GOVERNMENT OF WESTERN AUSTRALIA

OFFICE OF THE INSPECTOR OF CUSTODIAL SERVICES

INSPECTION STANDARDS FOR COURT CUSTODY CENTRES

NOVEMBER 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 Court Custody Centres

Office of the Inspector of Custodial Services
Level 5, Albert Facey House
469 Wellington Street
Perth WA 6000
Whadjuk Noongar Boodja

www.oics.wa.gov.au

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Introduction

The Office of the Inspector of Custodial Services (the Office) independently monitors and assesses custodial environments in Western Australia. Through inspections and reviews, the Office examines the treatment of people in custody, the conditions in which they are held, and the effectiveness of custodial services. By identifying good practice and opportunities for improvement, the Office helps strengthen accountability and provides assurance to Parliament and the broader community. All inspection and review reports are tabled in Parliament and made publicly available.

Under Section 19 of the *Inspector of Custodial Services Act 2003* (WA) the Office is required to inspect each Western Australian court custody centre and prescribed lock-up at least once every three years. These are custodial places where sentenced prisoners, people remanded in custody, or those arrested and charged with a crime may be held before appearing in court. Depending on the outcome of the court appearance, they are released to freedom or bail, transferred to a prison, or transferred to a lock-up managed by the Western Australia Police.

However, not all court facilities have a court custody centre requiring inspection. Court custody centres are defined by the *Court Security and Custodial Services Act 1999* (WA) as:

> *A part of the court premises, other than the dock in the court –*
>
> 1. *That is set aside as a place where persons in custody are detained; and*
> 2. *That is not accessible to the member of the public without permission of the person in charge of the place.*

Only court facilities with custody centres that meet this definition are deemed to be an inspectable place by this Office. In metropolitan Perth there are 12 court custody centres, including certain holding cells within the Perth Watchhouse. There are a further 11 regional court custody centres.

In addition to court custody centres, the Office is required to inspect prescribed police lock-ups. These are police facilities located adjacent to courts where, during court operating hours, responsibility for people in custody is transferred from police to a contractor appointed under the *Court Security and Custodial Services Act 1999*.

Under Regulation 5 of the *Court Security and Custodial Services Regulations 1999* (WA), the Albany Justice Complex, Carnarvon Police and Justice Complex, and Kalgoorlie Police Complex are prescribed lock-ups. The Office is required to inspect the prescribed parts of these facilities. Examination of adjoining police-managed custody environments fall outside the remit of the Office and are not deemed an inspectable place.

Throughout this document, the term court custody centre will be used to encompass both court custody centres and prescribed lock-ups.

Standards

The Inspection Standards for Court Custody Centres (the Court Custody Centre Standards) provide a broad framework for assessing how court custody centres and prescribed lock-ups meet the needs of people in their care.

The Court Custody Centre Standards draw upon the expectations and rights established in relevant international treaties and guidelines, 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)
- *Guiding Principles for Corrections in Australia (CSAC, 2025)*
- *National Principles for Child Safe Organisations* (AHRC, 2018)
- *National Standards for Youth Justice in Australia* (AJJA, 2023).

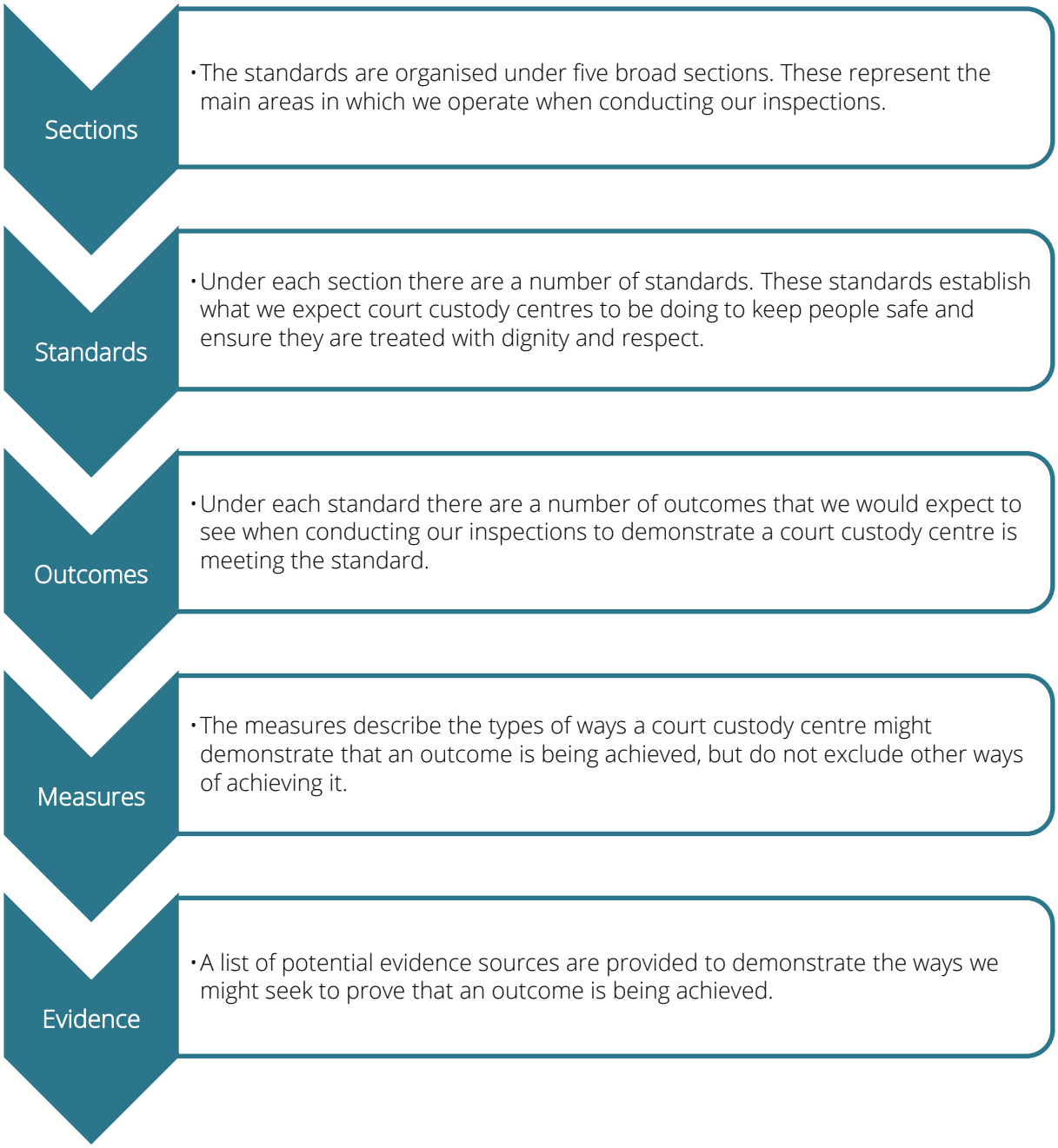
In developing the Court Custody Centre Standards, the Office has considered the distinct role of court custody centres within Western Australia's justice system. These environments accommodate people for relatively short periods while they attend court, often requiring coordination between police, court custody centre contractors, corrective services, courts, legal representatives, and support agencies. The Standards also recognise the unique Western Australian context, including the significant overrepresentation of First Nations people in custody and the challenges associated with servicing a geographically vast state.

