs a comprehensive plan of the youth detention centre's priorities, principles, values, and actions.

| Outcomes | Measures | Possible sources of evidence |
|--|---|---|
| <p>The youth detention centre operates with a clear and comprehensive plan that seeks to prioritise the safety and wellbeing of young people in custody.</p> | <p>Effective execution of actions, demonstrating the plan is being put into practice as intended.</p> | <p>Plans: The detention centre can produce a documented plan that outlines local initiatives and is aligned to the Department's strategic priorities.</p> <p>Implementation reports: Detailed reports outlining the progress of actions, including timelines, milestones achieved, and any deviations from the original plan.</p> <p>Performance metrics: Data showing key performance indicators (KPIs), such as improvements in operational efficiency or safety metrics.</p> <p>Operational performance data: Statistics and reports showing improvements in key operational areas such as safety, rehabilitation outcomes, and overall effectiveness.</p> |
| | <p>Staff understand the plan set by the facility and how they contribute to achieving it.</p> | |
| | <p>Performance outcomes align with the plan set by the centre.</p> | |
| | <p>The plan is communicated clearly to stakeholders.</p> | |
| | <p>Risk management strategies focus on preventing, identifying, and mitigating risks to children and young people.</p> | |
| <p>The youth detention centre's operations and decisions reflect its core values, principles, and operational philosophy.</p> | <p>The centre's operations, policies, and decisions align with the established values, principles, and operational philosophy.</p> | <p>Plans: Planning documents outline how operations, policies, and decisions are intended to align with the centre's values and principles.</p> <p>Operational philosophy: The detention centre has a clearly articulated and documented operational philosophy that is available and understood by staff and young people and underpins operational decisions.</p> |
| | <p>The organisation follows a well-defined and widely understood operational philosophy that reflects best practice, is trauma-informed, aligns with the National Child Safe Organisation Principles, and focuses on the individual needs of each young person.</p> | |
| | <p>Procedures cater to the individual needs of young people in custody.</p> | |
| <p>Planning is financially robust, responsible, and responsive.</p> | <p>The detention centre's planning is supported by a robust budget and aligned with the centre's youth strategy.</p> | <p>Operational budgets: The detention centre can provide operating budgets that demonstrate its planning is fiscally responsible, and any response to budget pressures are handled with safe and sensible cost-saving measures.</p> |
| | <p>Detention centres develop and present detailed and responsible business cases.</p> | |

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| | Detention centres respond to budget pressure by implementing safe, secure, and sensible cost-saving measures. | |
| Standard 2 – Human resources | | |
| All staff possess the necessary skills and authority to manage young people in detention safely and effectively. | | |
| Outcomes | Measures | Possible sources of evidence |
| Staff possess the necessary knowledge, skills, and authority to work in a youth detention centre. | All positions have an accurate and current job description. | <p>Training records: Comprehensive training records are maintained by the centre to demonstrate both custodial and non-custodial staff have the necessary skills and competencies to perform their duties.</p> <p>Job description forms: All staff are appointed to positions with a current and accurate job description form (JDF).</p> <p>Access to supports: Supports available to staff are displayed throughout the site and communicated regularly.</p> <p>Policies and procedures: The centre has policies and procedures relating to staff including appointments, performance management, and management of allegations of misconduct.</p> |
| | Staff are appropriately authorised and receive security clearances for the work they perform. | |
| | <p>All staff:</p> <ul style="list-style-type: none"> • Understand the detention centre's operational philosophy, strategic vision and priorities. • Understand the legislation and policies to which they must adhere. • Demonstrate the knowledge and skills needed to perform their work professionally. • Complete mandatory training in a timely and effective manner. • Understand their obligations under the National Principles for Child Safe Organisations. • Understand their obligations to report all reasonable beliefs of child sexual abuse under Western Australia's mandatory reporting scheme. • Understand the purpose of oversight bodies and cooperate with these agencies. • Have an appropriate awareness of human rights. • Can access professional development relevant to their role and skills. • Have access to the appropriate resources and supports necessary to do their jobs, including those needed to manage compassion fatigue, burn out, and vicarious trauma. • Are culturally competent. | |

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| | <p>Management processes applying to staff, including all staff appointments and transfers, are subject to a transparent, merit-based system which is open to appeal.</p> <p>A Code of Conduct provides guidelines for staff, service providers, and volunteers on expected behavioural standards and responsibilities.</p> <p>There is an effective performance management system.</p> <p>Accurate records of staff misconduct (and associated evidence) are maintained to support decisions.</p> | |
| <p>Staffing meets the needs of the centre to manage young people in detention safely and effectively.</p> | <p>Staff numbers meet the centre's needs, including for adequate coverage of planned and unplanned leave.</p> <p>The gender and ethnicity mix of staff at all levels is appropriate for the centre's population.</p> <p>Recruitment processes ensure there is diversity, equity, and inclusion in the facility's workforce.</p> | <p>Staffing level agreements: There are up-to-date staffing agreements in place for custodial workforces, outlining minimum staffing levels for the different operating areas of the detention centre.</p> <p>Staffing profile: The staffing profile at the time of the inspection incorporates an appropriate gender and ethnicity mix for the detention centre.</p> <p>Recruitment strategies: There is evidence that staff at all levels can be appointed to the detention centre in a way that is appropriate to the centre's population.</p> |
| <p>Staff feel safe in their workplace.</p> | <p>The detention centre complies with its obligations under the <i>Work Health and Safety Act 2020</i>.</p> <p>There are processes in place for staff to report hazards, incidents and injuries without repercussion.</p> <p>Reported hazards, incidents and injuries are investigated and, where applicable, remediated promptly.</p> | |

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| | Staff can access workers' compensation when injured in the workplace. | |
| | Staff on workers' compensation are supported to return to work safely. | |
| | Adaptations to the detention centre's daily routine occurs where there is an insufficient number of staff to safely facilitate normal activities. | |
| | Adaptive routines aim to be minimally disruptive and prevent excessive lockdowns of young people in custody. | |
| Staff can express and resolve work related grievances. | Staff know their rights and responsibilities in resolving grievances. | <p>Grievance policy: A comprehensive grievance policy exists, outlining key processes.</p> <p>Grievance officers: Each detention centre has an appropriate number of grievance officers appointed for the size of the workforce and they are accessible by all staff.</p> <p>Grievance records: Records relating to the management of grievances are comprehensive and stored in a confidential manner.</p> |
| | Grievances are resolved promptly, fairly, sensitively, and confidentially. | |
| | Efforts are made to resolve grievances at the lowest level. | |

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Standard 3 – Community relations

The youth detention centre engages appropriately with the local community.

| Outcomes | Measures | Possible sources of evidence |
|---|---|---|
| Representatives of the youth detention centre engage with relevant local authorities. | <p>The centre regularly engages with local authorities, including, but not limited to:</p> <ul style="list-style-type: none"> • Local government • Police • Emergency services • Health providers | <p>Consultation with relevant groups: Consultation with local authorities demonstrates the detention centre regularly engages on issues relevant to the community.</p> |
| The youth detention centre builds relationships with the local community and keeps them informed as required. | Centre management meets regularly with a broadly representative Community Reference Group, and those meetings contribute to the operational agenda of the detention centre. | <p>Community Reference Group: There is evidence the centre operates a Community Reference Group that is representative of the local community and meets regularly.</p> |

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| | <p>The detention centre has established good governance for the Community Reference Group, including providing updates on initiatives undertaken by the facility.</p> | <p>Consultation with First Nations groups: Consultation with local First Nations groups demonstrates the detention centre has developed an effective working relationship.</p> |
| <p>The centre maintains strong, ongoing relationships with First Nations communities relevant to the population and actively engages with them to address cultural needs and issues.</p> | | |

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Section 2: Early days in custody

Objective: Young people entering custody are treated with respect and support from their first night, with immediate access to family contact, health assessments, orientation, and assistance with bail conditions. Efforts are made to minimise the stress experienced by those being held on remand or arrest.

Standard 4 – Reception and support: Young people entering detention are treated respectfully, can immediately contact their families, and have their risks and needs identified and supported.

Standard 5 – Orientation: Young people entering detention receive a prompt, effective and supportive orientation to understand life in detention, including their rights and obligations.

Standard 6 – Support for young people on remand or arrest: The youth detention centre minimises the stress for young people entering custody on remand or arrest, offers a regime that reflects their unconvicted status, and assists them to meet their bail conditions and be promptly released from detention.



Standard 4 – Reception and support

Young people entering detention are treated respectfully, can immediately contact their families, and have their needs and risks identified and supported.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| <p>Young people feel safe and are treated with respect on their reception and first night in a youth detention centre.</p> | <p>Young people are treated with decency and respect during the admission process.</p> | <p>Feedback: Surveys, interviews, or complaints from young people in custody about their experiences during the admission process, particularly regarding how they were treated.</p> <p>Observations: Observations of reception processes to document respectful interactions between staff and new admissions.</p> <p>First night procedures: Records or protocols detailing the provision of necessities, including access to showers on the first night.</p> <p>Infrastructure: Reception spaces are observed to be clean, accessible, have sufficient private meeting spaces, and can safely manage different cohorts.</p> |
| | <p>Young people are informed of their rights and responsibilities in a way they understand. Key considerations include age, developmental levels, literacy, linguistic background, disabilities, previous experiences in detention, and other personal circumstances.</p> | |
| | <p>Admissions is a welcoming and supportive environment that reduces anxiety.</p> | |
| | <p>Admission discussions take place in a clean, secure, non-threatening and confidential environment.</p> | |
| | <p>Accommodation is clean and hygienic. Young people receive basic equipment and toiletry supplies, they can shower on their first night and have access to a hot meal.</p> | |
| | <p>Staff spend time with young people on their first morning to assess how they are coping.</p> | |
| | <p>Families, and where appropriate the Department of Communities, are informed when a young person is detained. Young people can speak to their family as soon as practicable.</p> | |
| | <p>First Nations youth from remote communities are given special help to contact family and community.</p> | |

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| | Reception infrastructure is sufficient to safely manage young people arriving in custody. | |
| <p>The individual needs and risks of young people in custody are identified and supported.</p> | Newly arrived young peoples' needs are promptly assessed to ensure their immediate and ongoing safety, particularly regarding their risk of self-harm and suicide. | <p>Risk processes: Processes are in place to identify the needs and risks of young people as they enter custody.</p> <p>Young people records: Examination of records demonstrates individuals are risk-assessed on arrival and that information is used to offer necessary supports and inform initial placement decisions.</p> <p>Observation: Reception processes are observed to be thorough and include necessary health and psychological checks.</p> |
| | Health and psychological assessments are conducted as part of the reception process. | |
| | Young people can access help and support from staff and peer supporters. | |
| | Staff are appropriately trained to help those who are anxious, distressed, intoxicated, or uncooperative. | |
| | 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. | |
| | Until they are assessed, all young people are treated as being high risk and are subject to more frequent welfare checks than standard. | |
| <p>Cohort outcome: The needs and risks of young people identifying as trans, gender diverse, or intersex are addressed.</p> | Trans, gender diverse, and intersex young people are sensitively asked their preferred name and gender. | <p>Reception processes: Processes are in place to confirm and record the preferred name and gender of all young people entering custody.</p> <p>Feedback: Surveys, interviews, or complaints from trans, gender diverse, or intersex young people about their experiences during the admission process.</p> <p>Individual records: Records accurately depict an individual's preferred gender, pronouns, name, placement, and search method.</p> |
| | Young people are addressed as per their preference, including the use of pronouns. | |
| | Records accurately reflect the gender identity preferences of young people. | |
| | The searching preferences of trans, gender diverse, and intersex young people are identified and recorded. | |

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| | The placement preferences of trans, gender diverse, and intersex young people are identified and recorded. | |
| Cohort outcome: Young people are systematically screened for various types of disability on entry to a detention centre and processes are initiated to address their needs. | The detention centre offers a safe and supportive environment, so young people feel at ease to disclose any impairments they have, not only those that are diagnosed disabilities. | Screening tools: The detention centre uses approved disability or impairment screening tools as part of the reception intake process. Management plans: There is evidence to demonstrate that the identified needs of young people with a disability are used to inform their management within the detention centre. |
| | The detention centre has an appropriate, community equivalent range of valid and reliable assessment tools to identify types of disabilities so identification does not rely solely on individuals' self-reporting. | |
| | Screening is prompt, occurring within the first 72 hours of reception. It is conducted by appropriately qualified staff and results are accurately recorded. | |
| | If an individual's disability will affect their management, due to communication difficulties and hearing impairment, appropriate information is given to relevant staff to inform an individualised management plan. | |

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Standard 5 – Orientation

Young people entering detention receive a prompt, effective and supportive orientation to understand life in detention, including their rights and obligations.

| Outcomes | Measures | Possible sources of evidence |
|---|--|---|
| Young people receive a prompt, effective, and supportive orientation to understand how the detention centre works. | Young people entering custody for the first time should be identified by staff and effectively supported. | Orientation records: Records demonstrate that orientation is conducted promptly after a young person arrives into custody. Orientation materials: Information provided in orientation materials is up to date, presented in an accessible way, and relevant. Observation: Orientation processes are observed to be effective and supportive. |
| | Young people entering custody for the first time are placed separately from the general population during admission and orientation. | |
| | Young people promptly receive comprehensive information about the facility's rules, routine, and services. | |

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| | <p>Young people are informed about the youth detention centre's procedures that are designed to protect them from bullying, peer pressure and abuse.</p> | |
| | <p>Staff are supportive and approachable, and check-in with young people to confirm their understanding during orientation and after they have settled in.</p> | |
| | <p>Young people know how to access support mechanisms available within the facility including counselling services, peer support, and visiting agencies.</p> | |
| | <p>Young people know how to contact their families, and that their personal mail and telephone calls are monitored.</p> | |
| | <p>Up to date orientation information is prominently displayed around the facility.</p> | |
| <p>Young people in custody understand their rights and obligations.</p> | <p>Young people know of internal and external complaints mechanisms and how to use them, including their right to communicate confidentially with relevant authorities.</p> | <p>Orientation materials: Information provided in orientation materials is up to date, presented in an accessible way, and relevant.</p> <p>Feedback: Survey results and conversations with young people in custody demonstrate the orientation process helps them understand their rights and obligations.</p> <p>Observation: Orientation processes are observed to effectively inform young people in custody of their obligations and rights.</p> |
| | <p>Young people know their obligations, including outcomes of non-compliance, so they can make informed choices.</p> | |

Standard 6 – Support for young people on remand and arrest

The youth detention centre minimises the stress for young people entering custody on remand or on arrest, offers a regime that reflects their unconvicted status, and assists them to meet their bail conditions and be promptly released from detention.

| Outcomes | Measures | Possible sources of evidence |
|--|---|--|
| <p>The stress and uncertainty associated with being remanded or placed in custody on arrest are minimised by the detention centre.</p> | <p>Staff are aware of, and responsive to, the additional vulnerabilities remanded and arrested young people may experience.</p> | <p>Observation: Reception processes are observed to be sensitive to the needs of young people remanded in custody and support them to address any urgent matters.</p> <p>Feedback: Discussions with young people in custody help demonstrate the centre's reception processes support the needs of people on remand.</p> <p>Reception staff: Discussions with reception staff demonstrate the centre's reception processes support the needs of young people on remand.</p> |
| | <p>Remanded and arrested young people are managed separately from sentenced young people. If unsentenced and sentenced young people are unavoidably placed together, regular assessment occurs to prevent bullying.</p> | |
| | <p>Security assessments are promptly completed for arrested and remanded young people to manage them at the lowest level of security consistent with their risk.</p> | |
| | <p>Where possible, arrested and remanded young people are allocated a single room.</p> | |
| | <p>Remanded and arrested young people can receive social visits every day.</p> | |
| | <p>The detention centre assists remanded and arrested young people to resolve any urgent matters arising from their transition into detention.</p> | |
| | <p>Young people remanded or placed in custody on arrest for the first time are given information concerning the first few days in custody, and how they can obtain further information about their legal case or detention circumstances.</p> | |
| | <p>Special first nights and days' routines ensure remanded and arrested young people's safety and wellbeing.</p> | |

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| | Remanded young people have opportunities to address drug and alcohol issues, develop cognitive skills, and access personal development and life skills programs. | |
| Young people on remand have the same access to services, activities, and amenities as sentenced young people. | Young people on remand of school age participate in education. | <p>Discussion with Case Planning staff: Manager Case Planning or equivalent, provides assurance processes are in place to assist people in custody meet bail conditions.</p> <p>Observation: The release of young people to bail is observed to be conducted in a timely and effective way, and demonstrates young people are released to a responsible adult or guardian, with monies they have earned, and a way to get home.</p> |
| | Young people on remand are encouraged to access programs that may be beneficial for them. | |
| | Young people on remand have unlimited access to legal advisers and are kept aware of all relevant information regarding their court case. | |
| | Efforts are made to maintain functional connections to the community for young people on remand, including additional visits and phone calls. | |
| | The case management system for remanded young people is the same as that of sentenced young people. Conditions of their continued custody are regularly reviewed. | |
| | Remanded young people are released to a responsible adult/guardian and with all monies they have earned through the centre's gratuities system. | |
| | The facility ensures young people on remand have the means to safely reach their home, particularly First Nations people from remote communities which are not serviced by public transport. | |

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Section 3: Duty of care

Objective: Young people in detention must have confidential access to legal support, feel safe from harm, receive appropriate care if they have experienced prior abuse or trauma, and be able to lodge complaints freely and safely.

Standard 7 – Access to legal supports: Young people have confidential access to legal representatives and resources and are assisted to prepare for their court appearance.

Standard 8 – Feeling safe: Young people feel safe from bullying, abuse, violence, and victimisation, and those seeking protection are appropriately located and safely managed to prevent harm, abuse, and neglect.

Standard 9 – Victims of abuse or trauma: Young people identified as victims of abuse prior to coming into detention have access to appropriate support and services.

Standard 10 – Complaints: Request and complaints procedures are effective and young people can lodge complaints without being victimised.



Standard 7 – Access to legal supports

Young people have confidential access to legal representatives and resources and are assisted to prepare for their court appearance.

| Outcomes | Measures | Possible sources of evidence |
|--|--|---|
| <p>Young people have access to legal representatives and resources and are supported to understand their rights and obligations.</p> | <p>Young people are given help to find a legal representative if they do not have one.</p> | <p>Feedback from people in custody: Young people in custody know how to access legal supports.</p> |
| | <p>Young people are assisted to communicate confidentially with a legal representative of their choosing, through various means such as face-to-face, telephone, mail, or audio-visual link.</p> | <p>Orientation materials: Orientation documents provide information about how to access legal services.</p> <p>Feedback from stakeholders: Service providers offer feedback on their ability to meet with clients held at the detention centre.</p> |
| | <p>Young people know, or are made aware as soon as practicable, of their next court date.</p> | <p>Feedback from Case Planners: Case planning staff maintain detailed records of their interactions with young people and the courts.</p> |
| | <p>Young people can access up-to-date legal resources and copies of the <i>Young Offenders Act 1994</i>, <i>Young Offenders Regulations 1995</i>, rules, and other policy documents relating to their rights, entitlements, and management while in detention.</p> | <p>Legal documents: Court and legal records that show young people are informed of court processes, supported to access, and communicate with legal representatives, and provided with appropriate legal information and protections while in detention.</p> |
| | <p>Legally privileged correspondence is not opened by staff unless authorised by law.</p> | |

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| <p>Cohort outcome: First Nations young people are assisted in accessing culturally appropriate legal services.</p> | <p>Young people are actively assisted to find a culturally appropriate legal representative if they do not have one.</p> | <p>Feedback from young people: First Nations young people know how to access legal supports.</p> <p>Orientation materials: Orientation documents provide information about how to access legal services that meet the cultural needs of First Nations young people in custody.</p> |
| <p>Young people are helped to prepare for their court appearance.</p> | <p>Facilities are available for legal representatives to review digital evidence with young people.</p> | <p>Feedback from stakeholders: Service providers offer feedback on their ability to meet with clients held at the detention centre.</p> |
| | <p>Young people on remand can wear their own clean and pressed clothing when appearing in court.</p> | <p>Feedback from young people: Surveys or feedback from young people regarding their experiences leading up to their court appearance.</p> |
| | <p>Young people attending court receive meals at normal times, or if this is not possible, before their attendance.</p> | <p>Court attendance records: Data on the frequency of young people's court appearances accurately show their attendance in person or via video.</p> |
| | <p>The detention centre facilitates video court appearances, maximising the use of technology and reducing the unnecessary transport of young people without impinging on the young persons' rights to appear in person.</p> | |

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Standard 8 – Feeling safe

Young people feel safe from bullying, abuse, violence, and victimisation, and those seeking protection are appropriately located and safely managed to prevent harm, abuse, and neglect.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Young people feel safe from bullying, abuse, violence, and victimisation.</p> | <p>The detention centre has active strategies for the protection of vulnerable and at-risk young people and to identify and manage bullying.</p> | <p>Anti-bullying policy: A documented, and comprehensive anti-bullying strategy outlines the centre's approach to preventing and addressing bullying.</p> |
| | <p>Young people subject to bullying, abuse, or violence can easily report the incident/s to staff.</p> | <p>Training records: Evidence of staff training on anti-bullying measures, including how to identify and address bullying.</p> |
| | <p>The detention centre promptly investigates allegations of bullying,</p> | <p>Incident statistics: Data on the frequency of bullying incidents before</p> |

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| | <p>abuse, or violence, and responds appropriately.</p> <p>If harm, abuse, or bullying is alleged or suspected, prompt action is taken to protect the young person and prevent retaliation.</p> <p>Young people who report or act against bullying, abuse, or violence are protected from any form of discrimination, retaliation, or other adverse treatment.</p> <p>Victims of bullying, abuse, or violence are provided appropriate support.</p> <p>Perpetrators of violence and antisocial behaviour are supported to change their behaviour.</p> <p>Young people in custody are provided education on equality, respect, and diversity.</p> | <p>and after the implementation of the strategy to assess its impact.</p> <p>Feedback from young people in custody: Surveys or feedback from victims regarding their experiences and treatment following the reporting of incidents, and more generally from young people in custody about how safe they feel.</p> |
| <p>Cohort outcome: Trans, gender diverse, and intersex young people are safe from violence or abuse.</p> | <p>All young people are provided with a suitable education regarding sexual orientation and gender identity to reduce violence and ill-treatment towards trans, gender diverse, and intersex young people in detention.</p> <p>The detention centre has effective measures to prevent violence or abuse of young people identifying as trans, gender diverse, and intersex.</p> <p>Trans, gender diverse, and intersex young people are not unduly restricted due to their gender identity.</p> <p>Staff receive training that covers human rights standards and principles of equality and non-discrimination, including sexual orientation and gender identity.</p> | <p>Individual management plans: The facility prepares individual management plans for trans, gender diverse, and intersex young people to ensure they are safe and can meaningfully engage in the daily routine.</p> <p>Staff training: Staff are adequately trained in diversity, equality and the needs of trans, gender diverse, and intersex people.</p> |

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| <p>Cohort outcome: Young people with disability feel safe from bullying and victimisation, and they are offered assistance and support to integrate within the detention centre.</p> | <p>Staff are vigilant to identify and respond to occasions of bullying, victimisation, and violence towards young people with disability, particularly those who are vulnerable to such abuse.</p> | <p>Feedback from young people: Young people with disability feel safe and supported by staff.</p> <p>Accessible complaint processes: Information relating to complaint processes is made available in a variety of formats to meet the different needs and abilities of young people in custody.</p> |
| | <p>Reporting and complaint mechanisms account for the young person's specific impairment.</p> | |

Standard 9 – Victims of abuse or trauma

Young people identified as victims of abuse prior to coming into detention have access to appropriate support and services.

| Outcomes | Measures | Possible sources of evidence |
|---|---|---|
| <p>The detention centre identifies young people who are victims of abuse or trauma.</p> | <p>Young people in custody can be identified as victims of ill-treatment, abuse, or trauma at any time during custody.</p> | <p>Reception processes: Reception in-take processes provide opportunities for young people to identify as victims of ill-treatment, abuse, or trauma.</p> <p>Feedback from people in custody: Young people in custody feel safe reporting abuse to staff while in custody.</p> |
| | <p>Disclosures or evidence of abuse or trauma are handled sensitively and professionally by trained staff.</p> | |
| | <p>Accurate records are kept, and chain of evidence procedures are followed.</p> | |
| | <p>All suspected instances of sexual abuse involving young people are reported in line with mandatory reporting requirements.</p> | |
| <p>The detention centre implements a trauma-informed approach.</p> | <p>There is an operating model to implement a trauma-informed approach at the detention centre.</p> | <p>Trauma-informed model of care: The centre demonstrates a commitment to implementing a trauma-informed model of care.</p> <p>Training records: Staff receive regular and appropriate training on implementing a trauma-informed approach to their management of young people in custody.</p> <p>Feedback from young people in custody: Young people in custody feel that staff acknowledge and are sensitive to their traumas.</p> |
| | <p>Operating models are regularly reviewed to ensure they remain contemporary with best practice approaches.</p> | |
| | <p>Staff are appropriately trained and instructed in providing a trauma-informed approach to young people in detention.</p> | |

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| Appropriate interventions and supports are offered to young people who are identified as victims of abuse or trauma. | Young people who have been ill-treated or abused are adequately supported by gender-specific and culturally appropriate services, including health services, counselling, and programs. | <p>Participation records: There is evidence to demonstrate young people in custody participate in relevant programs or interventions.</p> <p>Contact with counsellors: Contact statistics demonstrate young people in custody receive counselling support as required.</p> <p>Observation: Information on available supports for young people in custody, including pamphlets and posters, is observed throughout the facility.</p> |
| | Young people in custody who have been ill-treated or abused can access legal representation, information about their rights, and opportunities for redress. | |
| | Young people with challenging behaviours, including because of past abuse, neglect, trauma, disability, or mental health, have care plans which highlight risk factors and set out alternative management protocols which reduce the likelihood of restraint techniques becoming necessary. | |

Standard 10 – Complaints

Request and complaints procedures are effective and young people can lodge complaints without being victimised.

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| Outcomes | Measures | Possible sources of evidence |
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| Young people understand how to make requests and complaints in a way that is safe, confidential, and appropriate to their needs. | Young people know how to make requests and complaints. | <p>Records of complaints made and outcomes: Records indicate that complaints received are managed appropriately and outcomes are accurately recorded.</p> <p>Policies and procedures: Staff and young people in custody are aware of the complaints process at the facility.</p> <p>Observation: There are confidential mailboxes available in all accommodation areas, and these are observed to be processed regularly.</p> <p>Feedback from external stakeholders: External complaints agencies may provide feedback on a detention</p> |
| | Young people can access information about complaints procedures in a language and format they understand. | |
| | Requests and complaints can be lodged confidentially. | |
| | The detention centre has clearly marked envelopes and secure mailboxes for confidential correspondence with appropriate authorities, discreetly located away from direct staff view and regularly emptied. | |

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| | <p>Young people receive assistance to pursue complaints beyond the detention centre, including access to legal advisors or courts where required.</p> | <p>centre's management of complaints, or issues of concern.</p> <p>Feedback from young people in custody: Young people know how to make a complaint or how to contact an external complaints agency.</p> |
| <p>Request and complaints are managed in an effective, timely, and well understood manner, with appropriate oversight, and are subject to an appeal system.</p> | <p>Staff and young people are encouraged to resolve requests at the lowest appropriate level before progressing to a formal complaint.</p> | <p>Feedback from people in custody: Young people in custody feel safe in making a complaint about a staff member.</p> |
| | <p>Complaints are responded to appropriately, respectfully, and fairly. They address the issues raised.</p> | <p>Policies and procedures: The centre has processes in place to appropriately investigate a young person's complaint about a staff member that does not place them at risk of recrimination.</p> |
| | <p>Complaints are escalated where a young person believes the complaint has been treated unfairly or unreasonably.</p> | |
| | <p>Complaints about health care provision are managed separately from other complaints.</p> | |
| | <p>All complaints, including those resolved at the lowest level, are accurately recorded and remedied.</p> | |
| | <p>The detention centre responds promptly to investigations and recommendations from external oversight bodies.</p> | |
| | <p>There are effective quality assurance processes, including external validation.</p> | |
| <p>Young people are not prevented, discouraged, victimised, or disadvantaged for making complaints.</p> | <p>Complaints about staff are investigated by an appropriately senior and independent person.</p> | |
| | <p>Young people making complaints against staff or other young people are protected from actual or perceived reprisals.</p> | <p>Feedback from external stakeholders: External complaints agencies may provide feedback on a detention</p> |

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| | <p>Culturally appropriate mediation services are available where appropriate.</p> | <p>centre's management of complaints, or issues of concern.</p> <p>Feedback from young people in custody: Young people are confident their complaint has been managed appropriately</p> |
| | <p>Processes are in place to ensure compliance with the Reportable Conduct Scheme where allegations of child abuse arise.</p> | |

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Section 4: Daily life

Objective: Young people in detention must have clean, culturally safe living conditions and daily access to hygiene, nutritious food, family contact, outdoor recreation, meaningful activities, and spiritual support.

Standard 11 – Living conditions: The built environment is clean, functional, and culturally appropriate.

Standard 12 – Hygiene, clothing, and bedding: Young people are provided with adequate clothing, bedding, and basic hygiene items to maintain personal hygiene and dignity.

Standard 13 – Contact with family and visits: Young people can maintain contact with their friends and family and organise regular visits.

Standard 14 – Food and nutrition: There is access to a varied and balanced diet.

Standard 15 – Money and purchases: Young people are supported in managing their money and purchasing goods.

Standard 16 – Purposeful activities: Young people have access to a range of purposeful activities during the day and at least two hours of recreation in the open air.

Standard 17 – Chaplaincy and faith services: The religious and spiritual preferences of young people are respected and there is access to non-faith-based chaplaincy services.



Standard 11 – Living conditions

The built environment is clean, functional, and culturally appropriate.

| Outcomes | Measures | Possible sources of evidence |
|---|--|--|
| <p>The detention centre provides a clean and suitable environment that is fit for purpose and compliant with public health practices.</p> | <p>Young people in custody live and eat in a hygienic environment that is properly maintained.</p> | <p>Observation: Detention centres and living areas are observed to be clean, well maintained, and fit for purpose.</p> <p>Feedback from people in custody, staff and other stakeholders: Feedback is received about the cleanliness of accommodation areas, maintenance defects, and any concerns relating to hygiene and pest issues.</p> |
| | <p>Infrastructure is built and maintained to recognised building standards with a ‘healthy buildings’ approach to climate control, amenity, lighting, and outlook.</p> | |
| | <p>Building design and layout are suitably functional and accommodation areas are residential in style.</p> | |
| | <p>Infrastructure is compliant with all relevant environmental health regulations.</p> <p>No restriction or disciplinary sanction can negatively affect the legal minimum living conditions.</p> | |
| | <p>The detention centre has robust infection prevention and control measures.</p> | |
| | <p>Hygiene and ventilation in industry areas are adequate. Equipment is properly maintained and regularly cleaned.</p> | |
| | <p>Smoking is prohibited in all detention centres.</p> | |
| | <p>The detention centre does not exceed its design capacity and seeks to avoid overcrowding.</p> | |
| <p>Cohort outcome: The built environment is culturally appropriate, and trauma informed, particularly given the</p> | <p>Infrastructure of the detention centre acknowledges the diversity of First Nations cultures, beliefs, and languages, and provides a range of spaces</p> | <p>Observation: Cultural spaces exist and are used by the intended audience regularly,</p> |

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| <p>high representation of First Nations young people.</p> | <p>appropriate to the needs of different First Nations groups.</p> | <p>not only on occasions of cultural significance.</p> <p>Discussions with staff and young people: First Nations staff and young people provide feedback about the cultural spaces available to and used by them.</p> |
| | <p>Infrastructure of the detention centre accounts for First Nations avoidance customs and practice.</p> | |
| <p>The infrastructure of the youth detention centre is well maintained and supports its operating principles and security requirements.</p> | <p>Infrastructure is in appropriate working condition.</p> | <p>Maintenance schedules: A maintenance schedule demonstrates infrastructure is being appropriately maintained.</p> <p>Detainee Room Allocation Forms: Forms are completed for each young person moving into a new room.</p> |
| | <p>Requests for maintenance are promptly actioned by qualified and skilled tradespeople.</p> | |
| | <p>Daily integrity checks are completed of rooms, living areas, and grounds.</p> | |
| | <p>Checks and forms are completed before a young person is placed in a room.</p> | |
| | <p>Fire, light, water, and other systems are routinely checked for compliance.</p> | |
| <p>Young people are held in appropriate fit for purpose rooms suitable to their needs.</p> | <p>Young people do not routinely share rooms.</p> <p>Where required, formal risk assessments occur prior to the allocation of young people to shared rooms.</p> | <p>Room placement records: Room placement records demonstrate young people do not routinely share rooms.</p> <p>Risk assessments: Where young people do share a room, a documented risk assessment exists detailing the reason for their placement, and all ongoing reviews of the placement are accurately recorded.</p> |
| | <p>Staff promptly respond to emergency room calls.</p> | |
| | <p>Room observation panels are not obstructed.</p> | |
| <p>Property of young people is held in secure storage, and they can access it on reasonable request.</p> | <p>Young people can keep and receive property subject to security and volume considerations.</p> | <p>Feedback from young people in custody: Young people understand what property they are allowed to keep and process for appealing decisions to remove excess property from rooms.</p> |
| | <p>The list of allowed property adequately meets the needs of the population.</p> | |

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| | The amount of property held in possession and storage accounts for individual needs. | <p>Policies and procedures: The detention centre has established policies and procedures on the management of property in rooms and storage of excess property. Processes are communicated clearly to staff and young people.</p> <p>Observation: Property storage is observed to be safe and secure with accurate records maintained.</p> |
| | There are fair and effective processes for identifying and regulating property in rooms. | |
| | The removal or destruction of property, such as perishable or dangerous items, is explained to young people who can appeal such decisions. | |
| | All property is accurately recorded, and securely and respectfully stored, transferred, and controlled. | |
| | <p>Valuables are routinely security marked and securely stored away from general property.</p> <p>Young people are fairly compensated for possessions that are lost or damaged in storage.</p> | |
| | All property is returned to young people on release or transfer. | |