The Court Custody Centre Standards are organised around the key stages of a person's experience in court custody, from admission and reception, care while in custody, and release or transfer. They also address the governance, staffing, systems, and operational practices necessary to support the safety, dignity, wellbeing, and lawful treatment of people in custody, as well as the safety and wellbeing of staff.

The Office will periodically review the Standards to ensure they remain contemporary and responsive to changes in legislation, policy, operational practice, and community expectations. Feedback from stakeholders, including people with lived experience of court custody and their families, is welcomed and will help inform future revisions.

How we use the Court Custody Centre Standards

The Court Custody Centre Standards establish the criteria we use to inspect each court custody centre and prescribed lock-up in Western Australia. The standards are organised under five broad sections that are integral to the safe, dignified and respectful custody of people in court custody centres. Under each section there are several standards that establish our minimum expectations for a court custody centre's performance. Each standard has various outcomes we would expect to see if the standard was being met.




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PEOPLE IN CUSTODY

Cohort outcomes

Throughout the Office's inspection standards, specific outcomes recognise that some cohorts may have distinct needs, experiences, or vulnerabilities while in custody. These considerations are embedded throughout the Court Custody Centre Standards to ensure they are addressed alongside the minimum expectations that apply to all people in custody. The cohorts specifically recognised within these Standards include:

- First Nations people
- Women and young girls
- Young people and children
- Trans, gender diverse, and intersex young people
- People with disability

First Nations people

First Nations people are significantly over-represented in Western Australia's criminal justice system as a result of historical, social, economic, and systemic factors. This overrepresentation is particularly evident in the prison system, where First Nations people comprise around 40% of the prison population despite representing 3.2% of the Western Australian population. First Nations people in custody have diverse cultural, family, community, health, and wellbeing needs that should be recognised and respected. Maintaining connections to family, community, culture, and Country is often important to social and emotional wellbeing, particularly for people held away from their home regions. Court custody services should provide culturally safe and responsive care, identify language, communication, and cultural support needs at the earliest opportunity, and facilitate access to legal representatives, First Nations support services, and other appropriate supports to enable meaningful participation in the justice process.

Women and young girls

Women and girls represent a small proportion of people accommodated in court custody and may have experiences, circumstances, and support needs that differ from those of men and boys. Research indicates that many women and girls in contact with the justice system have experienced trauma, including sexual assault, family and domestic violence, and intimate partner violence (Malvaso, et al., 2022). Some may also have health, wellbeing, family, or caregiving responsibilities that require individual consideration and support. Maintaining connections with family and children can be particularly important for those with caring responsibilities. Court custody services should provide gender-responsive, trauma-informed, safe, and respectful care that recognises individual strengths, needs, and circumstances and supports the wellbeing, dignity, and participation of women and girls.

Young people and children

For the purposes of these Standards, a young person is any person under the age of 18 years. For many young people, contact with court custody may be their first experience of a custodial environment. Research indicates that many young people who come into contact with the justice system have experienced childhood adversity and trauma (Malvaso, et al., 2022). Young people are

also at a distinct stage of cognitive, emotional, and social development, which may influence how they experience and respond to custody (UNODC, 2024). Court custody services should recognise the developmental needs, rights, and individual circumstances of young people and provide care that is safe, supportive, age-appropriate, and trauma-informed.

Trans, gender diverse, and intersex people

Trans, gender diverse, and intersex people are entitled to have their identities recognised, respected, and affirmed while in custody. Gender identity refers to a person's deeply felt and individual experience of gender, which may or may not align with the sex assigned at birth (ICJ, 2007). Trans people have a gender identity that differs from their sex assigned at birth, while intersex people are born with variations in sex characteristics that do not fit typical binary understandings of male or female bodies (OHCHR, 2016). Court custody services should provide an inclusive, respectful, and culturally safe environment that recognises and responds to individual needs and circumstances. This includes ensuring trans, gender diverse, and intersex people can access appropriate support, participate fully in court custody processes, and are protected from discrimination, harassment, bullying, and abuse.

People with disability

People with disability are represented throughout the justice system and may have diverse communication, accessibility, and support needs. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability highlighted the importance of ensuring that justice services are accessible, inclusive, and responsive to these needs (Disability Royal Commission, 2023). Court custody services should identify and respond to disability-related needs through reasonable adjustments and appropriate supports that promote safety, dignity, wellbeing, participation, and equitable access to court and custodial processes. In these Standards, disability includes both long-term impairments, consistent with the United Nations definition, and temporary impairments that may affect a person's capacity or support needs while in court custody (OHCHR, 2006).

Basic principles for all people in custody

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

At the core of the standards are six basic principles. These principles are applicable to all people at every stage of their time in court custody centres.



People are treated with respect for their inherent dignity and value as human beings.



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



Every person in a court custody centre is safe and secure, including people in custody, staff, service providers, and visitors.



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 people are identified and responded to without discrimination, particularly for the most vulnerable cohorts received by the court custody centre.



All activities in court custody centres are guided by the principle that people are detained to facilitate a legal process, not for punishment.

Section 1: Arrival at court

Objective: People are admitted to the court custody centre safely, lawfully, and without unnecessary delay. Responsibility for their custody is clearly transferred between agencies to the court custody centre manager, and they are moved securely into holding cells.

Standard 1 – Reception and admission: People are treated with respect on arrival at the court custody centre, and staff have access to the documentation and information required to ensure safe and lawful custody.

Standard 2 – Legal rights: People in custody have confidential access to legal representatives, are held in custody for no longer than necessary, and are informed of their legal rights and available complaint mechanisms.

Standard 1 – Reception and admission		
People are treated with respect on arrival at the court custody centre, and staff have access to the documentation and information required to ensure safe and lawful custody.		
Outcomes	**Measures**	**Possible sources of evidence**
The court custody centre receives accurate and complete information from stakeholders that ensures the lawful and safe custody of a person.	People in custody are received with the correct documentation so they can be held in custody lawfully.	**Handover procedure:** The handover procedure ensures that each person in custody is transferred with appropriate intake and authority to hold documentation (e.g. warrant). **Observation:** Intake and authority to hold documentation is observed to be complete and in place for people in custody. Information regarding needs, risks, vulnerabilities, search preferences and alerts is securely shared with court custody services. **Feedback from staff:** Staff ensure all required documentation and authority to hold are in place and have access to relevant information.
	Information relating to a person's needs, risks, vulnerabilities, alerts, search preferences and management requirements is accurately recorded in transfer and intake documentation and securely shared with court custody services	
People in custody are received with dignity and respect, and any immediate physical or mental health needs are identified and responded to so they can participate effectively in court proceedings.	People in custody are assessed on arrival for any immediate physical health, mental health, cognitive, or intoxication-related concerns that may affect their ability to participate in court proceedings.	**Observation:** People in custody appear physically and mentally well to attend court and are suitably clothed. Stock of spare clothing is observed in the court custody centre. **Procedures:** Procedures are in place to ensure people in custody are fit to attend court and presentable with documented processes for managing individuals who are unfit to appear in court or who are not suitably clothed. **Feedback from staff:** Custody staff understand the procedures for managing individuals who are unfit to attend court or do not have suitable clothing. **Feedback from stakeholders:** Stakeholders indicate that, in practice, people do not attend court unless they are physically and mentally fit to do so and are suitably clothed.
	Staff identify people who appear unwell, highly distressed, intoxicated, or otherwise unfit to participate in court and arrange timely assessment by an appropriate health professional.	
	Information about a person's health, disability, communication needs, or fitness to appear is communicated appropriately to relevant court staff and agencies.	
	People in custody are provided with appropriate opportunities to attend court in a clean and dignified manner, including access to suitable clothing, footwear, hygiene items,	

	and culturally appropriate attire where practicable.	
Property belonging to people in custody is received, accurately recorded, securely stored, and appropriately managed.	There is a clear procedure for the handling, recording, and secure storage of property belonging to people in custody, including medication.	**Property procedure:** Clear procedures govern the handling, recording, storage, and return of property belonging to people in custody, including medication. **Observation:** A record of property belonging to people in custody is maintained, and a secure storage area is available within the court custody centre where property is easily identifiable. **Feedback from staff:** Staff have a clear understanding of the processes for recording, managing, and securely storing property belonging to people in custody.
	Property belonging to people in custody is stored securely and is easily identifiable	
People in custody are safely and privately escorted from the arrival point into the holding cell, without delay, and in accordance with their risks and needs.	People in custody are shielded from public view when entering the facility.	**Policy and procedures:** Policy and procedures outline requirements for the safe, timely and private escort of people from the arrival point into holding cells, including consideration of individual risks and needs. **Observation:** People in custody are escorted from the vehicle into the court custody centre safely, promptly and securely. Restraints are used only where individually assessed as necessary and are applied at the arrival point. **Feedback from staff:** Custody staff understand the procedure for escorting people safely and privately from the arrival point into the holding cell.
	If restraints are required for the escort between the arrival point and the court custody centre, they are applied discretely at the arrival point. Restraints are applied based on risk rather than as routine practice.	
	People in custody are moved promptly from the arrival point into the holding cell.	
	People in custody who present as a risk to one another are escorted separately.	
Cohort outcome: The cultural, communication, health, and wellbeing needs of First Nations people are identified and considered on arrival at the court custody centre.	First Nations status is identified and recorded appropriately on arrival.	**Policies and procedures:** There are procedures in place to identify and respond to the cultural, communication, health, and wellbeing needs of First Nations people upon arrival at the court custody centre. **Feedback from staff:** Staff understand when and how to access interpreter services, First Nations support services, or other culturally appropriate assistance.
	Staff identify any language, interpreter, cultural, health, or wellbeing needs on arrival.	
	Relevant cultural support services or liaison officers are contacted where available.	

		Observation: Staff engage respectfully with First Nations people during reception and demonstrate awareness of cultural and communication needs.
Cohort outcome: Pregnant women are treated with dignity, respect, and consideration for their pregnancy.	Pregnant women are identified at the earliest opportunity, and their pregnancy status is documented.	**Policies and procedures**: There are procedures in place which ensure that pregnant women arrive safely and are escorted according to their individual needs. **Feedback from staff:** Staff explain the process for safely receiving and escorting pregnant women, ensuring support is provided according to their individual needs.
	Escort, transport, and admission arrangements are tailored to the individual's stage of pregnancy, health status, and identified risks.	
	Pregnant women are not subjected to practices that may place them or their unborn child at unnecessary risk.	
Cohort outcome: People with disability arrive safely and are escorted according to their individual needs.	Information regarding disability, health, communication, mobility, sensory, cognitive, or support needs accompanies the person on arrival and is reviewed by staff.	**Policies and procedures:** There are procedures in place which ensure people with disability arrive safely and are escorted according to their individual needs. **Feedback from staff:** Staff explain the process for safely receiving and escorting people with disability, ensuring support is provided according to their individual needs. **Feedback from people with disability:** People with disability understand what will happen during their time at the court custody centre and report being treated with dignity, respect, and understanding.
	Staff communicate effectively with people with disability and adapt communication methods where required.	
	Reasonable adjustments are made in response to individual needs.	
	Equipment, mobility aids, assistive technology, medications, and other supports remain accessible where appropriate.	
Cohort outcome: Trans, gender diverse, and intersex people are treated with dignity and respect on arrival, and their individual needs and preferences are identified and supported.	A person's gender identity, pronouns, and preferred form of address are identified and respected.	**Policies and procedures:** There are procedures in place which ensure trans, gender diverse and intersex people arrive safely and are escorted according to their individual needs. **Feedback from staff:** Staff explain the process for safely receiving and
	Trans, gender diverse, and intersex people are consulted about decisions affecting their safety and wellbeing.	

	Any concerns regarding discrimination, harassment, victimisation, or safety are identified and addressed promptly.	escorting trans, gender diverse, and intersex people, ensuring support is provided according to their individual needs.
Cohort outcome: Children and young people are received into court custody in a manner that recognises their age, vulnerability, and individual needs.	Children and young people are identified as being under 18 years of age on arrival.	**Policies and procedures:** There are procedures in place which ensure that young people arrive separately to adults and that every effort is made to maintain distance between adults and young people. **Feedback from staff:** Staff confirm young people arrive separately to adults and can explain the process for escorting young people safely and separately to adults. **Records:** Records demonstrate that young people arrive and are escorted separately to adults.
	Staff have access to information regarding the child's age, legal status, health needs, disability, communication needs, and any identified safeguarding concerns.	
	Appropriate adults, carers, guardians, youth justice staff, or other support persons are contacted where required.	
	Children and young people are escorted separately to adults, and every effort is made to maintain distance between young people and adults.	