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Standard 12 – Hygiene, clothing, and bedding

Young people are provided with adequate clothing, bedding, and basic hygiene items to maintain personal hygiene and dignity.

| Outcomes | Measures | Possible sources of evidence |
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| Young people are encouraged to keep themselves, their rooms, and communal areas clean. | Young people can shower or wash in private every day. | <p>Feedback from young people in custody: Young people provide feedback on access to daily showers, hygiene products, and unit cleanliness.</p> |
| | Suitable ablutions are clean and accessible. | |

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| | <p>Young people receive basic hygiene and toiletry products, including sanitary items, for their personal use.</p> | <p>Observation: Living areas are observed to be clean and ablutions are functional.</p> |
| <p>Young people can access sufficient cleaning materials to keep their rooms and communal areas clean.</p> | | |
| <p>Adequate water, of appropriate temperature, is available.</p> | | |
| <p>Information promoting good hygiene practices is accessible to young people in various formats, including in ways that minimise feelings of humiliation.</p> | | |
| <p>Practices at the detention centre ensure the day-to-day cleaning is sufficient to maintain proper standards of hygiene.</p> | | |
| <p>Young people have sufficient presentable and clean clothing suitable for their needs.</p> | <p>Clothing issued to young people is not undignified or humiliating. It fits properly and is in good repair.</p> <p>Young people have sufficient sets of appropriate clothing for general use, vocational work and training, and recreation.</p> | <p>Feedback from people in custody: Young people advise they can access suitable clean clothing to meet their needs.</p> <p>Observation: Clothing is observed to be of good quality and in good condition.</p> <p>Examination of laundry processes: There are sufficient laundry processes in place to provide for the needs of the detention centre.</p> |
| <p>Clothing is suitable for the climate.</p> | | |
| <p>Young people have regular access to laundry facilities, sufficient for a daily change of clean clothes.</p> | | |
| <p>Young people receive new underwear on arrival that they keep in their possession. They receive enough underwear and socks to be able to change them daily.</p> | | |
| <p>Young people have their own kit of clothing and shoes for the duration of their stay. Young people are never required to wear recycled underwear or share personal toiletries.</p> | | |

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| | Culturally appropriate and religious items of clothing are available to young people, where assessed risk permits. | |
| Cohort outcome: Young women and girls have adequate access to clean, gender-appropriate clothing that is in good condition. | Facility issued clothing and underwear is designed for the young peoples' gender-specific needs. | Feedback from young women and girls: Clothing provided is suitable to meet their needs. |
| | Underwear provides adequate support for daily life and physical activity. | |
| | Suitable clothing is provided for the specific needs of pregnant young women and nursing mothers. | |
| Cohort outcome: Trans, gender diverse, and intersex young people can access personal effects to maintain their gender identity and appearance. | Trans, gender diverse, and intersex young people can access personal property and purchase items via the canteen to maintain their gender identity and appearance, subject to safety and security assessments. | Feedback from young people: Trans, gender diverse, and intersex young people provide feedback that suggests they can access clothing and personal effects to maintain their gender identity and appearance. Policy and procedures: There are processes in place for trans, gender diverse, and intersex young people to access clothing and items they need to maintain their gender identity. |
| | Young people are asked about their preferred gendered clothing and underwear which are provided. | |
| Everyone has a bed and clean bedding suitable for their needs. | Every young person is provided a bed and bedding. They do not sleep on the floor. | Observation: There are enough beds and bedding for all young people in custody and no young person is required to sleep on the floor. Bedding exchange processes: Staff and young people know how to exchange used bedding for clean supplies. There is enough stock available to ensure everyone has access to bedding and a pillow. |
| | Sufficient clean bedding is provided for each new young person on arrival. | |
| | Bedding is in good repair and suitable to the climate. | |
| | Bedding is laundered weekly to ensure cleanliness. Where necessary, it is replaced. | |
| | Mattresses and pillows provide adequate comfort and support. They are clean and replaced when needed. | |

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| | Mattresses and bedding are durable and non-flammable. | |
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Standard 13 – Contact with family and visits

Young people can maintain contact with their friends and family and organise regular visits.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Young people are encouraged to maintain and develop relationships with family and friends through visits.</p> | Contact between young people in custody and the community is encouraged. | <p>Visitation records: Records indicate that visit sessions are occurring regularly to meet the needs of young people in custody.</p> <p>Observation of visit processes: Visitors are observed to be processed and screened efficiently and sensitively.</p> <p>Feedback from young people in custody: Young people feel there are sufficient visit sessions available to allow them to maintain relationships with family and friends.</p> |
| | Sentenced young people can receive multiple visits in a week to ensure they maintain regular and meaningful contact with family. | |
| | Unconvicted young people can receive visits every day where this does not unfairly affect the visits of others. | |
| | Visitor searches are not excessive so to discourage their visit. Visitors are not routinely strip searched. | |
| | The detention centre has flexible arrangements for visits where there is a specific or cultural need, including offering extended visits for those travelling long distances. | |
| | Extra visits or phone calls are included in the earned incentive and privilege scheme. | |
| | Young people are encouraged to have visits with their children unless this is not in the child's best interests. | |
| | The detention centre facilitates regular inter-facility visits for young people in detention to maintain contact with family in adult custodial facilities. | |

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| <p>The detention centre provides adequate resources for e-visits, and phone and mail contact.</p> | <p>Young people know their entitlements to e-visits, phone calls and mail.</p> | <p>Orientation booklet: Orientation materials provide sufficient information to young people in custody about how they can keep in contact with family and friends.</p> <p>Feedback from young people in custody and staff: Feedback on location and number of telephones available for use in each unit.</p> <p>Observation: Phones are in places that enable privacy and are sufficient in number to prevent feuding. There are sufficient e-visit terminals to meet the needs of the population.</p> |
| | <p>There are sufficient phones and e-visit facilities to meet the needs of the detention centre.</p> | |
| | <p>The costs of phone calls and e-visits are kept to a minimum.</p> | |
| | <p>Young people from regional and remote communities are provided with extra phone calls to maintain contact with family.</p> | |
| | <p>The location of phones and terminals permit reasonable privacy.</p> | |
| | <p>Young people can send as many letters as they can afford. There are no restrictions on the quantity received.</p> | |
| | <p>Outgoing and incoming mail processes are timely.</p> | |
| | <p>Young people can access phone numbers of outside organisations and know which numbers they can call.</p> | |
| | <p>Young people know of and can access a phone interpreter service.</p> | |
| | <p>Young people unlikely to get regular visits due to distance receive extra calls and/or allowances.</p> | |
| | <p>Officer initiated calls are provided where necessary, particularly for First Nations people from remote communities and foreign national young people who may need help to keep in touch with family abroad.</p> | |
| | <p>Calls are appropriately monitored and adequately recorded.</p> | |

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| <p>Young people have safe, secure, and direct contact with their visitors.</p> | <p>Young people can receive contact visits.</p> | <p>Feedback from young people in custody and visitors: Feedback from young people and their visitors about their treatment before, during, and after visits sessions.</p> <p>Observation: Visit sessions are observed to be relaxed and safe, with security practices and procedures that maintain centre security without being obtrusive or overwhelming to young people and their visitors.</p> <p>Records of non-contact visits: Records adequately articulate the reason for non-contact visits, the duration of the contact ban, and the necessary requirements on visitors and young people to resume contact visits.</p> |
| | <p>Security arrangements and restrictions on physical contact are not excessive.</p> | |
| | <p>The detention centre ensures visits start and finish on time.</p> | |
| | <p>Non-contact visits are only authorised if a significant risk arises from visits, justified by security intelligence.</p> | |
| | <p>Young people are informed if their visit is denied or has been changed to non-contact.</p> | |
| | <p>Visitors allowed non-contact visits when all non-contact rooms are full, are offered the next available time.</p> | |
| <p>Visit facilities are safe, accessible, comfortable, and pro-social.</p> | <p>Sufficient visit spaces and non-contact rooms are available to meet demand.</p> | <p>Observation: Visit facilities are welcoming and family friendly. Visit sessions are relaxed and staff maintain security without unduly impacting on people's privacy.</p> <p>Feedback from young people in custody: Young people in custody feel visit facilities provide a safe and welcoming environment to meet with their friends and family.</p> <p>Feedback from visitors: Visitors provide feedback on the booking system, the visitor screening process, and the visits experience.</p> |
| | <p>Information about transport services, visiting hours, and what visitors can expect is readily available.</p> | |
| | <p>The visit booking system is simple, accessible, and flexible to deal with the number and diverse requirements of visitors.</p> | |
| | <p>There are arrangements for visitors to get to/from the detention centre if public transport is unavailable or far away.</p> | |
| | <p>Effective and efficient processes minimise wait times.</p> | |
| | <p>Amenities are welcoming and child friendly. There is safe storage available for visitors' property.</p> | |

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| | <p>Facilities reflect the needs of visitors, including having adequate disability access.</p> | |
| | <p>Facilities include a suitable area to feed and change young children. Suitable clean play facilities, equipment, and toys are also available for children. Child-parent interaction is encouraged.</p> | |
| | <p>Visitors and young people in custody can access refreshments during visits.</p> | |
| | <p>Family support services are available before and after visits.</p> | |
| | <p>The visits area is monitored for security. Security arrangements do not unduly encroach on privacy.</p> | |
| | <p>Facilities provide for the observance of traditional cultural practices. If necessary, alternative venues are available to facilitate simultaneous visits by people observing First Nations avoidance customs.</p> | |
| | <p>There is an effective feedback system for young people in custody and visitors about their visits experience.</p> | |
| <p>Young people in custody can visit sick relatives and attend the funeral of a family member.</p> | <p>The detention centre advises young people in custody promptly about the death or serious illness of a family member and provides support for the person's individual needs and continued wellbeing.</p> | <p>Examination of funeral applications: Applications are found to be managed efficiently and reasons for refusal are justifiable.</p> <p>Feedback from young people in custody: Young people in custody know how to apply to attend a funeral or visit a sick relative. They provide feedback on the process and experience of attending while detained.</p> <p>Feedback from support staff: Various supports are offered to young people in custody when there is a death of a family member. Alternative arrangements are</p> |
| | <p>Young people in custody can visit sick relatives and attend funerals.</p> | |
| | <p>The detention centre seeks advice from relevant community members or groups about who should be permitted to attend and participate in a funeral. There is a presumption in favour of the community nominated person.</p> | |

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| | <p>Restraint use during funeral and hospital visits is as discreet as possible.</p> | <p>offered when an application to attend a funeral is refused.</p> |
| <p>Young people in custody can participate in a funeral, and engage in religious and cultural practices, as determined by an appropriate risk assessment.</p> | | |
| <p>Escorting staff are trained. They are professional, sensitive, and culturally aware.</p> | | |
| <p>Where funeral attendance is not possible, the facility provides opportunities for young people to grieve.</p> | | |
| <p>Cohort outcome: First Nations young people in custody can fulfil their cultural obligations by attending funerals.</p> | <p>The detention centre recognises the special kinship and family obligations of First Nations young people in custody when considering funeral applications.</p> | <p>Policy and procedures: Policy and procedures relating to attendance at funerals recognises the special kinship and family obligations of First Nations young people.</p> |
| | <p>First Nations young people in custody can participate in funerals in culturally appropriate ways.</p> | <p>Feedback from support staff: Alternative culturally appropriate arrangements are offered when an application to attend a funeral is refused.</p> |
| | <p>In situations where First Nations young people in custody cannot attend a funeral in person, the centre offers provisions to observe the funeral remotely using technology, or for them to participate in the funeral process in another culturally appropriate way, such as via letter or reading.</p> | |
| | <p>Sorry time ceremonies can continue for as long as culturally appropriate, in a suitable space.</p> | |

Draft for consultation

Standard 14 – Food and nutrition

There is access to a varied and balanced diet.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| <p>Young people have a varied, healthy, and balanced diet which meets their individual needs, including religious, cultural, or other special dietary requirements.</p> | <p>Menus are designed with and reviewed based on advice from dieticians and nutritionists, to meet the population's needs.</p> | <p>Observation: The quality of and quantity of food provided meets the needs of the people in custody. Dish-up processes are observed to be fair and equitable.</p> <p>Kitchen facilities: Food preparation and storage areas are suitable for the needs of the centre. Documentation can be provided to demonstrate all health and safety regulations are being met.</p> <p>Feedback from young people in custody: Young people in custody are satisfied with the quality and quantity of food being provided.</p> |
| | <p>Young people in custody are regularly consulted about the quality, quantity, and variety of food. Opinions are respected and accounted for.</p> | |
| | <p>Young people in custody know about healthy eating and its benefits. Healthy eating education is culturally engaging and accommodates the various learning styles of all young people in custody.</p> | |
| | <p>Young people can choose between food options.</p> | |
| | <p>Meals times are reasonable and generally match those in the community. Meals are available at non-mealtimes for those arriving at or returning to the centre at differing times.</p> | |
| | <p>Clean and safe drinking water is available to every young person in custody. Those who are in transit have adequate supplies of clean drinking water.</p> | |
| | <p>Staff supervise the serving of food to prevent tampering and bullying, ensuring equitable portion control and while minimising food waste.</p> | |
| | <p>Young people eat in communal areas, with others, wherever possible. The centre should avoid serving meals in rooms.</p> | |

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| | Staff ensure that young people do not miss out on receiving meals, and gaps between meals are reasonable. | |
| | All areas where food and drinks are prepared and consumed are regularly inspected to ensure they meet food safety standards. Records of those inspections are appropriately kept and maintained. | |
| Special diets required for medical reasons, religious beliefs, lifestyle choices, and other reasonable special needs, are facilitated. | Young peoples' medical diets are catered for, including the nutritional needs of pregnant women. | <p>Special diet options: The centre provides menus that cater for special diets.</p> <p>Observation: The kitchen is observed to have a list of all young people in custody with a special diet, and food preparation areas are observed to be appropriate to the needs of the special diet.</p> <p>Feedback from young people in custody: Young people requiring a special diet are satisfied with the food they are provided.</p> |
| | Vegan and vegetarian lifestyle choices are catered for. | |
| | Religious and cultural requirements for food procurement, storage, preparation, distribution, and serving are fully observed. | |
| <p>Cohort outcome: First Nations young people can access cultural foods.</p> | A range of traditional foods and bush tucker are regularly available to meet diversity of the population. | <p>Feedback from First Nations young people in custody: First Nations young people in custody are satisfied with the range of traditional foods available to them and the frequency cultural foods are made available.</p> |
| | The detention centre has working relationships with community groups to seek advice on appropriate cultural foods. | |

Standard 15 – Money and purchases

Young people are supported in managing their money and purchasing goods.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| Young people can purchase a range of items to meet their diverse needs. | Young people can buy approved items through a spends system, placing orders at least once a week. | <p>Canteen lists: The centre's canteen list is up-to-date and offers a wide range of products to meet the needs of the population. The list is circulated to all young people in custody.</p> <p>Observation: The management of the canteen is observed to be efficient to</p> |
| | Young people without private money can access an advance with repayment staged over time. | |

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| | <p>Up-to-date price lists are prominently displayed with prices broadly equal to those in the community.</p> <p>The products available meet the diverse needs of the population, including culturally appropriate items and a range of healthy food options.</p> <p>Young people can purchase a wide range of approved hobby materials.</p> <p>Young people are regularly consulted on the range of goods available for purchase.</p> <p>Purchases are available to those at court, new arrivals, and those sick in room or otherwise confined.</p> <p>Canteen purchases are distributed in a way that minimises opportunities for bullying, intimidation, or standover behaviours.</p> <p>Special spends are available to young people who arrive into custody late in the canteen-spends cycle.</p> | <p>ensure people receive their orders on time. Stock is stored safely and securely.</p> <p>Feedback from young people in custody: Young people in custody are generally satisfied with the range of products available. They know how the canteen process works and how to make suggestions for new canteen items.</p> |
| <p>Young people are paid gratuities in a fair and transparent way.</p> | <p>Different gratuities levels are applied fairly, based on structured day engagement and positive behaviour, and gender, disability, ethnic or cultural groups are not disproportionately represented in the lowest levels.</p> <p>Gratuities are recorded and controlled in a transparent and effective manner.</p> <p>Gratuities are credited accurately and on time.</p> | <p>Gratuity profiles: The detention centre has a process in place to ensure the allocation of gratuity levels is fair and equitable.</p> <p>Feedback from young people in custody: Feedback suggests the payment of gratuities is accurate and on time, and they have adequate access to their finances.</p> <p>Deposit processes: There are systems in place that enable visitors to easily deposit money into the accounts of young people in custody.</p> |
| <p>Young people are given advice and support on managing their money.</p> | <p>Young people are given advice and support on managing their money and in purchasing goods.</p> | <p>Feedback from young people in custody: Feedback suggests that young people generally understood how to access their money and check their balances and felt</p> |

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| | Young people have easy access to accurate and up-to date records of their finances. | able to seek assistance from staff when required. |
| | Visitors can easily deposit money into the accounts of young people in custody. | |

Standard 16 – Purposeful activities

Young people have access to a range of purposeful activities during the day and at least two hours of recreation in the open air.

| Outcomes | Measures | Possible sources of evidence |
|--|--|--|
| <p>The detention centre has a structured daily routine conducive to the rehabilitation and positive development of young people.</p> | <p>Activities in the centre provide a regular routine, reflective of the community, with regular work, training and study activities during the week and a more relaxed routine on weekends.</p> | <p>Day sheets: The centre produces a structured day schedule daily that includes a variety of educational, vocational, social, and recreational activities accessible to all young people.</p> <p>Feedback from young people: Young people report being engaged in variety of daily activities that support their desistence, rehabilitation, and social and emotional growth.</p> <p>Recreation schedules: The centre has a recreation schedule to ensure people in custody have equitable access to different types of recreation.</p> <p>Feedback from Recreation Officers: Recreation Officers provide feedback on the availability of recreation at the facility and any barriers, such as staffing redeployments.</p> <p>Observation: Facilities and activities are observed to meet the needs of the population.</p> |
| | <p>Work, study, relaxation, eating, and sleeping should take place in different settings.</p> | |
| | <p>Various activities are available during 'free time' to reduce boredom.</p> | |
| | <p>The routine of activities is flexible enough to accommodate family visits, appointments, and special events.</p> | |
| | <p>Recreational activities have a developmental or rehabilitative focus, such as by encouraging teamwork, personal goal setting, responsibility in setting up/maintaining equipment.</p> | |
| | <p>Security procedures do not unnecessarily disrupt the routine of activities. Lockdowns or cancellation of activities due to unforeseen events or security procedures are compensated for by additional activities or privileges.</p> | |
| | <p>The routine empowers all young people to make good choices and to be actively involved in purposeful activities.</p> | |

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| | The routine maximises time out of rooms. | |
| <p>Cohort outcome: The daily routine for young women and girls is purposeful, respectful, and gender-responsive.</p> | The detention centre has a gender-responsive and constructive daily routine that meets the varied needs of female young peoples, including being flexible for pregnant women, nursing mothers, and young women with resident children. | <p>Feedback from young women and girls: Young women and girls report they receive equal opportunities to engage in the daily routine as young men and boys. They are not marginalised because of their gender.</p> |
| | The daily routine for young women and girls at a detention centre holding both male and female young people provides substantively equal access to all services and activities. | |
| | Young women and girls are encouraged to actively participate in the daily routine, including as advisors on issues affecting them particularly ensuring their voices are heard in detention facilities holding both male and female young people. | |
| | Segregated living does not prevent some integration of genders during well-supervised activities, programs, visits, and social or recreational occasions. | |
| | Young women and girls can choose to take part in mixed gender activities and programs when appropriate, but participation is not compulsory and alternative activities are available. | |
| | Access to physical exercise and recreational activities is equal and appropriate, including for girls and young women. | |
| <p>Cohort outcome: Young people with disability are meaningfully and purposefully involved in a regime that accounts for their individual needs.</p> | Appropriate alternatives exist to ensure young people with disability are actively engaged in the daily routine. They are not routinely excluded due to their disability. | <p>Feedback from young people: Young people with disability are provided a range of meaningful activities throughout the day to meet their needs.</p> <p>Observation: There are a range of passive and active recreation activities available to young people with a disability. Reasonable</p> |
| | Young people with disability can reasonably access the necessary | |

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| | adjustments, aids, technology, and support to engage in the daily routine. | adjustments are made to help support engagement in activities. |
| | Privileges adequately and respectfully account for a person's specific impairment. | |
| | 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. | |
| Young people have a minimum 10 hours outside their room each day, including at least two hours in the open and fresh air during daylight hours. | Young people are allowed out of their rooms for at least 10 hours every day, including time in the evening. | <p>Out of room records: Records accurately reflect young people's time in room. They minute occasions when and the reasons why a young person is in room.</p> <p>Recreation schedules: Unit recreation schedules provide, as a minimum, at least two hours of recreation time, which includes access to external areas.</p> <p>Observation: Recreation yards are observed to be regularly available for use and any recreational equipment suitably maintained.</p> <p>Feedback from people in custody: People in custody confirm they are not being unnecessarily locked in rooms and that they can access open air recreation areas daily.</p> |
| | All young people in custody, including those subject to disciplinary sanctions or restrictive measures, can spend at least two hours per day recreating in the open air. | |
| | Time out of rooms is regular and predictable. | |
| | Young people do not have to choose between access to the open air and other important activities. | |
| | Hours out of rooms are only reduced in exceptional circumstances and authorised by the Superintendent. | |
| Young people have regular access to physical exercise and recreational activities. | Sport and recreational activities are available daily, whether informally during leisure time or through a structured recreation program. All young people can belong to a sporting team or recreational group. | <p>Observation: Young people are observed to be engaged in physical education and fitness activities appropriate to their level of fitness and which promote their health and wellbeing. They can also access passive recreational activities during their leisure time.</p> |
| | Physical education and fitness provision cater for a range of abilities and are effective at improving young people's fitness. | |
| | Units should have activities and equipment for use during leisure time, | |

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| | <p>and the detention centre should have indoor and outdoor sport facilities.</p> | |
| | <p>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.</p> | |
| | <p>Information on young person's participation in sport and recreation activities should be included in case planning meetings.</p> | |
| | <p>Appropriate and well-maintained equipment, clothing and footwear is used in all recreational activities.</p> | |
| | <p>External teams and experts are sought to attend the detention centre on occasions for sporting events, clinics, and other activities. Where possible, suitable young people can engage in sport or recreation outside the detention centre in the lead-up to release.</p> | |
| <p>Young people have regular access to a suitable library to meet their needs.</p> | <p>Young people can regularly access the library and its resources, which should promote reading for more than educational purposes.</p> | <p>Observation: Library facilities are observed to be sufficient to meet the needs of the population. There are a range of resources in good condition. They are open daily and young people can regularly access them.</p> |
| | <p>The quality and quantity of library resources reflect the needs of the population and includes an adequate supply of culturally and linguistically appropriate material.</p> | <p>Legal resources: Library facilities have up-to-date legal resources available to all young people.</p> |
| | <p>Use of the library is encouraged for learning and social interaction in an informal and relaxed setting.</p> | <p>Feedback from young people: Young people can regularly access the library and are satisfied with the quality and quantity of resources available.</p> |
| | <p>The library promotes literacy, and the resources support educational and training programs.</p> | |

Standard 17 – Chaplaincy and faith services

The religious and spiritual preferences of young people are respected and there is access to non-faith-based chaplaincy services.

| Outcomes | Measures | Possible sources of evidence |
|--|---|--|
| <p>Young people can satisfy the needs of their religious, spiritual, and cultural life.</p> | <p>The detention centre has a tolerant approach to religious and spiritual diversity.</p> | <p>Observation: Every detention centre has a multi-faith centre that is used regularly to support the religious and spiritual needs of the population.</p> <p>Feedback from Chaplains: Chaplains feel supported by the centre's management to help young people practice their religion or spiritual beliefs.</p> <p>Policy and procedures: Staff and young people in custody are aware of policies that allow young people to obtain, keep, and use artefacts of religious significance and access religious publications.</p> <p>Feedback from young people in custody: All young people in custody feel they can practice their religion and spiritual beliefs in full, without discrimination.</p> |
| | <p>Young people are encouraged to practice their religion and fulfil religious lifestyle requirements.</p> | |
| | <p>Young people can attend faith classes and groups in addition to worship and private discussions.</p> | |
| | <p>Worship areas are equipped with facilities and resources for all faiths.</p> | |
| | <p>Young people know the timing of religious services and these times are appropriate to different religions.</p> | |
| | <p>Staff supervision of faith services is respectful and proportionate.</p> | |
| | <p>Young people should be encouraged to learn about their own cultural heritage, other cultures, and the origins of cultural activities during structured activities – both internally run and from visiting external groups and experts.</p> | |
| | <p>Procedures allow young people to express their cultural identity, for example, through access to food requirements or cultural advisers.</p> | |
| <p>Young people can obtain, keep, and use artefacts of religious significance, and access religious publications. This includes religious items of clothing where assessed risk permits.</p> | | |

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| | <p>Young people are not subjected to religious recruitment or conversion attempts. Care is exercised by staff to ensure religious, spiritual, or other inspirational visitors never exploit the vulnerability of young people. However, young people who elect to adopt a religion or change religions are not hindered or prevented from doing so.</p> | |
| <p>Cohort outcome: First Nations young people can practice appropriate cultural traditions and beliefs.</p> | <p>First Nations Elders or leaders can address the emotional and spiritual needs of First Nations young people in custody.</p> | <p>Feedback from First Nations young people: First Nations young people in custody feel they can practice their cultural traditions and beliefs.</p> |
| | <p>First Nations spirituality is encouraged and strengthened through the recognition of culturally specific customs.</p> | <p>Feedback from Elders: Where there is an Elders program in place, Elders feel they are supported to help First Nations young people practice their cultural traditions and beliefs.</p> |
| <p>Young people are supported by chaplaincy services, contributing to their overall care, support, and wellbeing.</p> | <p>Chaplaincy teams represent the broad range of faiths in the centre's population. They establish and maintain links with faith communities outside the facility.</p> | <p>Feedback from young people in custody: Young people in custody speak positively about the Chaplains as a source of support, including those of no faith.</p> |
| | <p>Chaplains deliver non-faith related pastoral care to any young person seeking this help, including for those young people who have experienced bereavement or loss, and those with a terminal illness.</p> | <p>Discussions with staff: Staff provide feedback on the supports offered by Chaplains and whether they are adequately resourced to meet the needs of the population.</p> |
| | <p>Chaplains can identify extremist ideologies that may present risk.</p> | <p>Feedback from Chaplains: The Chaplains feel supported in their role and have the necessary freedoms to be able to service the needs of the centre's population.</p> |
| | <p>Chaplains can help young people meet their faith needs on release.</p> | |
| <p>Chaplains are available to young people of no faith and are not less favourably treated than those of faith.</p> | | |

Section 5: Health and support

Objective: Young people in detention should receive accredited physical and mental health care, culturally appropriate substance use treatment, and have access to a broad range of support services tailored to their needs.

Standard 18 – Physical health care: Young people’s health needs are addressed through accredited health services.

Standard 19 – Mental health care: Young people receive thorough mental health care and support.

Standard 20 – Substance use treatment: The detention centre has a comprehensive drug and alcohol strategy and provides personalised and culturally appropriate supports.

Standard 21 – Support: Young people can access a range of different supports to support their wellbeing.



Standard 18 – Physical health care

Young people's health needs are addressed through accredited health services.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| <p>Health care meets the needs of young people in an environment that promotes dignity and maintains privacy.</p> | <p>Young people are treated with dignity, respect, compassion, and sensitivity.</p> | <p>Feedback from young people in custody: Surveys, interviews, or complaint records from young people describing their experience of accessing health care while detained.</p> <p>Health staffing: There are sufficient clinical staff at the centre to meet the needs of all young people.</p> <p>Observation of health clinic: Health clinics offer sufficient safety for staff and are well-equipped.</p> <p>Partnership agreements: There are contracts, memorandums of understanding (MOUs), or agreements with relevant external service providers, including the local First Nations Medical Service.</p> |
| | <p>Young people can access multidisciplinary health care to meet their needs.</p> | |
| | <p>Young people can access health care commensurate with community standards.</p> | |
| | <p>Young people have access to dental care to meet their needs.</p> | |
| | <p>The centre has working partnerships with relevant service providers, including local hospitals and First Nations Medical Services.</p> | |
| | <p>Health services have all the required equipment and infrastructure to provide services that meet the needs of the population.</p> | |
| | <p>Medications are safely distributed at clinically appropriate times of day.</p> | |
| | <p>Health staff can communicate to management if a young person's physical or mental health has been, or will be, injuriously affected by continued detention, or any condition of detention.</p> | |
| | <p>Health services promote continuity of care on release or transfer.</p> | |
| <p>Patient health files are accurate, up-to-date, and confidential.</p> | | |

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| | <p>Terminally or chronically ill young people have their health and social care needs adequately and compassionately managed, including permitting family visits during end-of-life circumstances.</p> | |
| <p>Cohort outcome: Young women's reproductive health needs are assessed and met while in custody.</p> | <p>On release, all young people receive a summary of their health status and referral to a community health care provider of their choice, including to Aboriginal Community Controlled Health Organisations.</p> | <p>Management of pregnant women: The detention centre has a multidisciplinary team who effectively manages young pregnant women in custody.</p> <p>Feedback from young women and girls: Young women and girls feel there is sufficient health care and supports available, relevant to their reproductive needs.</p> <p>Reception in-take processes: There are processes in place to offer young women and girls screening for sexual health and reproductive needs on arrival, and access to pregnancy testing and emergency contraception.</p> |
| | <p>Young women are offered screening for sexual health and reproductive needs on arrival and referred for follow-up advice and appointments as appropriate.</p> | |
| | <p>Young women can access pregnancy testing and emergency contraception within 24 hours of arrival, if required.</p> | |
| | <p>Pregnant young women have access to community-equivalent antenatal and postnatal care.</p> | |
| | <p>Patient-centred birth plans are in place in advance. These include identifying a birthing partner, risks, midwifery input and hospital care and monitoring arrangements.</p> | |
| | <p>Young women experiencing a miscarriage have access to the appropriate physical and emotional care.</p> | |
| | <p>Young women considering termination can access appropriate services and follow-up care.</p> | |
| | <p>Young women are offered screening for sexual health and reproductive needs on arrival and referred for follow-up advice and appointments as appropriate.</p> | |

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| <p>Cohort outcome: The specific health care needs of young people with disability are appropriately met.</p> | <p>Young people with disability can reasonably access the necessary treatment, therapies, aids, and medications they need to adequately manage their health.</p> | <p>Availability of services: Young people with disability can access the relevant health services they require to meet their needs.</p> <p>Functional impairment assessments: The facility has a process for regularly assessing functional impairments, and effectively managing any impairments identified.</p> <p>Policies and procedures: There are clear policies in place around consent and refusal of medications. Where applicable, there is documented evidence of the involvement of guardians in decision making.</p> |
| | <p>Young people receive ongoing assessments for impairments that are exacerbated by time in custody.</p> | |
| | <p>Young people with disability maintain their right to consent and refuse medical treatment. Where applicable, their guardian is involved in decision making.</p> | |
| <p>Cohort outcome: Trans, gender diverse, and intersex young people can access physical health care that appropriately meets their needs.</p> | <p>Health staff are competent responding to the needs of trans, gender diverse and intersex young people in custody.</p> | <p>Feedback from trans people in detention: Interviews or surveys with trans, gender diverse, and intersex young people about their experiences accessing health care while in detention.</p> <p>Feedback from clinical staff: Staff demonstrate they are competent in responding to the specific needs of trans, gender diverse, and intersex people in custody.</p> |
| | <p>Young people in detention undergoing gender transitioning on reception, can continue treatment if endorsed by health staff.</p> | |
| | <p>Health services promote continuity of care on release, particularly for hormone therapy and specialist care.</p> | |
| | <p>Young people in detention can commence gender transitioning treatment while incarcerated. Consent is obtained from parents or guardians.</p> | |
| <p>Health service delivery is culturally appropriate.</p> | <p>Health care staff are culturally aware and have a clear understanding of the cultural factors and beliefs of the centre's significant cultural cohorts, to inform their diagnoses.</p> | <p>Staff training records: Records indicate health staff regularly receive cultural awareness and diversity training.</p> <p>Feedback from young people in custody: Young people feel safe when accessing health services and that their cultural needs are considered.</p> <p>Observation of health staff: Are health staff observed to be responsive to an individual patient's cultural needs when delivering health care.</p> |
| | <p>Appropriate changes are made to medication schedules when this is affected by religious practices.</p> | |
| <p>Cohort outcome: First Nations young people can access culturally safe health care services.</p> | <p>Detention centres acknowledge that a culturally safe model of health care for First Nations peoples includes physical, spiritual, cultural, emotional, and social wellbeing.</p> | <p>Health education: Pamphlets and information on health promotion, screenings and general wellbeing are</p> |

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| | <p>All First Nations young people in custody receive a comprehensive health check on admission, including assessment for cardiovascular conditions, blood borne viruses, diabetes, mental health conditions, auditory capacity, and a full family history of relevant health needs and status.</p> | <p>provided in different languages and culturally safe formats.</p> |
| | <p>The detention centre has an Aboriginal Health Worker.</p> | |
| | <p>Accredited interpreters are used when required.</p> | |
| <p>Allied health and specialist services are provided on referral.</p> | <p>Young people can receive treatment from specialist practitioners and allied and private health professionals.</p> | <p>Availability of health services: The detention centre facilitates access to a range of allied health services and specialists as required to meet the needs of young people in custody.</p> <p>Feedback from young people in custody: Young people advise whether they can readily access external health services and specialists.</p> <p>Review of medical records: A review of medical records indicates efforts by the detention centre to facilitate access to external health services and specialists in a timely way.</p> |
| | <p>Access to allied health and specialist services are not unduly restricted by logistical considerations, such as security, staffing, or transport.</p> | |
| | <p>Acute needs are immediately addressed.</p> | |
| | <p>Young people on waiting lists are informed of expected wait times.</p> | |
| <p>Young people receive a health examination by qualified health staff within 72 hours of reception.</p> | <p>Newly received young people in custody receive a health examination within the first 72 hours.</p> | <p>Random sampling of medical records: Examination of records to determine timeliness of initial health examinations upon entry to a detention centre.</p> <p>Medical specialist review of records: Expert-led review of medical records to determine if appropriate level of care has been provided for people entering custody with pre-existing conditions.</p> |
| | <p>Young people who are transferred between facilities who have received a full assessment are further screened at the new facility.</p> | |
| | <p>Health files from external health providers and previous times in custody are consulted.</p> | |
| | <p>Young people under medical treatment or receiving medications on reception can continue with that treatment or medication if endorsed by health staff.</p> | |