Standard 2 – Legal rights		
People in custody have confidential access to legal representatives, are held in custody for no longer than necessary, and are informed of their legal rights and available complaint mechanisms.		
Outcomes	**Measures**	**Possible sources of evidence**
People in custody are informed of their legal rights and have confidential access to legal representatives prior to their court appearance.	All people in custody are informed of their legal rights in a manner they understand.	**Custody records:** Records demonstrate that all people in custody have been offered a legal representative and there is evidence of interviews with legal representatives taking place. **Observations:** There are adequate and accessible rooms available for people to speak with their legal representative confidentially. **Feedback from legal representatives:** Legal representatives are able to speak
	All people are offered the opportunity to access a legal representative in privacy, prior to their court appearance.	
	There are a suitable number of rooms available, which are accessible to people in custody to speak to their legal representative confidentially.	

	People in custody can contact a legal representative by telephone or video call when they are unable to attend an in-person consultation.	with their clients in privacy prior to their court appearance. **Feedback from staff:** Staff demonstrate an understanding of the procedures that support confidential access to legal representatives and allow people in custody to retain their legal documentation on their person. **People in custody:** People in custody report having the opportunity to speak to a legal representative confidentially before their hearing and can retain their legal documentation on their person.
	People in custody can keep their legal documentation on their person.	
People in custody are processed, presented to the court, and released without unnecessary delay.	People are brought into court custody only when it is necessary to detain them to facilitate court proceedings, and are transferred, released or otherwise accommodated without unnecessary delay.	**Custody records and data:** Records demonstrate that time spent in custody is minimised, with people released or transferred promptly once there is no longer a lawful or operational need to detain them. **Feedback from staff:** Staff report a clear process for releasing people in custody once they no longer have a legal or operational need to detain them (e.g. a responsible adult is not available to collect a child).
	The custody centre has adequate systems in place to record movements of people in custody and their length of stay.	
Cohort outcome: Children and young people are held in custody for no longer than necessary and their appearances take priority.	Court appearances for young people are prioritised effectively to allow them to be released or transferred at the earliest opportunity.	**Custody records:** Records demonstrate where young people are present in the court custody centre, their appearances are prioritised. **Feedback from the Custody Centre Manager (CCM):** The CCM reports a clear operational plan for prioritising court appearances for young people.
People in custody can make a complaint about their experience of court custody.	There is a clear complaints procedure in place that ensures complaints are recorded, reviewed, and investigated fairly and without undue delay.	**Observation:** The complaints process is promoted throughout the court custody centre.

	The complaints process is accessible to all people in custody and is well promoted.	Feedback from people in custody: People in custody provide feedback that they have been informed about how to make a complaint if they wish to do so. Policy and procedures: Accessible complaint processes are in place for people in custody, supported by procedures that ensure complaints are recorded, reviewed, and investigated fairly and without undue delay. Complaints data: Evidence demonstrates that complaints are reported, investigated, and responded to promptly, fairly, and in accordance with established procedures.
	People in custody are not discouraged from making a complaint, or subject to any form of intimidation or disadvantage, because they have made a complaint or wish to make a complaint.	

Section 2: Safe custody and care

Objective: The court custody centre provides a clean, safe, and accessible environment, where people in custody receive respectful treatment and their individual needs are met. This is supported by well-maintained and fit-for-purpose infrastructure.

Standard 3 – Holding cells: Holding cells are clean, safe and functional.

Standard 4 – Detainee care: People in custody are treated with respect and dignity, managed according to their risks, and have their individual needs met.

Standard 5 – Infrastructure: Court custody centre infrastructure provides a safe and secure environment.

Standard 3 – Holding cells		
Holding cells are clean, safe and functional.		
Outcomes	**Measures**	**Possible sources of evidence**
Holding cells provide a clean, safe and hygienic environment that is fit for purpose and supports the health and wellbeing of people in custody.	People in custody are held in hygienic, sanitary and ventilated holding cells that are properly maintained.	**Observation:** Holding cells are observed to be clean, maintained and fit for purpose. There is a stock of clean blankets available where climate controls are not in place. **Maintenance schedule:** A maintenance schedule demonstrates infrastructure is being appropriately maintained. **Cleaning schedule:** A cleaning schedule demonstrates the court custody centre is cleaned regularly including prompt biohazard cleaning when required. **Policies and procedures**: There are processes in place which ensure the holding cell environment is clean, maintained, fit for purpose and compliant with public health practices.
	Holding cells provide sufficient space to sit, stand, and move safely. They are not overcrowded.	
	Holding cells are free from ligature anchor points.	
	Holding cells have a working in-cell call system. Any temporary muting is subject to review, limited to the minimum period necessary, and the person continues to be monitored through other appropriate means.	
	Lighting in holding cells supports the wellbeing of people in custody and enables safe and effective supervision.	
	Staff can maintain observation of people in custody as required.	
	All holding cells have effective climate control.	
	If cells do not have effective climate controls, people in custody have access to blankets in the cell.	

	The court custody centre has robust infection prevention and control measures.	
	Where people are confined to a holding cell for an extended period, they have opportunities to access a suitable recreation area and fresh air, taking account of their individual wellbeing needs.	
Standard 4 – Detainee care		
People in custody are treated with respect and dignity, managed according to their risks, and have their individual needs met.		
Outcomes	Measures	Possible sources of evidence
People in custody feel safe, respected, and supported while in court custody.	People in custody are provided with information about the court processes in an accessible format. This includes what they can expect during their time in custody, how to access food, support, and how to operate the in-cell call system.	**Observations:** Sufficient food is observed to be stored suitably. There is suitable recreational materials available in holding cells. Staff are observed to be interacting with people in custody in a positive and respectful way. **Policy and procedures:** Processes support the safe and appropriate management of people in custody in accordance with their individual needs, risks and circumstances. **Incident reports:** Documentation of any incidents involving allegations of mistreatment or complaints, along with the outcomes of investigations. **Feedback from people in custody:** Where possible, surveys or feedback from people in custody assesses their experiences regarding treatment, respect, and their individual needs. **Feedback from staff:** Staff feedback through surveys, meetings or informal conversations, indicates a positive relationship exists between staff and people in custody. **Staff training records**: Evidence of staff training programs focused on first aid, de-escalation, human rights, dignity, and
	People in custody always have access to clean drinking water. Drinking water is not part of the toilet.	
	People in custody can access a toilet with reasonable privacy. Toilet paper and menstrual products are readily available.	
	People in custody are offered sufficient, nutritious food which is prepared and stored appropriately.	
	People in custody are offered suitable recreational materials, such as books, magazines and television, while waiting for their court appearance, helping to reduce stress and anxiety.	
	Staff are mindful of the stress that people in custody may be experiencing when communicating with them.	

	Staff demonstrate strong interpersonal skills, enabling them to build rapport with people in custody and effectively de-escalate behaviour.	respect, including ongoing professional development.
	Staff are competent in first aid and people in custody receive timely health care from registered professionals if required.	
	People in custody can access prescribed medication held within their property.	
	Staff access interpreting and translation services and understand when these services should be used.	
	Language support is provided to people in custody who request assistance or are identified as having difficulty understanding or communicating in English.	
Cohort outcome: Pregnant women receive care, support, and supervision that reflects their individual needs and circumstances.	Pregnant women receive reasonable adjustments to support their comfort, wellbeing and safety.	**Feedback from staff:** Staff understand the unique needs of pregnant women and can provide appropriate support, care and risk management while in custody. **Policy and procedures:** Policy and procedures outline how the needs of pregnant women are identified and accommodated, including access to additional supports to enhance comfort and wellbeing while in custody and the prioritisation of their hearings
	Pregnant women are kept separate from other people in custody to maintain their safety.	
	Pregnant women's hearings are prioritised to reduce waiting time spent in holding cells.	
Cohort outcome: People with disability have their individual needs identified and appropriately supported.	People with disability receive reasonable adjustments to support their comfort, wellbeing and safety.	**Individual management records:** Individual records demonstrate that identified disability-related needs are considered in decisions relating to placement, movement, access to services, and participation in court proceedings.
	Support is provided in a manner that promotes the person's safety, dignity, autonomy, and wellbeing.	

	People with disability receive information in a format they can understand.	**Feedback from staff:** Staff demonstrate an understanding of how to identify disability-related needs and respond appropriately to them. **Policy and procedures:** Policy and procedures outline how disability-related needs are identified, assessed, documented, and reviewed, including the provision of reasonable adjustments and supports. **Feedback from people with disability:** People with disability report that staff understand their individual needs and provide appropriate support.
Cohort outcome: Children and young people have their individual developmental, wellbeing, and support needs identified and met.	Children and young people are not placed in shared cells with adults. Where possible young people are kept in a separate area to adults. Every effort should be made to maintain distance between young people and adults in the court custody centre. Staff use appropriate language and adopt different communication styles to explain information to young people to ensure comprehension.	**Observation:** Young people are observed to be held separately to adults. Where possible, they are held in a separate area from adults within the court custody centre. Staff communicate with young people in a respectful and age-appropriate manner, considering their level of understanding and individual needs. **Policy and procedures:** Processes outline how the needs of young people are identified and accommodated. **Infrastructure:** There are dedicated areas or cells to accommodate young people away from adults. **Records:** There are records of staff receiving training on how to care for young people and meet their needs. All staff have a current Working with Children's Card. **Feedback from staff:** Staff understand the unique needs of young people and are confident in meeting their needs.
Cohort outcome: The cultural, communication and wellbeing needs	Staff have an awareness of cultural sensitivities such as eye contact, gender interactions and communication styles.	**Staff training records:** There is documented evidence that staff are appropriately trained in cultural

of First Nations people are identified and appropriately supported.	Communication needs, including language and interpreter requirements, are identified and documented.	awareness including supporting First Nations people. **Feedback from staff:** Staff can demonstrate how and when they would access a translation service. **Policy and procedures:** Clear processes are in place to guide staff on when translation services should be used and how these services can be accessed to support effective communication with people in custody.
	Staff identify and respond to any cultural, wellbeing, health, or support needs that may affect a person's experience in court custody.	
People in custody are protected from harm, abuse, and victimisation through the timely identification and management of risks.	Staff demonstrate a proactive approach to identifying and minimising risks through appropriate mitigation strategies, including acting upon risks identified through information provided from stakeholders (e.g. intake documentation).	**Policy and procedures:** Clear processes are in place to identify, assess, and manage risks to the safety and wellbeing of people in custody, including risks of self-harm, suicide, abuse, victimisation, and violence, and to ensure concerns are appropriately escalated and responded to. **Feedback from staff:** Staff demonstrate how they identify, assess, and manage risks to people in custody. **Feedback from people in custody:** People in custody report feeling safe and able to raise concerns about their safety, wellbeing, or treatment with staff. **Individual management records:** Identified risks are documented and result in appropriate management strategies, safeguards, or support measures.
	Custody staff understand that a person's risks may change while in custody (e.g. if their status changes from remand to convicted) and respond appropriately to their changing needs and risks.	
	Individual risks and alerts are considered prior to people in custody being placed in a shared cell.	
	Staff respond appropriately to people in custody who may be at risk of self-harm, suicide or experiencing poor mental health.	
	Staff follow the appropriate processes for escalating wellbeing concerns for people in custody and consult health professionals as needed.	
	Males and females are placed in separate cells.	
Standard 5 – Infrastructure		
Court custody centre infrastructure provides a safe and secure environment.		

Outcomes	Measures	Possible sources of evidence
The court custody centre design and layout are appropriate to the function of the facility.	The court custody centre is accessible to all people including those with disabilities and mobility issues.	**Observation:** The court custody centre is well maintained, accessible and appropriate to the function of the facility. **Maintenance schedule:** A maintenance schedule demonstrates infrastructure is being appropriately maintained. **Feedback from staff:** Staff report the court custody centre is well maintained, in a good state of repair and maintenance issues are addressed promptly.
	The design enables the safe and secure movement of people in custody between vehicles, holding areas, interview rooms and courtrooms.	
	Secure circulation routes are physically separated from public, jury and judicial circulation routes.	
	The layout supports appropriate separation of different cohorts, including women, children and young people, vulnerable and co-accused persons.	
	The number, location and configuration of holding cells are sufficient to support court operations and anticipated throughput.	
	Staff have adequate sightlines and access to safely manage movements throughout the custody area.	
	Custody staff have access to the infrastructure and workspaces required to safely and effectively perform their duties.	
	Operational areas allow staff to undertake searches, assessments and escorts safely and effectively.	
	Staff amenities are sufficient to support operational requirements, including meal breaks, rest periods and shift changes.	
	The court custody centre is regularly maintained, and maintenance issues are promptly addressed.	