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| | Young people with major or ongoing needs have care plans prepared, implemented, and regularly reviewed. | |
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| Standard 19 – Mental health care | | |
| Young people receive thorough mental health care and support. | | |
| Outcomes | Measures | Possible sources of evidence |
| Young people's mental health care needs are adequately and appropriately met. | Competent practitioners deliver a community-equivalent range of evidence-based interventions and support for young people with mental health needs including learning disabilities, trauma, and neurological, mental, and personality disorders. | <p>Review At-Risk Assessment Group (ARAG) minutes: The ARAG is multidisciplinary and assessed as effectively monitoring the care needs of people at-risk of self-harm or suicide.</p> <p>Staff training records: Staff are provided with regular suicide prevention and mental health training.</p> <p>Post-crisis supports: There are sufficient processes and capacity to provide young people necessary supports following a mental health crisis.</p> |
| | Young people in custody showing self-harm or suicidal behaviour are identified early and managed effectively under the least restrictive regime for their risk. | |
| | All staff are trained in identifying self-harm and suicidal behaviour, and suicide prevention. | |
| | Multidisciplinary mental health crisis teams are available. | |
| | Young people in crisis are consulted and informed about their care, including how to return to a standard routine. | |
| | First Nations young people can access culturally appropriate crisis supports. | |
| | Trauma and grief counselling is offered, where appropriate. | |
| | Medical response equipment is easily accessible and readily available during crisis events. | |

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| | Trained counsellors are available to all affected young people and staff after a crisis event. | |
| Effective multidisciplinary processes detect and manage young people in crisis. | The mental health needs, including any comorbidities and alcohol and other drug needs, of young people are assessed during their initial health screening at reception. | <p>Access to support staff: The facility has an adequate allocation of support staff to meet the demands of the population. Waiting periods to access support are low.</p> <p>Feedback from young people in custody: Young people in custody know how to access help and feel that support staff are available should they be required.</p> <p>Individual management plans: Young people in custody with mental illness are proactively managed by mental health clinicians.</p> |
| | Young people who require psychiatric care are promptly referred to an appropriate mental health facility to meet their needs. | |
| | Young people can be referred to, or self-refer to, psychological counselling services as required. | |
| | There are sufficient mental health and counselling resources to meet the demands of young people in custody. | |
| | Young people with mental illness have care plans which are regularly reviewed with their mental health practitioners. This includes suitable discharge planning for continuity of care post-release. | |
| | Young people entering custody under medical or psychiatric treatment, can continue treatment in custody. | |

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| Standard 20 – Substance use treatment | | |
|---|--|--|
| The detention centre has a comprehensive drug and alcohol strategy and provides personalised and culturally appropriate supports. | | |
| Outcomes | Measures | Possible sources of evidence |
| Effective strategic mechanisms safely reduce young people's demand for drugs and alcohol. | The detention centre has an effective drug and alcohol strategy that includes smoking cessation. | Drug reduction strategies: The detention centre has a proactive drug reduction strategy that is regularly reviewed. |
| | The detention centre has an evidence-based detoxification policy. | Prevalence testing results: Data on prevalence testing indicates the detention |

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| | <p>The detention centre has working partnerships with local drug rehabilitation, counselling, and education services.</p> | <p>centre is proactively working to reduce illicit substance use.</p> <p>Local policies and procedures: There are clear and up-to-date local policies on drug testing and referrals to support services following a positive test.</p> |
| | <p>Regular and comprehensive needs assessments inform the strategy and action plans.</p> | |
| | <p>Staff are adequately trained to effectively support and manage young people with substance misuse problems and to recognise when someone requires referral to substance use services.</p> | |
| | <p>Detention centres have clear referral pathways for young people.</p> | |
| | <p>Therapeutic services meet the young person's needs, and their feedback and outcomes inform service delivery.</p> | |
| | <p>Therapeutic services are integrated with each other, the detention centre, and health services.</p> | |
| | <p>Sufficient competent staff provide effective evidence-based services.</p> | |
| | <p>Young people with mental health and substance-related needs have prompt access to joined-up, comprehensive support.</p> | |
| <p>Young people with histories of illicit substance use receive specialised and individualised treatment, and culturally appropriate support.</p> | <p>Young people have personalised recovery plans which are regularly reviewed.</p> | <p>Initial assessments: Initial in-take assessments and health examinations are demonstrated to identify young people entering custody with histories of substance misuse. There are clear processes in place to support people experiencing withdrawal.</p> <p>Support services and pharmacotherapy programs: The detention centre has a range of support services available for young people with histories of substance misuse, and any pharmacotherapy programs are</p> |
| | <p>Young people can access a range of gender-specific and culturally appropriate education programs, including information about the effects of substance misuse and the supports available to them both in detention and the community.</p> | |

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| | Young people can access clinical, psychosocial, and harm reduction interventions, including intensive counselling. | <p>implemented in accordance with relevant policies and procedures.</p> <p>Feedback from young people in custody: Young people express they can seek help and receive appropriate supports to address illicit substance use while in detention.</p> |
| | Initial health assessments identify dependencies, detoxification requirements and immediate risks of harm. | |
| | Interventions for withdrawal and detoxification commence immediately. | |
| | Young people are clinically supervised during withdrawal and detoxification. | |
| | Pharmacotherapy programs are available under strict eligibility criteria, in accordance with the Community Program for Opioid Pharmacotherapy. Young people under such programs are regularly and clinically monitored. | |
| | Young people receiving treatment in the community can continue this and get ongoing support in detention. | |
| | Young people receiving treatment in detention are supported to continue their treatment when they are released. | |

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Standard 21 – Support

Young people can access a range of different welfare and wellbeing supports.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Effective support programs meet the diverse risks and needs of the population.</p> | <p>All young people can access a range of supports, including Aboriginal Youth Support Officers and Individual Support Mentors, who effectively communicate with the various cohorts.</p> | <p>Feedback from peer support workers: The peer support team reflect the diversity of the facility, feel appropriately trained and supported in their work.</p> <p>Aboriginal Youth Support Officers: There are sufficient Aboriginal Youth Support Officers to meet the needs of the facility, and they</p> |
| | <p>An active and structured program of peer support is available to all young people in custody.</p> | |

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| | <p>The makeup of the peer support, and mentor groups reflects the cultural and gender diversity of the centre's population, where possible. This includes acknowledging the diversity within First Nations populations.</p> | <p>are observed to proactively engage with young people in custody.</p> <p>Feedback from people in custody: People in custody feel they can approach the Aboriginal Youth Support Officers or for help and assistance.</p> |
| <p>The Aboriginal Youth Support Officer and the peer support group have access to management to raise contemporary concerns and issues.</p> | | |
| <p>Peer supporters are provided with incentives and gratuities for their work.</p> | | |
| <p>Peer supporters and mentors are used effectively in orientation, and during first night arrangements.</p> | | |
| <p>Peer supporters are proactively supported by Aboriginal Youth Support Officers</p> | | |
| <p>Peer supporters and mentors can access young people in need of support, subject to security considerations.</p> | | |
| <p>Cohort outcome: Comprehensive and individualised support plans meet the needs of trans, gender diverse, and intersex young people.</p> | <p>Young people identifying as trans, gender diverse, and intersex have individualised support plans developed, implemented, and regularly reviewed. Plans include all information relevant to the young person's daily management, and their support and counselling needs.</p> | <p>Feedback from trans, gender diverse, and intersex young people: Feedback suggests there are adequate support mechanisms in place to meet their needs.</p> <p>Individualised support plans: The detention centre has prepared individualised support plans for people in custody identifying as trans, gender diverse, or intersex.</p> |
| <p>Plans are developed promptly and in consultation with the young person.</p> | | |
| <p>Cohort outcome: Young people with disability receive comprehensive and individualised support to meet their needs.</p> | <p>The detention centre has effective policies ensuring young people with disability are adequately supported while in custody.</p> | <p>Feedback from young people: Feedback suggests young people with a disability feel adequately supported while in detention.</p> <p>Individualised support plans: Where appropriate, the detention centre has</p> |
| <p>Staff sensitively manage young people in custody with disability.</p> | | |

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| | <p>Young people with disability have individualised support plans developed, implemented, and regularly reviewed. Plans include all information relevant to the person's daily management, and their support needs.</p> | <p>prepared individualised support plans for people in custody with a disability.</p> <p>Access to NDIS: The facility proactively supports young people with NDIS funding to access necessary supports and services, with staff allocated to this function.</p> |
| <p>Cohort outcome: Effective cultural supports are available to First Nations young people in custody.</p> | <p>The detention centre has Aboriginal Visitors who link First Nations young people with their respective culture and communities.</p> <p>Aboriginal Visitors are easily and regularly accessible in person.</p> <p>First Nations Elders are invited to participate in cultural meetings, celebrations, and events, and can advise the facility on cultural matters.</p> <p>First Nations Elders reflect the cultural and gender diversity of the detention centre's population, where possible.</p> | <p>Aboriginal Visitor Scheme: The facility has an appointed First Nations Visitor who is documented as attending regularly.</p> <p>Feedback from First Nations young peoples: Feedback helps demonstrate if First Nations young people feel adequately supported from a cultural perspective.</p> <p>Cultural activities: The facility proactively celebrates important First Nations dates and events.</p> <p>First Nations Services Committees: The detention centre has an active First Nations Services Committees that meets regularly to consider the needs of First Nations young people held at the facility.</p> |

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Section 6: Rehabilitation

Objective: Young people in detention should be lawfully managed with clear case information, receive tailored education and employment opportunities, and be supported with programs and planning to ensure successful reintegration upon release.

Standard 22 – Classification, sentence administration, and case management: Young people are lawfully held and released, provided with clear information about their custody, tailored risk assessments, and support to pursue their goals in detention.

Standard 23 – Programs and education: Young people are assessed to identify their risks and needs, and receive evidence-based programs, education, and life skills training tailored to their requirements.

Standard 24 – Preparation for release: Young people are well-prepared for release and provided essential support for their departure and successful reintegration into the community.

Standard 25 – Young people transferring to adult custodial facilities: Young people who transfer or who are likely to transfer to adult custodial facilities are managed appropriately.



Standard 22 – Classification, sentence administration, and case management

Young people are lawfully held and released, provided with clear information about their custody, tailored risk assessments, and supported to pursue their goals in detention.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Young people are held in custody and released in accordance with the law.</p> | <p>Young people are only admitted to custody with valid documentation.</p> | <p>Observation of reception in-take processes: Reception in-take processes are observed to be thorough and effective, ensuring young people are admitted with appropriate documentation and supported through the in-take process.</p> <p>Feedback from young people in custody: Young people in custody are informed of their next court date or sentencing date.</p> <p>Orientation processes: Young people in custody at the start of their sentence are provided information about opportunities and conditions for early release.</p> <p>Discussions with case planning staff: Case planning staff are up to date with activities for young people and feel adequately supported and resourced to meet demand.</p> |
| | <p>Effective processes ensure the continued legality of a young person’s time in custody.</p> | |
| | <p>Young people know their key sentence dates, including possible release dates, and they are told of any updates. All dates are re-confirmed with the young person at least every three months.</p> | |
| | <p>Release dates, including possible early or supervised release dates, are accurately calculated and implemented.</p> <p>Young people on remand are informed of their next court appearance.</p> | |
| | <p>Young people are released at the earliest possible time. They are never held beyond their date of release except when they request in writing to remain in custody overnight for travel or other compassionate reasons.</p> | |
| | <p>Opportunities and conditions for early release or remissions are explained to young people at the start of their sentence, in a language and format they understand, and they are informed of any updates.</p> | |
| | <p>Detention centre staff are trained in sentence and release processes.</p> | |
| | <p>Young people know how and can initiate having the accuracy of their sentence calculation checked.</p> | |

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| <p>Assessment and classification systems are based on young people's risks and needs.</p> | <p>The assessment and classification systems are accurate, timely, and transparent.</p> | <p>Feedback from assessment staff: Assessment staff have the relevant skills and experience to perform their role and are supported to do so by management. They are provided with appropriate tools and systems to ensure decisions are accurate and timely.</p> <p>Feedback from young people in custody: Young people in custody have an awareness assessment and classification processes and outcomes, and how these are reviewed.</p> <p>Assessment dip sampling: A range of assessment reports are dip-sampled to evaluate timeliness, thoroughness, and the adequacy of content.</p> |
| | <p>The system has graduated levels of security, privileges, opportunities, and freedoms.</p> | |
| | <p>Assessment and classification are based on the specific risks and needs of the young person.</p> | |
| | <p>Young people are safely held under the least restrictive routine and lowest security rating based on their assessment.</p> | |
| | <p>Security classifications are reviewed at least every three months.</p> | |
| | <p>Young people know the outcome of their assessment and classification, and any reviews.</p> | |
| | <p>Assessments are objective, validated and evidence based. The tools are normed on gender specific and culturally diverse populations, and they are regularly reviewed.</p> | |
| | <p>Professional override is used appropriately and accountably.</p> | |
| <p>Cohort outcome: Young women and girls are held in accommodation suitable to their needs.</p> | <p>Young women and girls are held close to their family and community of interest, under the least restrictive routine based on their assessment, and separately to male young people.</p> | <p>Placement decisions: A review of placement decisions demonstrates the individual needs of young women and girls, and their personal preferences, are considered.</p> <p>Feedback from women and girls: Young women and girls understand the process for placement decisions, why a decision has been made, and their avenues for appeal.</p> |
| | <p>Young women and girls are held in appropriate accommodation that supports their health and wellbeing.</p> | |
| <p>Cohort outcome: Recognising their strong affinity to land and culture, First Nations young people in custody are held on country.</p> | <p>Where out-of-country placements are unavoidable for people with strong attachments to country, they are supported appropriately.</p> | <p>Cultural supports offered: Detention centres support out-of-country placements of First Nations young people with access to cultural food, activities, and programs, in addition to First Nations support workers and Elders.</p> |
| | <p>First Nations young people held out-of-country are not individually isolated. Where possible, they are placed with family and</p> | |

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| | community members within the detention centre for social support. | |
| <p>Cohort outcome: Trans, gender diverse, and intersex young people are consulted, and their preference is considered when decisions are made about their placement in a detention centre.</p> | Young people are held in a detention centre, and/or unit within a detention centre, consistent with their gender identity. | <p>Feedback from young people: Feedback from trans, gender diverse, and intersex young people to understand the process of room placements and whether they feel their specific needs are considered.</p> <p>Policy and procedures: There are clear processes for assessing placement decisions for trans, gender diverse, and intersex young people.</p> |
| | Young people identifying as trans, gender diverse, and intersex participate in discussions regarding their placement. | |
| <p>All young people have an individual case management plan which meets their assessed needs and risks.</p> | Each young person must have in place a detailed case management plan and a case manager. | <p>Review of case management plans: Case management plans are developed promptly and in consultation with young people in custody. Accurate records are maintained, including regular updates on progress achieved or any changes made.</p> <p>Treatment assessments: Sentenced young people are thoroughly assessed to identify their criminogenic treatment needs.</p> |
| | Case management plans are developed promptly upon coming into custody. | |
| | Young people and appropriate family members are actively involved in the young person's individual case management. | |
| | The case management plan must be based on the young person's needs and should follow an appropriate and realistic timeline. | |
| | Plans contain measurable and achievable short and long-term goals. Where progress to the agreed goals is delayed, appropriate support is delivered. | |
| | There is sufficient flexibility to ensure the full range of a young person's needs are addressed, for example, education, therapeutic programs, family contact, and legal advice. | |
| | Plans provide a pathway for the young person's safe release into the community. | |
| | Case management is provided for young people who return multiple times for short stays and enables previously started activities to be continued, where appropriate. | |