Security systems ensure the safety and security of people in custody and staff.	Security systems are operational, fit for purpose, and maintained in accordance with relevant policies and schedules.	**Observation:** Security systems are observed to be in good working order and effective in ensuring the safety and security of people in custody and staff. **Compliance reports:** The court custody centre can provide evidence that security systems are regularly audited for compliance, tested and serviced. **Feedback from staff:** Staff report security systems are reliable and support effective monitoring. **Staff training records:** Training records demonstrate that staff have completed mandatory training in the use of security systems, emergency equipment, and incident response procedures.
	Appropriate systems and facilities support effective oversight of all critical security systems, including CCTV, duress alarms, access control and communications systems.	
	CCTV systems are operational and strategically positioned to support effective monitoring.	
	Doors and locking mechanisms are secure and operate effectively to ensure a secure environment.	
	In-cell call systems are operational, reliable, and function efficiently to support communication and safety.	
	Security monitoring systems enable timely detection and response to incidents, emergencies, and security breaches.	
	Faults or failures in security systems are identified, reported, and rectified within appropriate timeframes.	
	Security infrastructure supports safe emergency responses, evacuations, and incident management.	
	Weapons, restraints and security equipment are stored securely and are accessible only to authorised staff.	
	Staff are trained and competent in the use of security systems relevant to their role.	

Section 3: Departure from court custody

Objective: People in custody are released or transferred from court safely, lawfully and without unnecessary delay.

Standard 6 – Transfer from court: People in custody experience safe, lawful, and timely transfers to custodial facilities, supported by effective communication with both the person in custody and receiving agencies.

Standard 7 – Release from court: People in custody are released lawfully and without unnecessary delay, and receive appropriate support to return safely to their home or community.

Standard 6 – Transfer from court		
People in custody experience safe, lawful, and timely transfers to custodial facilities, supported by effective communication with both the person in custody and receiving agencies.		
Outcomes	**Measures**	**Possible sources of evidence**
People in custody are kept informed about their transfer and understand what to expect during the journey.	People in custody are provided with clear information about their transfer, including the receiving facility, travel arrangements, expected travel time, and how to communicate with staff during the journey.	**Policy and procedures:** There are clear processes in place which support the lawful and timely transfer of people in custody. **Property log:** Property logs demonstrate that property belonging to people in custody is appropriately accounted for and transferred with them when they are moved to another facility. **Feedback from staff:** Staff can demonstrate the information provided to people in custody to prepare them for transfer to another facility. **Feedback from people in custody:** Feedback from people in custody indicates they are informed about transfer processes and understand where they are being transferred.
	People in custody are transferred promptly, without unnecessary delay.	
	Property belonging to people in custody is appropriately accounted for and transferred with them to the receiving facility.	
Relevant and accurate information is shared with other agencies in a timely manner to support the safe, secure, and lawful transfer of people in custody.	Relevant information, including identified risks, medication taken, and custody records, is shared with receiving agencies to support continuity of care, safety, and risk management.	**Policy and procedures:** There are clear processes in place which support the lawful and timely transfer of people in custody. **Observation:** Where possible, the transfer process and supporting documentation is observed. **Feedback from staff:** Staff can explain the transfer process and how information is shared with relevant agencies. **Records:** There are records of the appropriate documentation and information being shared with other agencies to support safe and lawful transfer of people in custody.
	All required documentation is completed accurately to support the lawful transfer of people in custody.	

Standard 7 – Release from court		
People in custody are released lawfully and without unnecessary delay, and receive appropriate support to return safely to their home or community.		
Outcomes	**Measures**	**Possible sources of evidence**
People in custody are released as soon as they are no longer lawfully required to be detained and receive appropriate support for their safe return to their home or community.	People are released as soon as they are no longer lawfully required to be detained.	**Policy and procedure:** There are clear processes in place for a person to be released from court safely and promptly. **Feedback from staff:** Staff demonstrate an understanding of the processes related to the prompt and safe release of people including providing support to return home. **Feedback from stakeholders:** Service providers offer feedback on their ability to support people to return home safely.
	Release processes facilitate the timely release of people in custody without unnecessary delay.	
	People in custody are released with their property.	
	People in custody who lack the means to return home are provided with appropriate assistance, such as transport support, referrals, or assistance contacting family or friends.	
Cohort outcome: First Nations people are supported to return home to their communities.	First Nations people who are away from their community are provided with appropriate assistance to return home.	**Policy and procedure:** There are clear processes in place to support the release of First Nations people. **Feedback from staff:** Staff demonstrate an understanding of the processes related to supporting First Nations people to return to their communities. **Feedback from stakeholders:** Service providers offer feedback on their ability to support First Nations people to return home safely.
	Staff identify any barriers to returning home safely, including transport, distance, accommodation, health, or support needs.	
Cohort outcome: Young people are prioritised for release and managed in a manner that	Young people are prioritised for release and transfer.	**Policy and procedure:** There are clear processes in place to support the safe release of young people.

ensures their safety and wellbeing.	Young people are released to a parent, guardian, responsible adult, or other approved arrangement where required.	**Feedback from staff:** Staff demonstrate an understanding of the processes related to supporting the safe release of young people. **Feedback from stakeholders:** Service providers give feedback on their ability to support young people to return home safely.
Cohort outcome: People with disability receive the supports and reasonable adjustments they need to ensure a safe and supported release.	People with disability receive information about their release, conditions, and next steps in a format they can understand.	**Policy and procedure:** There are clear processes in place to support the safe release of people with specific support needs. **Feedback from staff:** Staff demonstrate an understanding of the processes related to supporting the safe release of people with specific support needs. **Feedback from stakeholders:** Service providers give feedback that people with specific support needs are released safely.
	Disability-related support needs are identified and considered before release.	
	Reasonable adjustments are provided to support safe and effective release planning.	
	Appropriate carers, guardians, support persons, disability service providers, or accommodation providers are contacted where required and with the person's consent.	

Section 4: Safety and security

Objective: The court custody centre maintains a safe and secure environment where systems and practices support lawful, safe and respectful custody operations.

Standard 8 – Use of force and restraints: Force and mechanical restraints are only used as a last resort, never as punishment, and subject to strict governance to ensure legitimacy, necessity and proportionality.

Standard 9 – Searches: Searches of people are conducted respectfully and only where necessary.

Standard 10 – Serious incidents and emergency management: The centre prepares for emergencies, informs relevant parties of serious incidents, and aligns its incident prevention and response capabilities with potential risks.