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| | Case managers regularly review case management plans in consultation with young people. | |
| <p>Cohort outcome: Case management planning is culturally appropriate for First Nations young people in custody.</p> | Assessors with appropriate cultural expertise are involved in developing case management plans for First Nations young people in custody. | <p>Review of case management plans: An examination of case management plans demonstrates assessors acknowledge First Nations people's cultural needs and decisions seek to support their ongoing connection to culture.</p> |
| | Case management plans for First Nations young people acknowledge and support their connection to Country, culture, kin, and community. | |
| | First Nations young people are held on Country. Where out-of-Country placements of young people with strong attachments to Country are unavoidable, they are supported to maintain contact with family and community. | |
| | First Nations young people held out-of-Country are not individually isolated. They are placed with family and community members within the detention centre for social support. | |
| <p>Young people are held as close as possible to their family and community of interest.</p> | Young people are held close to home, unless where requested by the individual, or they need specialist services, or there are compelling reasons for being placed further away. | <p>Review of placement decisions: Where young people are placed in a detention centre away from family or their community of interest, justification is provided in case management plans, and the individual understands the rationale.</p> <p>Feedback from young people in custody: People in custody understand why decisions have been made to place them at a particular detention centre and they feel supported in maintaining contact with family and friends.</p> |
| | Where people are placed far from home other than for personal choice, it is for the minimum time necessary, and they are assisted in maintaining contact with family and friends, including through regular repatriation for in-person visits. | |
| | Foreign national young people are placed in detention centres that best provide for non-standard services like access to translators and consular services. | |

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Standard 23 – Programs and education

Young people are assessed to identify their risks and needs, and receive evidence-based programs, education, and life skills training tailored to their requirements.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Young people can access programs and services to address their needs.</p> | <p>Young people are assessed to determine their criminogenic needs. Assessment tools are validated, comprehensive, gender responsive, and culturally appropriate.</p> | <p>Participation records: Documentation showing how young people are involved in the assessment process, including consent forms and participation logs.</p> |
| | <p>Young people can access criminogenic interventions that target their assessed needs.</p> | <p>Feedback mechanisms: Records of feedback from young people about their experience with programs and services.</p> |
| | <p>Programs offered to young people aim to improve their skills and reduce their risk of reoffending.</p> | <p>Program enrolment records: Records of participation in criminogenic interventions, demonstrating accessibility and uptake.</p> |
| | <p>Young people can access psycho-educational and cognitive development short courses and programs. Victim awareness work is undertaken to help young people develop empathy for others.</p> | |
| | <p>Young people have access to and are encouraged to engage in self-help programs.</p> | |
| | <p>Access to counselling and programs delivered by external providers, including on a fee for service basis, is not unduly restricted.</p> | |
| <p>Cohort outcome: Young women and girls can access gender-specific programs that are culturally appropriate.</p> | <p>Gender-specific criminogenic programs meet the needs of young women and girls, including First Nations women.</p> | <p>Feedback from young women and girls: Young women and girls can access a range of treatment programs that are designed and delivered to meet their gender-specific needs.</p> |
| | <p>Access is substantively equal to that available to male young people and does not require young women and girls to be transferred to another detention centre away from their family and community of interest.</p> | |

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| | The detention centre has a safe therapeutic environment to support young women and girls dealing with victimisation, trauma, and abuse. Individual counselling is available in addition to programs addressing these issues. | |
| Cohort outcome: Trans, gender diverse, and intersex young people have equal access to rehabilitative and reparative opportunities. | Trans, gender diverse, and intersex young people have equal access to the full suite of services, programs, and treatment available to others to meet their rehabilitative and reparative needs. | Feedback from young people: Trans, gender diverse, and intersex young people feel they can participate in all relevant services and programs to treat their offending behaviours. |
| | Young people are not denied access to services, programs, and treatment due to their gender identity. | |
| Cohort outcome: Young people with disability have equal access to rehabilitative and reparative opportunities. | Young people with disability are actively involved in their rehabilitation and reparation. They are consulted and their opinions are considered. | Feedback from young people: Young people in custody do not feel excluded from programs due to their disability, and reasonable adjustments are made to ensure programs and services are accessible. |
| | Young people are not excluded from rehabilitative and reparative opportunities due to their disability. | |
| | Tailored educational, employment, and program opportunities exist for young people in custody with disability. Delivery occurs in a language and format they understand. | |
| All programs and counselling services are best practice and evidence based. | Programs are best practice and have solid evidence as to their efficacy. | Document review: The Department can provide analyses and evaluations proving programs are evidence-based and best practice, as well as regularly reviewed. |
| | Programs are applied according to relevant 'what works' principles in relation to responsivity and intensity. | |
| | Interventions are developed and adapted for delivery to young people with diverse gender, cultural, and responsivity needs. Adaptations do not risk program efficacy. | |
| | Effective governance is in place for program and counselling delivery. | |
| | Programs are periodically evaluated including by obtaining the views and experiences of the participants. | |

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| | <p>Programs delivered by external service providers are monitored and regularly assessed.</p> | |
| | <p>Non-accredited interventions are carefully managed, and their effectiveness is monitored.</p> | |
| <p>Education and training opportunities are relevant to needs and interests of the young people.</p> | <p>Young people receive a timely and accurate assessment of their learning needs, wants, and abilities when they arrive in detention.</p> | <p>Education enrolment and completion statistics: Obtain and analyse statistics relating to the enrolment and completion of education units.</p> <p>Feedback: Obtain feedback from young people in custody both enrolled and non-enrolled users to assess access equity, satisfaction levels and awareness of educational opportunities.</p> <p>Observation: Education facilities are observed to be well equipped and offer a suitable environment for engagement and learning.</p> |
| | <p>Young people have ongoing assessments to ensure education and training programs can be adjusted or tailored to meet their needs, development, and areas of interest.</p> | |
| | <p>Young people are encouraged to participate in education and training, including those on remand. They know about the opportunities available to them.</p> | |
| | <p>Young people assessed with low levels of literacy and/or numeracy can access appropriate education as soon as they arrive in detention.</p> | |
| | <p>The standard of education and programs available is equivalent to that within the community.</p> | |
| | <p>There is a wide range of courses including general education, technical, and vocational education.</p> | |
| | <p>Young people can access vocational programs that will develop their potential for when they are released. Work-related activities are aimed at providing training and skilling towards employment in the community, rather than focussing on production.</p> | |
| | <p>A range of teaching methods are available and are not limited to the classroom environment. Self-paced formats, including through digital means, are available.</p> | |

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| | Life skills programs meet the needs of young people in detention centres. | |
| | Appropriate and sufficient staff, infrastructure, resources, and technologies are available. | |
| Cohort outcome: Education and vocational training opportunities for young women and girls in custody are diverse, of interest, and increase the likelihood of successful reintegration. | Education and vocational training opportunities for young women and girls develop the necessary skills for employment post release, including for those entering the workforce for the first time. | Education and training enrolments: Young women and girls are not disadvantaged in mixed-gender places of detention. Enrolment records in education demonstrate access is not restricted. Feedback from young women and girls: Young women and girls feel they can access education and training opportunities and those that are available genuinely reflect their needs and interests. |
| | Education and vocational training opportunities reflect the diversity of young women and girls and are not limited to stereotypical gender skills and roles. | |
| | Young women and girls' access to education and vocational training is substantively equal at a detention centre holding both male and female young people. | |
| Cohort outcome: First Nations young people can access education and vocational training opportunities that increase post-release job-readiness. | First Nations young people who lack work experience and training are supported in finding meaningful accredited training opportunities while in detention that increases their post-release job-readiness. | Feedback from people in custody: First Nations young people have opportunities to engage in meaningful training opportunities that offer skills development to increase their post-release employability. Re-entry supports: Re-entry supports are available to post-compulsory school aged First Nations young people to help them secure and maintain employment upon release. |
| | First Nations young people returning to remote communities can gain skills likely to be of value there. | |
| | The detention centre connects First Nations young people in custody to culturally appropriate reintegration services that assist them to secure and maintain employment upon release. | |
| Cohort outcome: Young people with disability have access to suitable education and vocational training opportunities. | Young people with disability are not disadvantaged in accessing training and education opportunities due to their disability. | Observation: Training environments are accessible, and reasonable adjustments are made in response to the needs of people in custody with a disability. Feedback from people in custody: Young people in custody with a disability feel they can actively participate in a range of training and education opportunities. |
| | The detention centre proactively modifies training and education environments and tasks to ensure they are accessible and inclusive. | |
| | Peer-led support or mentoring programs are available to support young people with | |

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| | disability participate in accredited training, build confidence and post-release job-readiness. | |
| A wide range of community-based service providers are regularly involved with the detention centre. | There is appropriate, ongoing contact with relevant community-based service providers which can deliver spiritual guidance, post-release connections, and domestic, financial, and life skills development. | <p>Voluntary programs: The detention centre offers a range of voluntary programs by community-based service providers to help meet the needs and interests of young people in custody.</p> <p>Feedback from young people in custody: Young people can access a range of voluntary programs, and there are processes in place for additional programs or services to be requested.</p> <p>Independent Visitors: Independent Visitors can access the facility as required to meet with young people and staff.</p> |
| | The centre continuously assesses the needs of the population so all young people can receive access and assistance from service providers. | |
| | The centre regularly evaluates materials presented, the results of programs, and the assistance offered by community-based service providers, using the views of participants in their decisions. | |
| | All service providers are suitably checked and cleared, and they receive an adequate induction to the facility. | |
| | Staff and young people in custody understand the purpose of visits by ministerially-appointed Independent Visitors. | |

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| Standard 24 – Preparation for release | | |
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| Young people are well-prepared for release and provided essential support for their departure and successful reintegration into the community. | | |
| Outcomes | Measures | Possible sources of evidence |
| Young people are adequately prepared for their release. | Release planning commences as part of orientation and ongoing case management. | <p>Access to release planning information: The detention centre provides young people in custody with release planning information at orientation and during case management processes.</p> <p>Interviews with staff and young people in custody: Both staff and young people in custody demonstrate an awareness of how and when release planning commences, and the processes involved.</p> |
| | Pre-release programs prepare young people in custody for return to community life. | |
| | Young people with continuing health and social care needs are prepared and assisted to access appropriate post release services, including those who are at risk. | |

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| | <p>Young people with a history of drug and/or alcohol problems are prepared and assisted to access appropriate post release services, including continued treatment.</p> | <p>Supervised release education materials and supports: The detention centre supports young people understand supervised release and the requirements of their order's conditions.</p> |
| <p>Young people have an up-to-date plan for addressing outstanding rehabilitation needs. Plans are managed in partnership with youth justice officers, where necessary.</p> | | |
| <p>Young people understand the requirements of their supervised release order conditions and can discuss their rights and responsibilities prior to release.</p> | | |
| <p>Young people receive advice, support, and skills to manage their finances adequately in detention and on release.</p> | | |
| <p>All young people receive sexual health advice and contraception on release.</p> | | |
| <p>Cohort outcome: First Nations young people are provided culturally relevant supports prior to their release.</p> | <p>First Nations young people receive culturally relevant reintegration and post-release services.</p> | <p>Reintegration supports: There are culturally relevant reintegration supports and programs available to First Nations young people in custody.</p> <p>Release arrangements: The detention centre can demonstrate the transport arrangements for off-Country First Nations young people are adequately catered for prior to their release.</p> |
| | <p>Release arrangements for First Nations people from remote communities considers how they can safely and promptly return to their homes.</p> | |
| <p>Cohort outcome: Young people with disability are adequately prepared and supported for release.</p> | <p>Young people with disability can access advice, support, and skills to prepare them for their release.</p> | <p>Reintegration supports: The detention centre ensures the individual needs of young people with a disability are catered for in release planning preparations.</p> <p>Case records: There is documented evidence that staff have considered the needs of young people with disability and made relevant referrals to support organisations prior to their release.</p> |
| | <p>The detention centre has adequate transition support, including appropriate and coordinated linkages to support organisations, government services, and community health networks, if necessary.</p> | |
| | <p>Every effort is made to ensure young people with disability have suitable accommodation which meets their needs on release.</p> | |

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| | Young people with disability are provided any necessary release day supports, including access to their guardian where necessary. | |
| <p>Practical support and information is provided to all individuals on their day of release.</p> | Identification, valuable property, and money are sent to court for all young people in custody required to appear without a return to detention order. | <p>Observation of release processes: Release procedures are observed to be efficient and suitably support young people in custody for a successful reintegration.</p> <p>Feedback from young people in custody: Young people being released feel adequately supported by the detention centre.</p> |
| | The detention centre ensures young people have the means to safely reach their home, particularly First Nations young people from remote communities which are not serviced by public transport. | |
| | Young people have appropriate identity documents. | |
| | Young people receive all their property, including money, on release. | |
| | Clothing is cleaned or aired when it has been stored for extended periods, and suitable clothes and bags are available to discharged young people who do not have them. | |
| | Young people can make a phone call and charge their mobile phone prior to release. | |
| | Young people are given information about sources of help and support in the community. | |
| | Young people who need additional support are met at the gate and taken to their initial appointments. | |
| <p>Standard 25 – Young people transferring to adult custodial facilities</p> | | |
| <p>Young people who transfer or who are likely to transfer to adult custodial facilities are managed appropriately.</p> | | |
| Outcomes | Measures | Possible sources of evidence |
| <p>Young people who are likely to transition to an adult custodial</p> | <p>Young people are identified on entry into detention if they are likely to transition to adult custody, enabling early planning.</p> | <p>Transfer and planning records: There is documented evidence and data of the proposal, decision, and planning for all</p> |

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| <p>facility are identified and supported.</p> | <p>Planning takes account of future transfer to adult custody, and plans are in place to ensure outstanding interventions are implemented.</p> | <p>young people who transfer or are likely to transfer to adult custodial facilities.</p> <p>Feedback from young people: Discussion with young people who are transferring to an adult custodial facility feel adequately supported for their transition.</p> |
| | <p>Transition planning includes trauma informed approaches, particularly for young people with histories of trauma, abuse, or mental health challenges.</p> | |
| | <p>Plans consider cultural factors for First Nations young people, including the involvement of Aboriginal Youth Support Officers, or other relevant culturally appropriate services.</p> | |
| | <p>Decisions to transfer young people to adult custody are in accordance with relevant legislation and documented appropriately.</p> | |
| | <p>Staff actively support young people prepare for transition to adult custody by initiating referrals to appropriate supports at the earliest practicable opportunity.</p> | |
| | <p>Notification of transfer, and all essential advance information, is sent to the relevant adult custodial facility to assist in the transfer preparations.</p> | |
| | <p>All service providers (including health and education, training, and employment providers) are informed of transfers to adult custody in advance and are involved appropriately in case transfer meetings to ensure continuity of care.</p> | |
| | <p>Young people are involved in their transitional planning including discussions around future goals, placement, and support.</p> | |
| | <p>Parents/guardians are involved, where appropriate, in discussions about transfer and in case transfer meetings.</p> | |

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Section 7: Managing behaviour

Objective: Staff should foster respectful relationships that encourage positive behaviour in young people, while the use of force, restraints, and isolation must be strictly regulated, used only as a last resort, and applied with humanity and oversight.

Standard 26 – Encouraging positive behaviour: The relationship between staff and young people is positive and respectful, fostering pro-social behaviours and personal responsibility.

Standard 27 – Use of force and restraints: Force and mechanical restraints are used only as a last resort, never as punishment, and are subject to strict governance to ensure legitimacy, necessity, and proportionality.

Standard 28 – Isolation and confinement: Isolation of young people is permitted only with proper authority, as a last resort, and for the shortest duration possible, ensuring they are treated with decency and humanity.