Standard 8 – Use of force and restraints		
Force and mechanical restraints are only used as a last resort, never as punishment, and subject to strict governance to ensure legitimacy, necessity and proportionality.		
Outcomes	**Measures**	**Possible sources of evidence**
Force is only used as a last resort and never as a punishment.	Staff are appropriately trained in current and approved use of force methods, with an emphasis on the routine use of de-escalation techniques.	**Staff training records**: There is documented evidence that staff are appropriately trained, including any required refresher training, in approved use of force methods and de-escalation techniques. **Use of force reviews:** Use of force reviews are held regularly to review incidents and identify opportunities for improvement and good practice. **Feedback from staff and people in custody:** Feedback through informal discussions, survey results, focus groups, or complaints are used to assess whether force is used excessively and if de-escalation is prioritised.
	Use of force documentation and associated footage is securely retained and is reviewed by management in a timely manner to identify good practice, opportunities for improvement and possible ill-treatment.	
When used, force is legitimate, necessary, proportionate and subject to rigorous governance.	Planned use of force is properly authorised and recorded.	**Incident reports:** Reports provide sufficient detail of authority to conduct planned use of force, or justification for any unplanned use of force. **Review of incidents:** Selected use of force incidents are reviewed to determine if they meet the standards. **Feedback from staff:** Staff are confident in the lawful use of force and understand the policies and procedures that underpin it. Staff have access to support services where required.
	All use of force incidents are recorded promptly, accurately, including justification, type of force used and persons involved.	
	People in custody are debriefed verbally after an incident and receive an explanation of why force was used on them with a view to prevent reoccurrence.	
	Where a person is injured during a use of force incident, healthcare staff are consulted as required and provide timely assessment, treatment and intervention.	
	All staff involved in a use of force incident participate in a debrief, complete reports promptly, and access support when required.	

Approved weapons and mechanical restraints are used as a last resort and with proper authorisation.	All weapons (such as batons and chemical agents) are approved for use and are regularly reviewed.	Policy and procedures: There are clear processes in place for the storage, management, review and use of all weapons and restraints. Training records: Records indicate all custodial staff are appropriately trained, including any required refresher training, in the use of weapons and restraints. Observation of weapon and restraint storage: All weapons and restraints are securely stored and there are processes in place to record allocations and audit stock.
	All weapons and mechanical restraints are in good working condition and regularly maintained.	
	All weapons, ammunition and restraints are stored, carried, handled in a safe and lawful manner.	
	Weapons and restraints are only lawfully used as a last resort, for the shortest time necessary and never as a punishment.	
	People in custody are only handcuffed following a risk assessment of their risks and history and it is deemed necessary to maintain safety and security.	
	All staff have up to date training in approved weapons and restraints.	
Cohort outcome: Use of force and restraint practices are respectful and gender responsive.	Force and restraints are only used on women in custody by female staff where possible.	Feedback from women in custody and staff: Women in custody and staff confirm the facility uses force and restraints in a respectful and gender responsive way. Review of incidents: Examination of incident reporting demonstrates the use of force and restraints on pregnant women in custody is used as a last resort only.
	Force is not used against pregnant women in custody unless necessary, all de-escalation options have failed, and other means have been exhausted. The safety of the unborn baby is paramount.	
	Pregnant women are not routinely restrained. Where there is a documented risk which cannot be managed by other reasonable means, pregnant women are only ever mechanically restrained with handcuffs, and at the front of their body.	

Cohort outcome: Use of force and restraint practice are respectful and ensure the inherent dignity of people with disability.	People in custody with a disability are not subject to use of force or restraint practices which exacerbate their disability or cause harm.	**Disability records:** The court custody centre database has up-to-date records on identified disabilities and any alternative management protocols 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:** Custodial staff are adequately trained in the use of restraints and disability awareness.
	All de-escalation techniques and instructions about potential use of force actions are delivered to people in custody with a disability in a language and format they understand.	
	Only approved mechanical restraints are used to restrain 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.	
Standard 9 – Searches		
Searches of people are conducted respectfully and only where necessary.		
Outcomes	**Measures**	**Possible sources of evidence**
Searches are performed respectfully and in accordance with policy.	Searches of people are conducted only when necessary, and in a safe and proportionate manner.	**Search records:** An examination of search records indicates whether searches are being performed in accordance with departmental policy. **Feedback from people in custody:** Feedback received from people in custody indicates searches are being performed in a respectful manner. **Observation:** Staff are observed to be conducting searches thoroughly, in accordance with policy and procedures, and in a safe and respectful manner. **Training records:** Comprehensive training records are maintained by the centre to demonstrate staff are provided with necessary search training. **Policy and procedures:** The court custody centre conducts searches in
	People are clearly informed about the search procedures. They are never humiliated or degraded.	
	Where possible, less intrusive searching methods, such as scans, are used instead of more invasive searches, such as pat searches.	
	Searches are conducted with due regard to gender, disability, religious and cultural sensitivities and trauma history.	
	Searches do not harass, intimidate or unnecessarily intrude on a person's privacy.	

	Staff conducting searches are appropriately trained and provided with Personal Protective Equipment (PPE).	accordance with relevant policy and procedures.
	Accurate records of all searches are maintained and include the reason for the search, the results, and the parties involved.	
Searches involving the removal of clothing only occur when necessary and are performed respectfully and with dignity.	People are not subject to strip searches unless there is specific intelligence and proper authority to do so.	**Search records:** Records indicate the extent to which a court custody centre is using strip searching and whether its use is warranted. **Search policy and procedures:** The court custody centre maintains up to date policies and procedures on searching practices, which restrict the use of strip search to exceptional circumstances only. **Body scanning technology:** Where body scanning technology is available for use, adequate staff are trained in its use to reduce the need to strip search people in custody.
	Strip searches are only conducted by trained staff of the same gender.	
	The half-and-half method are used for all strip searches.	
	Strip searches are conducted with regard to the person's dignity, privacy, cultural needs and individual circumstances.	
	Strip searches are conducted in a private area.	
	People are informed of the reason for the strip search and the process involved.	
Cohort outcome: Children and young people are treated with dignity and respect during searches.	Searches of children and young people are conducted only when necessary, and in a safe and proportionate manner.	**Search records**: Records indicate that young people are not strip searched. **Search policy and procedures:** The court custody centre maintains up to date policies and procedures on searching practices, which restrict the use of strip searching young people.
	Children and young people are not subject to strip searches.	
	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.	
Cohort outcome: Women are treated with dignity and respect during searches.	Searches of women are only conducted by female staff.	**Search records:** Records indicate that searches of women in custody are only performed by female staff. **Feedback from women:** Women provide feedback to indicate whether the use of searches is respectful.
	Searches are respectful and have regard for the woman's possible experiences of trauma, violence, and abuse.	