Standard 26 – Encouraging positive behaviour

The relationship between staff and young people is positive and respectful, fostering pro-social behaviours and personal responsibility.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| <p>The relationship between staff and young people is positive and respectful.</p> | <p>Staff treat all young people lawfully with dignity and respect, acknowledging their individual needs, rights to privacy and confidentiality, and rights to health and wellbeing.</p> | <p>Incident reports: Documentation of any incidents involving allegations of mistreatment or complaints, along with the outcomes of investigations.</p> <p>Surveys: Surveys or feedback forms from young people in custody assessing their experiences regarding treatment, respect, and their individual needs.</p> <p>Staff training records: Evidence of staff training programs focused on human rights, dignity, and respect, including ongoing professional development.</p> <p>Observations: Staff and young people in custody are observed to be interacting in a positive and respectful way.</p> |
| | <p>Staff do not discriminate against young people in custody based on race, culture, gender, nationality, sexual preference, or other distinguishing characteristics.</p> | |
| | <p>There are plenty of opportunities for positive communication between staff and young people in custody.</p> | |
| | <p>Staff engage proactively with young people and seek to know them as individuals.</p> | |
| | <p>Staff are trained to know the effect of cultural and life experiences (such as trauma, abuse, and mental illness) on a young person's behaviour and respond accordingly.</p> | |
| | <p>Staff know that some First Nations people may be compliant with authority. This behaviour is not exploited.</p> | |
| | <p>Breaches of rules or codes of conduct are appropriately investigated and managed.</p> | |
| <p>Young people have the opportunity and are encouraged to take personal responsibility, make informed choices, and express their own view.</p> | <p>Active engagement and involvement of young people in their own management is encouraged. Young people are informed, consulted, and involved in decision making that affects them, and their opinions are considered.</p> | <p>Unit Meetings: Minutes of meetings, with young people, are available and appropriate.</p> <p>Feedback from young people: Interviews about their involvement in decisions, or surveys regarding the opportunities available.</p> |
| | <p>Opportunities to utilise personal choice are built into the routine of the detention</p> | |

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| | <p>centre, with some choice of education, unit-based roles and recreation activities, and some control over living environment and personal activities. Everyday living encourages the development of life skills.</p> | <p>Case Management Records: Notes and minutes containing evidence of discussions with young people towards goal setting, shared decision making and release planning.</p> |
| | <p>Forums for self-expression outside of formal processes should be available, such as unit meetings where young people can raise issues or make suggestions; or regular forums where young people can meet with community figures or Departmental representatives.</p> | <p>Observation: Staff and young people are seen to engage in meaningful dialogue that contribute to problem-solving.</p> |
| <p>Young people develop pro-social behaviours and responsibility for their actions.</p> | <p>Staff support young people in custody to change their behaviour, giving them advice and opportunities to improve.</p> | <p>Feedback from staff and people in custody: Feedback from both staff and young people in custody on the professionalism and ethical behaviour of staff.</p> |
| | <p>Staff are good role models demonstrating ethical, professional, accountable, respectful, and transparent behaviour.</p> | <p>Policy documents: Policies and procedures related to behaviour management, staff conduct, and rule enforcement that outline the standards expected of staff.</p> |
| | <p>Staff can identify extremist ideologies that may present risk.</p> <p>When rules are breached, staff take time to explain how and why to the young person.</p> | <p>Behavioural support plans: Documentation of individual support plans or intervention strategies that outline how staff assist young people in custody in changing their behaviour and provide advice and opportunities for improvement.</p> |
| <p>Methods of managing behaviour should incorporate incentive schemes to promote the positive development of young people.</p> | <p>Good behaviour is rewarded and acknowledged.</p> | <p>Feedback from people in custody: Behaviour incentive schemes are understood and perceived to be implemented fairly.</p> |
| | <p>There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage poor behaviour.</p> | <p>Policies and procedures: The facility has a clear policy or procedure outlining the behaviour incentive scheme and it is understood and enacted by staff.</p> |
| | <p>Young people are kept up to date with their progress on the behaviour management scheme and can comment.</p> | <p>Notes on the offender database: Staff accurately document decisions on the offender database.</p> |
| | <p>Young people who are likely to be downgraded on the behaviour management scheme are warned and given reasons for a change in status. Young people can appeal against a decision and are helped to do so.</p> | |

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| | <p>The routine for those on the lowest level of the behaviour management scheme is not punitive and meets the minimum living conditions for young people, including contact with the outside world. Young people are provided the opportunity to demonstrate improvement in their behaviour.</p> | |
| | <p>There are programs in place for young people who remain on the lower levels of the framework for significant periods of time. This includes small, achievable targets.</p> | |
| | <p>Young people can provide feedback on the framework, both formally and informally.</p> | |
| | <p>Parents and carers are routinely informed of young peoples' positive attitudes, actions, and efforts.</p> | |
| <p>Secondary punishment (additional to detention) and consequences are open, efficient, fair, proportionate, and in line with legislation.</p> | <p>Where possible, antisocial behaviour is managed effectively without formal punishment or discipline, which are only used as a last resort.</p> | <p>Discussion with the Prosecutions Officer: The Prosecutions Officer demonstrates a good understanding of punishment and disciplinary procedures and has systems in place to manage detention centre charges.</p> <p>Observation: Disciplinary processes by Superintendents and Visiting Justices are fair and conducted in accordance with policy and legislation.</p> <p>Feedback from young people in custody: Feedback from young people in custody is used to examine whether disciplinary processes are fair, and punishments proportionate and in accordance with policy and legislation.</p> |
| | <p>Young people are only sanctioned in accordance with legislation, and the sanctions are never cruel or degrading.</p> | |
| | <p>Staff balance tolerance and authority and consider normal adolescent behaviour.</p> | |
| | <p>Young people are not subject to solitary confinement, nor corporal punishment, punishment by placement in a dark room, reduced diet, sensory deprivation or any cruel, inhuman, or degrading punishments.</p> | |
| | <p>Alleged breaches are independently investigated and where necessary prosecuted promptly by a competent authority.</p> | |
| | <p>Young people are promptly told of alleged breaches and understand the charges and procedures they face.</p> | |

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| | <p>Young people can access legal advice and defend themselves.</p> | |
| | <p>Where required, interpreter services are used to explain charges, processes, and the process for defending the charges. This includes obtaining culturally relevant advice and assistance for First Nations young people in custody.</p> | |
| | <p>Mentally ill young people and young people with disability are not punished for behaviour which is a consequence of their illness or disability.</p> | |
| | <p>No unofficial or collective punishments are used.</p> | |
| | <p>Sanctions are proportionate to the seriousness of the offence, and do not include prohibiting family contact.</p> | |
| | <p>Young people are not sanctioned twice for the same act or offence.</p> | |
| | <p>Young people can appeal against sanctions imposed on them.</p> | |
| | <p>Punishment and disciplinary processes are accurately recorded.</p> | |
| | <p>All disciplinary outcomes are monitored, and quality assured with emerging patterns identified and acted upon.</p> | |
| | <p>Where an alleged breach is prosecuted as a crime, young people are entitled to due process that exists in criminal proceedings, including unimpeded access to a legal representative.</p> | |

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Standard 27 – Use of force and restraints

Force and mechanical restraints are used only as a last resort, never as punishment, and are subject to strict governance to ensure legitimacy, necessity, and proportionality.

| Outcomes | Measures | Possible sources of evidence |
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| <p>Force is only used as a last resort and never as a punishment.</p> | <p>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 imminent and serious threat of self-harm or injury to others, and only when all other means of control have been exhausted.</p> | <p>Staff training records: There is documented evidence that staff are appropriately trained, including any required refresher training, in approved use of force methods.</p> <p>Use of force committees: A use of force committee is held regularly to review incidents and identify opportunities for improvement and good practice.</p> <p>Feedback from staff and young people in custody: Feedback through informal discussions, survey results, focus groups, or complaints are used to assess whether force is used excessively.</p> |
| | <p>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 possible time.</p> | |
| | <p>Staff are appropriately trained in approved use of force methods which emphasise the routine use of de-escalation techniques.</p> | |
| | <p>Use of force documentation and associated footage is securely retained and is reviewed by centre management (excluding any persons involved) in a timely manner to identify good practice, opportunities for improvement, and possible ill-treatment.</p> | |
| <p>When used, force is legitimate, necessary, proportionate, and subject to rigorous governance.</p> | <p>Planned use of force is properly authorised and recorded.</p> | <p>Observation: Where possible, planned use of force incidents and any debriefs are observed.</p> <p>Incident reports: Reports provide sufficient detail of authority to conduct planned use of force, or justification for any unplanned use of force.</p> <p>Review of incidents: Selected use of force incidents are reviewed to determine compliance with policy.</p> |
| | <p>All staff involved in a use of force are debriefed and complete appropriate reports promptly. They can access supports where required.</p> | |
| | <p>Young people are debriefed verbally after an incident and receive an explanation of why force was used on them with a view to prevent reoccurrence.</p> | |
| | <p>Health staff attend all use of force situations, identify health risks, and brief staff appropriately.</p> | |
| | <p>Health staff comprehensively assess an individual's well-being during and after an incident and initiate all required treatment/interventions promptly.</p> | |

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| <p>Approved weapons and mechanical restraints are used as a last resort and with proper authorisation.</p> | <p>All weapons and restraints are approved for use and are regularly reviewed.</p> | <p>Policies and procedures: There are clear policies and procedures in place for the storage, management, and use of all weapons and restraints.</p> <p>Training records: Records indicate all custodial staff are appropriately trained, including any required refresher training, in the use of weapons and restraints.</p> <p>Risk assessment documentation: Records of decision making, from the Incident Control Facility (ICF), including risk assessment tools, decision logs, Incident Action Plans (IAPs), or structured debriefs, which document how risks and use of force options were identified, considered, and managed.</p> |
| | <p>All weapons and restraints should be stored, carried, handled in a safe and lawful manner.</p> | |
| | <p>Weapons and restraints are only lawfully used as a last resort, for the shortest time necessary, and never as a punishment.</p> | |
| | <p>All custodial staff should have up to date training in approved weapons and restraints.</p> | |
| | <p>Young people receiving end-of-life care are not restrained unless there is an assessed serious risk.</p> | |
| <p>Cohort outcome: Use of force and restraint practices are respectful and gender-responsive.</p> | <p>Young women and girls are never restrained during labour, while giving birth, or immediately after delivery.</p> | <p>Feedback from young women and girls: Young women and girls confirm staff use force and restraints in a respectful and gender-responsive way.</p> <p>Review of incidents: Examination of incident reporting demonstrates the use of force and restraints on pregnant women is used as a last resort only.</p> |
| | <p>Force is not used against pregnant young women or young women with resident children unless necessary and all de-escalation options have failed, and other means have been exhausted. The safety of the unborn baby or resident child is paramount.</p> | |
| | <p>Pregnant young women are not routinely restrained.</p> | |
| | <p>Where there is a documented specific risk which cannot be managed by other reasonable means, pregnant young women are only ever mechanically restrained with handcuffs, and at the front of their body.</p> | |
| | <p>Pregnant young women are not restrained when giving birth.</p> | |

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| | The use of force and restraints on young women in custody is only administered by female staff, where possible. | |
| Cohort outcome: Use of force and restraints practices and procedures are respectful and ensure the inherent dignity of young people with disability. | Young people with disability are not subject to use of force or restraint practices which exacerbate their disability or cause harm. | Disability records: The offender database has up-to-date records on identified disabilities, and any alternative management protocols youth custodial staff should utilise. Review of incidents: Examination of incidents demonstrate any force used is considerate of an individual's disability, and any restraints used are approved for use. Training records: Youth custodial staff are adequately trained in the use of restraints and disability awareness. |
| | All de-escalation techniques and instructions issued about potential use of force actions are delivered to young people with disability in a language and format they understand. | |
| | Young people with disability have care plans which highlight risk factors and set out alternative management protocols which reduce the likelihood of restraint techniques becoming necessary. | |
| | Only approved mechanisms of restraint are used to restrain young people with disability. | |
| | Staff do not adjust restraints or restraining techniques where they have not been appropriately trained and/or techniques have not been approved. | |

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Standard 28 – Isolation and confinement

Isolation of young people is permitted only with proper authority, as a last resort, and for the shortest duration possible, ensuring they are treated with decency and humanity.

| Outcomes | Measures | Possible sources of evidence |
|---|---|--|
| The isolation and confinement of young people only occurs with proper authority and for the shortest period possible. | Young people are not subject to solitary confinement, nor corporal punishment, punishment by placement in a dark room, reduced diet, sensory deprivation or any cruel, inhuman, or degrading punishments. | Observation: Young people held in isolation and confinement are observed to be held in accordance with policy or legislation, with appropriate documentation. |

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| | <p>Young people are not isolated, confined or segregated except as a last resort, for the shortest time possible and subject to proper authorisation. Accurate records are maintained, including documenting the duration of the confinement.</p> | <p>Offender database records: Records of isolation and confinement on the offender database are examined to ensure they document the appropriate authority, justification, and duration of confinement.</p> <p>Feedback from young people in custody: Young people in custody generally understand why they have been placed into confinement or isolation, the expected duration of that confinement, and their entitlements and daily routine while confined.</p> <p>Observation: MDT meetings are structured, collaborative, and decisions are accountable and evidence-based. Minutes are made available.</p> |
| | <p>People in custody know why they have been isolated or confined.</p> | |
| | <p>A multidisciplinary staff group, including health and welfare staff, regularly monitor young people held in isolation or confinement and observe for signs of mental health issues or distress.</p> | |
| | <p>Where young people are segregated or confined, the place of confinement is of the same basic standard as the young person's normal accommodation in terms of size, facilities, and amenity.</p> | |
| | <p>Young people in confinement, isolation or segregation have meaningful daily conversations with various staff including management and health services.</p> | |
| | <p>Young people in confinement, isolation or segregation can exercise in the open air for at least two hours every day in a space large enough to enable meaningful exercise.</p> | |
| <p>Cohort outcome: Young people in custody with disability are not routinely segregated or placed in separate confinement.</p> | <p>Alternatives to segregation and separate confinement are proactively considered for young people with disability.</p> | <p>Offender database records: Confinement orders take into consideration a young person's disability prior to their placement into confinement. The impact of the confinement is taken into consideration during reviews.</p> |
| | <p>Segregation or separate confinement is avoided where it is likely to exacerbate disabilities.</p> | |
| <p>Young people under restricted or management routines are treated with decency and humanity.</p> | <p>The use of any room from which normal furniture, bedding or sanitation has been removed or in which a young person is held in anti-rip clothing is authorised and recorded as a use of special accommodation.</p> | <p>Room records on the offender database: Records indicate which rooms are authorised to be used as an 'observation' or 'safe' room, and these align with policy requirements.</p> <p>Restraints logs: The centre maintains accurate records for the use of mechanical restraints and anti-rip</p> |
| | <p>Special accommodation, mechanical restraints and anti-rip clothing are</p> | |

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| | properly authorised and only used for the shortest time necessary. | clothing, including authorisation for their use. |
| | Young people in custody are not strip searched or deprived of their normal clothing in special accommodation without sufficient specific intelligence and proper authorisation. | At-Risk Assessment Group (ARAG) minutes: ARAG meetings document reasons for, and authority to, continue holding a young person in an 'observation' or 'safe' room, and continued use of anti-rip clothing as a protective measure against self-harm. |
| | Young people in custody with severe mental illness and those at risk of suicide or self-harm are not held in special accommodation except in clearly documented and authorised exceptional circumstances and in consultation with the mental health team. | Supervision logs: Electronic supervision logs are used to document supervision of young people placed in 'observation' or 'safe' rooms. |
| | Monitoring of young people in special accommodation is carried out at frequent and irregular intervals, and accurate records are maintained. | |
| | Young people are encouraged to return to a standard room at the earliest opportunity. | |

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Section 8: Security

Objective: Detention facilities must ensure safety through secure infrastructure, balanced procedural and relational security, respectful search practices, effective emergency management, and dignified transport arrangements for young people in custody.

Standard 29 – Infrastructure: The detention centre infrastructure provides a safe and secure environment.

Standard 30 – Procedural security: The wellbeing of young people is safeguarded by effective security systems that are not unduly restrictive to daily life.

Standard 31 – Relational security: Effective relationships between staff and young people foster a safe and humane custodial environment.

Standard 32 – Searches: Searches of people, property and rooms are conducted respectfully and only where necessary.

Standard 33 – Incident and emergency management: The facility prepares for emergencies, informs relevant parties of serious incidents, and aligns its incident prevention and response capabilities with potential risks.

Standard 34 – Transport: Transport arrangements are respectful and ensure the safety and security of young people in custody, escort staff, and the community.



Standard 29 – Infrastructure

The detention centre infrastructure provides a safe and secure environment.

| Outcomes | Measures | Possible sources of evidence |
|--|--|--|
| <p>Young people are held in a safe environment where security is proportionate to risk and not unduly restrictive.</p> | <p>Perimeter barriers can deter and withstand a determined internal or external breach but do not overpower the senses or cause fear.</p> | <p>Observation: Detention infrastructure is observed to offer sufficient security without impeding the rehabilitation needs of the young people held there.</p> <p>Compliance reports: The detention centre can provide evidence that security systems are regularly audited for compliance, tested, and serviced.</p> |
| | <p>Effective security systems and procedures detect and prevent escape. They are regularly tested and serviced.</p> | |
| | <p>Infrastructure is built and maintained to recognised building standards with a 'healthy buildings' approach to climate control, amenity, lighting, and outlook.</p> | |
| | <p>Internal buildings and static security measures have regard for young people, staff, and visitor safety and is not obtrusive or intimidating.</p> | |
| | <p>The detention centre has ligature minimised rooms.</p> | |
| | <p>The detention centre does not exceed its design capacity and seeks to avoid overcrowding.</p> | |

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Standard 30 – Procedural security

The wellbeing of young people is safeguarded by effective security systems that are not unduly restrictive to daily life.

| Outcomes | Measures | Possible sources of evidence |
|---|--|--|
| <p>Young peoples' wellbeing is safeguarded by effective security systems.</p> | <p>The frequency and style of population counts are not oppressive and accounts for all young people, including those participating in activities or training outside of their unit.</p> | <p>Observation: Procedural security processes including the operation of the front gate, key control, and the master control room, are observed to be</p> |

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| | Effective and ethical systems exist for the appropriate gathering, recording, and management of intelligence. | <p>effective at maintaining the security of the detention centre.</p> <p>Observation of daily counts: The timing, frequency, and methods used to conduct population counts is effective and respectful.</p> <p>Intelligence procedures: There are clear procedures in place outlining how intelligence is gathered, stored, shared, and used in decision-making processes.</p> |
| | Decisions based on intelligence are proportionate to risk and account for the reliability of the evidence. | |
| | The volume and quality of intelligence reports is regularly reviewed, and appropriate quality and ethical controls are in place. | |
| | Security systems are sufficient to identify current and emerging threats. | |
| | Detention centres should have effective mechanisms in place to prevent and detect the supply of illicit drugs and contraband. | |
| | Effective processes and procedures control entry and manage movements in and around the centre. | |
| Access control processes and procedures do not interfere arbitrarily with family contact. | | |

Standard 31 – Relational security

Effective relationships between staff and young people foster a safe and humane custodial environment.

| Outcomes | Measures | Possible sources of evidence |
|--|--|---|
| The daily routine should facilitate opportunities for communication between staff and young people in detention. | Staff should be visible and approachable. | <p>Observation: Staff are observed to interact with young people proactively and positively in custody.</p> <p>Survey results: Pre-inspection surveys indicate whether there are effective and positions relationships between staff and young people in custody.</p> <p>Offender notes: A review of the offender database demonstrates staff are regularly recording their interactions with young people in custody.</p> |
| | Staff should be accessible and young people in custody should not have to negotiate physical barriers to speak to staff. | |
| | Staff are encouraged to use their observations of and interactions with young people in custody to gather and report intelligence. | |

Standard 32 – Searches

Searches of people, property and rooms are conducted respectfully and only where necessary.

| Outcomes | Measures | Possible sources of evidence |
|--|---|---|
| <p>Searches of young people are performed respectfully and in accordance with policy.</p> | <p>Searches of young people are conducted only when necessary, and in a safe and proportionate manner.</p> | <p>Search records: An examination of search records indicates whether searches are being performed in accordance with expectations.</p> <p>Feedback from young people in custody: Young people in custody provide feedback to indicate whether search practices are respectful and in accordance with departmental policy.</p> <p>Training records: Comprehensive training records are maintained by the centre to demonstrate staff are provided with necessary searching training.</p> |
| | <p>Young people are clearly informed about the search procedures. They are never humiliated or degraded.</p> | |
| | <p>Less intrusive searching methods, such as scans, are used instead of more invasive searches, such as pat searches.</p> | |
| | <p>Searches are conducted with due regard to gender, disability, religious and cultural sensitivities and trauma history.</p> | |
| | <p>Searches do not harass, intimidate or unnecessarily intrude on a young person's privacy.</p> | |
| | <p>Staff conducting searches are appropriately trained and provided with Personal Protective Equipment (PPE).</p> | |
| | <p>There are procedures in place for refusal to comply with a search and the consequences of refusing a search are explained to a young person before requesting their cooperation with the search.</p> | |
| | <p>Accurate records of all searches are maintained and include the reason for the search, the results, and the parties involved.</p> | |
| <p>Young people are not subjected to strip searches.</p> | <p>The detention centre does not routinely conduct strip searches of young people in custody.</p> | <p>Search records: Records indicate the extent to which a detention centre is</p> |

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| | <p>Policies and procedures require alternatives for strip searching to be used, such as with body scanners or direct observations.</p> | <p>utilising strip searching and whether its use is warranted.</p> |
| | <p>If a strip search is the only option, such as in an emergency or when alternative technology is not available, this must be done in the most humane way possible, including:</p> <ul style="list-style-type: none"> • Strip searches are conducted in a private area, or an area that provides reasonable privacy for the young person. • Strip searches are not conducted in view of CCTV. • Strip searches are conducted as quickly as possible, with the young person remaining partly clothed throughout and allowed to dress in private upon completion. • Strip searches are conducted by trained staff of the same gender as the young person. • Young people are informed of the reason for the strip search and the process involved. | <p>Search policies and procedures: The detention centre maintains up to date policies and procedures on searching practices, which restrict the use of strip search to exceptional circumstances only.</p> <p>Body scanning technology: Where body scanning technology is available for use, adequate staff are trained in its use, and it is significantly reducing the need to strip search people in custody.</p> |
| <p>Cohort outcome: Search procedures maintain the inherent dignity of women and girls in custody, resident children, and child visitors.</p> | <p>Searches of young women and girls are only conducted by female staff.</p> | <p>Search records: Records indicate that searches of young women and girls in custody are only performed by female staff.</p> |
| | <p>Searches are respectful and have regard for the young woman's possible experiences of trauma, violence, and abuse.</p> | <p>Feedback from young women and girls: Young women and girls provide feedback to indicate whether the use of searches is respectful and in accordance with departmental policy.</p> |
| | <p>Young women and girls are not strip searched, unless necessary. Where no other alternative can be used, they are never to be fully naked and only two appropriately trained female staff are present.</p> | |
| | <p>Resident children and child visitors are only searched if necessary. They are never strip searched. If a search is required, a parent or guardian is present.</p> | |
| <p>Cohort outcome: Search procedures maintain the inherent dignity of trans, gender diverse, and intersex young people.</p> | <p>Young people are asked to confirm their preferred gender identity prior to any search of their person.</p> | <p>Search preferences: Young people identifying as trans, gender diverse, or intersex, have their preferred search method listed on their profile in the offender database.</p> |
| | <p>Young people are asked which gender the officer should be to carry out person</p> | |

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| | <p>searches. Searches are conducted in line with the answer. If no answer is given, they are conducted as per the young person's outward appearance.</p> | <p>Feedback from young people: Trans, gender diverse, and intersex young people provide feedback to indicate whether the use of searches is respectful and in accordance with departmental policy.</p> <p>Search dip sampling: Selected search records are dip-sampled to assess timeliness, justification, authorisation, and adherence to legislative and policy requirements.</p> |
| <p>Where a search cannot be immediately conducted by staff of the gender preferred by the young person, they are safely managed until a search, or appropriate alternative, takes place.</p> | | |
| <p>Staff are adequately trained to perform searches, including in the sensitivities of trans, gender diverse, and intersex people, and particularly ensuring their rights to privacy are protected.</p> | | |
| <p>Cohort outcome: The needs of young people with disability are understood and they are treated with dignity and respect during all searches.</p> | <p>Young people with disability are given information about search procedures prior to any search being conducted, in a language and format they understand.</p> | <p>Staff interviews: Staff demonstrate an awareness of the needs and considerations of young people with a disability who are required to be searched.</p> |
| | <p>Staff conduct a risk assessment prior to the search considering the level and nature of the young person's disability and whether additional supports and aids can assist.</p> | <p>Feedback from young people: Young people with a disability provide feedback to indicate whether the use of searches is respectful, in accordance with departmental policy, and considers their individual needs.</p> |
| | <p>Alternative search methods are used where searches of the person may cause undue pain or discomfort.</p> | |
| | <p>Young people with a physical disability can sit down as much as required during the search process.</p> | |
| | <p>Health staff are involved in the removal of any artificial limb or aids, including temporary bandages or casts, where these impede a search and there is suspicion or intelligence of an unauthorised concealment.</p> | |
| | <p>Searches occur with due regard to the young person's privacy and modesty.</p> | |
| | <p>All aids are respectfully inspected during a search and promptly reassembled to purpose afterwards.</p> | |

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| <p>Searches of rooms and property are conducted respectfully.</p> | <p>Room and property searches are conducted by appropriately trained staff.</p> | <p>Observation: Room and property searches are observed to be conducted in a respectful manner.</p> <p>Search strategies, policies and procedures: The detention centre maintains up to date policies and procedures on searching practices and has in place a strategy for targeted and randomised searches to help maintain the security and good order of the facility.</p> <p>Search records: The detention centre maintains accurate records of all searches conducted and the outcomes of the search.</p> |
| | <p>Rooms and property are left in the same condition they were found in.</p> | |
| | <p>Young people can keep documents relating to their legal proceedings. These cannot be searched.</p> | |
| | <p>All room searches are completed by two staff members and recorded.</p> | |
| | <p>Searches are part of a wider safety and security strategy to detect items that may endanger the safety of anyone in the youth detention place or pose a threat to security and good order.</p> | |
| | <p>Search strategies, policies, and procedures are transparent and regularly reviewed.</p> | |
| <p>Searching of visitors and their property is carried out in a professional and accountable way and is appropriately recorded.</p> | <p>Admission of visitors to the youth detention place is contingent upon the visitor's consent to be searched.</p> | <p>Observation: Search practices of visitors and their property is observed to be professional, respectful, and in accordance with relevant policy.</p> <p>Signage: The detention centre has clear and visible signage outlining the relevant rules around prohibited items and the authority to conduct searches on visitors and their property.</p> <p>Search records: The detention centre maintains accurate records of all searches conducted and the outcomes of the search.</p> |
| | <p>Visitors must be informed of their rights, including the right to complain, and the consequences of refusing to be searched.</p> | |
| | <p>Effective search procedures are used to check the entry and exit of vehicles and tools.</p> | |
| | <p>Visitors are never strip searched or searched through a use of force. Frisk searches are only conducted based on a reasonable belief that a visitor is concealing contraband.</p> | |
| | <p>Clear information on prohibited items is displayed to visitors.</p> | |
| | <p>There are procedures on how to record, store, retain as evidence or destroy any items found during searches.</p> | |

Standard 33 – Serious incidents and emergency management

The facility prepares for emergencies, informs relevant parties of serious incidents, and aligns its incident prevention and response capabilities with potential risks.

| Outcomes | Measures | Possible sources of evidence |
|---|--|---|
| <p>The detention centre is prepared for emergency management incidents.</p> | <p>The detention centre has an emergency management plan which is tested regularly.</p> <p>All staff are trained in incident response and emergency management procedures.</p> <p>Emergency equipment is regularly tested and maintained.</p> <p>The detention centre has approved fire alarms and prevention systems.</p> <p>The detention centre takes all necessary measures to reduce and prevent accidents, self-harm, and unnatural deaths.</p> <p>Hot and/or cold debriefs are completed following every critical incident.</p> | <p>Emergency management plans: The detention centre can provide an up-to-date and comprehensive emergency management plan that is tailored to the specific needs of the centre.</p> <p>Emergency equipment: The detention centre can provide evidence to demonstrate all emergency equipment is regularly tested and maintained, and that fire alarms and prevention systems are working as required.</p> |
| <p>The detention centre follows an approved response and investigation plan in responding to serious incidents.</p> | <p>The detention centre follows a plan and notifies all relevant parties to incidents such as, death in custody, escape, serious incident, injury, illness, admission to hospital, or transfer to a mental health facility.</p> <p>Timely recovery to a standard regime is a priority once the emergency or incident has ended.</p> <p>The detention centre facilitates a comprehensive investigation of any serious incident including preservation of evidence and protection of witnesses if necessary.</p> <p>All actions regarding a death in custody comply with the requirements of the <i>Young Offenders Act 1994</i>, <i>Young Offenders Regulations 1995</i>, and <i>Coroners Act 1996</i>.</p> | <p>Serious incident response plans: The detention centre has a documented serious incident response plan that outlines necessary procedures, roles, and responsibilities.</p> <p>Review of serious incidents: Examination of previous serious incidents demonstrates the incident was managed in accordance with the approved response and investigation plan, and any other relevant legislative requirements.</p> |

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| | Supports are in place for any staff or young person in custody affected by a death in custody or serious incident. | |
| | The detention centre facilitates any necessary and appropriate cultural practices if a young person dies in custody. | |
| Incident prevention and emergency response capabilities are aligned with assessed risk. | Prevention and mitigation strategies are implemented and aimed at decreasing or eliminating the effect of foreseeable emergencies. | <p>Prevention strategies: The detention centre has procedures in place to proactively monitor predictors of disturbance and relevant prevention and mitigation strategies.</p> <p>Emergency management exercises: The detention centre provides evidence to demonstrate there is a schedule of emergency management exercises that is implemented with involvement of local emergency services agencies.</p> |
| | The detention centre continuously monitors operational performance for recognised predictors of disturbance. | |
| | The frequency and type of incidents are continuously analysed and identified risks are acted upon. | |
| | Emergency management training and exercises includes the involvement of local emergency services agencies. | |

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Standard 34 – Transport

Transport arrangements are respectful and ensure the safety and security of young people in custody, escort staff and community.

| Outcomes | Measures | Possible sources of evidence |
|---|---|---|
| Transports of young people are performed safely and securely. | Transport only occurs where necessary and after a comprehensive risk assessment, particularly where transporting First Nations young people in custody off-Country. | <p>Travel documentation: The detention centre or contracted transport provider maintains detailed and accurate records of movements of young people, demonstrating they are performed safely and securely.</p> <p>Feedback from escort staff: Escort staff are appropriately trained and demonstrate sound knowledge of relevant policies and procedures relating</p> |
| | The cost of transport is not borne by the young person in custody. | |
| | Young people are assessed pre-travel to identify and mitigate any potential negative effects of the travel. | |

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| | <p>Medical advice for young people in custody with special needs is sought prior to making transport arrangements.</p> <p>Young people are adequately prepared for long distance transport which only occurs via aircraft or appropriate long-haul vehicles with amenities.</p> <p>Young people travelling for long distances are briefed at each destination point and receive a basic orientation at any facility they stop at for any length of time.</p> <p>Auditable systems record the duration young people spend on the vehicle, including wait times.</p> <p>Regional or remote locations used for overnight stays provide adequate and hygienic accommodation that permits separation for differing cohorts, and for protection.</p> <p>Young people receive fresh nutritious food, clean potable water, bedding adequate to the climate, and clean linen and towels when placed in locations for overnight stays.</p> <p>Young people confined to a vehicle for extended periods can access at least one hour's exercise in the fresh air. Comfort breaks are provided at least every three hours for vehicles without ablutions.</p> <p>Young people are never restrained to the vehicle they are travelling in, including high-security escorts.</p> <p>High-security escorts are recorded for the security, safety, welfare, and dignity of young people in custody.</p> <p>Drivers are trained in vehicle emergency procedures.</p> | to the transport of young people in custody. |
| Young people are treated with respect and decency during | Young people understand why and where they are being transferred to, how long it will | Feedback from young people in custody: Feedback from young people may signal |

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| <p>transports, and attention is paid to their individual needs.</p> | <p>take, and can inform their family where security permits.</p> | <p>areas of concern around the treatment and conditions experienced during movements.</p> <p>Transport log books: Log books or occurrence books provide sufficient detail to demonstrate that young people in custody are sufficiently cared for during any movement, including access to comfort breaks during long-haul journeys.</p> |
| | <p>The special needs of young people are identified, and catered for during their transport, including accounting for stress which can occur when transporting First Nations people out-of-Country, and away from their family and community.</p> | |
| | <p>Staff know of the individual needs of the young people in their care and can effectively brief receiving staff.</p> | |
| | <p>Young people are given adequate comfort breaks, meals, and refreshments during transit.</p> | |
| | <p>Young people can access their prescribed medications, where necessary.</p> | |
| | <p>Young people can access stress reduction treatments for long-haul journeys.</p> | |
| | <p>Transport does not cause young people unreasonable hardship or unnecessary exposure to public view.</p> | |
| | <p>Young people are not kept waiting on vehicles.</p> | |
| | <p>Private property and identity papers accompany young people unless it is known that these will not be needed.</p> | |
| <p>Cohort outcome: Young people with disability have an equal opportunity to attend court, medical appointments, and other leave of absence activities in person. These transports are safe and secure.</p> | <p>Leave of absence permits are equally accessible to all young people in custody. Those with disability are not unduly prevented from such escorts due to their disability.</p> | <p>Feedback from young people with a disability: Feedback from young people with disability suggests their disability is not unduly preventing them from being escorted off-site.</p> <p>Movement documentation: The relevant movement documents for young people with a disability adequately consider their needs and makes reasonable adjustments as required.</p> |
| | <p>Staff conduct a risk assessment prior to any escort ensuring adequate and appropriate resources, aids, and vehicles are used in the transport.</p> | |
| | <p>If necessary, suitable, and safe non-standard vehicles are available for use.</p> | |

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| | <p>Staff are well trained and equipped to respond to in-transit emergencies involving young people with disability.</p> | |
| <p>Vehicles are clean, safe, and meet established minimum standards.</p> | <p>Vehicles meet the diverse needs of young people, including those who are injured, pregnant, or have a disability. Non-standard transport vehicles are available for use where necessary.</p> <p>Vehicles are clean and hygienic. Smoking is not permitted in the vehicle.</p> <p>Vehicles allow sight and sound separation of different cohorts of young people, where necessary.</p> <p>Young people are always monitored and can communicate with staff during transit.</p> <p>Vehicles used for secure transport meet all necessary safety, dignity, and security standards (including but not limited to) having:</p> <ul style="list-style-type: none"> • Seat belts for each seat. • Moulded or cushioned forward or rear facing seats, not sideways, with sufficient width and leg room. • Pods with one-way windows for natural light, external views, and privacy. • Pods that are 'safe cell' compliant (i.e. ligature minimised) and have rescue exits. • Pods have hatches so items can be passed, and handcuffs can be securely applied. • Effective audio-visual monitoring and communication systems. • Robust climate control, adjustable in each zone of the vehicle, with good natural ventilation readily available if climate control fails. • A capacity to broadcast music, radio, or essential information to passengers. • Adequate storage for valuables, paperwork, and other property. • Real time satellite tracking and an activity trace that is securely recorded. • Access to clean drinking water during travel, and healthy meals and drinks that have been adequately and safely stored. | <p>Observation of vehicles: Transport vehicles are observed to meet the minimum standards required for escorting people in custody.</p> <p>Vehicle maintenance records and compliance checks: All escort vehicles have readily available maintenance records and compliance audits that can be scrutinised upon request.</p> |

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| | <ul style="list-style-type: none">• Vehicles utilised for journeys longer than three hours have toilet and handwashing facilities accessible to all young people being transported. | |
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*Inspection of prisons, court
custody centres, prescribed lock-
ups, youth detention centres, and
review of custodial services in
Western Australia*

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