	Women in custody are not strip searched, unless necessary.	
Cohort outcome: Trans, gender diverse, and intersex people are treated with dignity and respect during searches.	People are asked if they have a preference for the gender of the officer carrying out the search. Searches are conducted in line with the answer. If no answer is given, they are conducted as per the person's outward appearance.	**Search preferences:** People identifying as trans, gender diverse, or intersex, have their preferred search method listed on their profile in the offender database. **Feedback from people in custody:** Trans, gender diverse, and intersex people provide feedback to indicate whether the use of searches is respectful.
	Where a search cannot be immediately conducted by staff of the gender preferred by the person, they are safely managed until a search, or appropriate alternative, takes place.	
	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.	
Cohort outcome: People with disability are treated with dignity and respect during searches, and any disability-related needs are appropriately supported.	People in custody with disability are given information about search procedures prior to any search being conducted, in a language and format they understand.	**Staff interviews:** Staff demonstrate an awareness of the needs and considerations of people with a disability who are required to be searched. **Feedback from people in custody:** 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.
	Staff conduct a risk assessment prior to the search considering the level and nature of the person's disability and whether additional supports and aids can assist.	
	Alternative search methods are used where searches of the person may cause undue pain or discomfort.	
	People with a physical disability can sit down as much as required during the search process.	
	Where an artificial limb or aid, including a temporary bandage or cast, impedes a search and there is suspicion or intelligence of unauthorised concealment, the person in custody is supported to safely remove the item. Clinical advice or health practitioner assistance is obtained where required.	

	All aids are respectfully inspected during a search and promptly reassembled to purpose afterwards.	
Standard 10 – Serious incidents and emergency management		
The centre 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**
The court custody centre is prepared for emergency management incidents.	The court custody centre has an emergency management plan which is tested regularly.	**Emergency management plans:** The court custody centre can provide an up-to-date and comprehensive emergency management plan that is tailored to the specific needs of the centre. **Emergency equipment:** The court custody 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. **Training records:** The facility provides training records to demonstrate staff are adequately trained and prepared to manage an emergency.
	All staff are trained in incident response and emergency management procedures.	
	Emergency equipment is regularly tested and maintained.	
	The court custody centre has approved fire alarms and prevention systems.	
	The court custody centre takes all necessary measures to reduce and prevent accidents, self-harm, and unnatural deaths.	
	Debriefs are completed following every critical incident.	
The court custody centre follows an approved response, reporting process and investigation plan in responding to all incidents.	The court custody 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.	**Serious incident response plans:** The court custody centre has a documented serious incident response plan that outlines necessary procedures, roles, and responsibilities. **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. **Policies and procedures:** The court custody centre has a documented
	The court custody centre follows a clear process for reporting and recording all incidents in a timely manner.	
	The court custody centre facilitates a comprehensive and prompt investigation of any serious incident including preservation of evidence and protection of witnesses if necessary.	

	All actions regarding a death in custody comply with the requirements of the *Coroners Act 1996.*	process for reporting and recording incidents.
	Supports are in place for any staff or person in custody affected by a death in custody or serious incident.	
	The court custody centre facilitates any necessary and appropriate cultural practices if a person dies in custody.	

Section 5: Governance

Objective: Court custody operations are coordinated effectively through multi-agency collaboration, supported by appropriate policies, transparent systems, and competent staffing levels, ensuring the wellbeing of both people in custody and staff.

Standard 11 – Operations: Clear operational procedures and systems support the safety and wellbeing of both people in custody and staff.

Standard 12 – Human resources: Court custody centres are staffed by enough appropriately skilled and authorised staff to manage people in custody safely and effectively.

Standard 13 –Multi-agency collaboration: The court custody centre works collaboratively with relevant agencies to support the safe, respectful, and efficient delivery of court custody services.

Standard 11 – Operations		
Clear operational procedures and systems support the safety and wellbeing of both people in custody, and staff.		
Outcomes	**Measures**	**Possible sources of evidence**
Operational procedures and systems are consistently applied, contributing to the safety, wellbeing and effective management of people in custody and staff.	The court custody centre follows a well-defined operational plan that reflects best practice, is trauma-informed and responds to the individual needs of people in custody.	**Policy and procedures:** There is a comprehensive suite of policies and relevant operating procedures that support current court custody operations. **Observation:** Staff are observed using information management systems effectively to record and manage information accurately and securely. **Feedback from staff:** Staff know where they can access policies and procedures relevant to their role.
	Court custody operations are supported by comprehensive, current, and locally relevant policies and operating procedures.	
	Policies and operating procedures are subject to regular review and are updated as required.	
	Policies and procedures support the individual needs of diverse people in custody, including young people, pregnant women, people with disabilities, elderly people and First Nations peoples.	
	Systems are in place to ensure data is recorded accurately and securely.	
	Staff can readily access, understand, and apply relevant policies and procedures.	
Cohort outcome: Court custody centres holding young people provide safe and appropriate care through procedures and systems that recognise and respond to their distinctive needs.	Policies and procedures specifically address the management of young people in court custody.	**Policy and procedures:** Policies and procedures outline how the distinctive needs of young people are identified and responded to while in court custody, including requirements for care, supervision, communication, and safeguarding. **Observation**: Interactions with young people are age-appropriate, respectful,
	Policies incorporate the National Principles for Child Safe Organisations and relevant youth justice legislation.	
	Young people are not routinely managed in the same way as adults.	

	Procedures facilitate contact with parents, guardians or other responsible adults where appropriate.	and reflect approaches that differ from those used for adults where necessary.
Standard 12 – Human resources		
Court custody centres are staffed by enough appropriately skilled and authorised staff to manage people in custody safely and effectively.		
Outcomes	**Measures**	**Possible sources of evidence**
Court custody services are delivered safely and effectively by a workforce with the necessary skills and knowledge.	Staff are appropriately authorised and have undergone employee screening and security vetting for the work they perform.	**Training records:** Comprehensive training records are maintained by the centre to demonstrate that staff have the necessary skills and competencies to perform their duties. **Job description forms:** All staff are appointed to positions with a current and accurate job description form (JDF). **Access to supports:** Supports available to staff are displayed throughout the site and communicated regularly. **Policy and procedures:** The centre has policies and procedures relating to staff including appointments, performance management, and management of allegations of misconduct.
	All staff: • 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.	
	There is an effective performance management system.	

	Accurate records of staff misconduct (and associated evidence) are maintained to support decisions.	
Staffing meets the needs of the court custody centre to manage people in custody safely and effectively.	Staff numbers meet the centre's needs, including for adequate coverage of planned and unplanned leave.	**Workforce planning:** There are up-to-date workforce planning documents, staffing agreements and established profiles in place for custodial workforces, outlining minimum staffing levels for the different operating areas of the court custody centre. **Staffing profile:** The staffing profile at the time of the inspection incorporates an appropriate diversity mix for the court custody centre. **Recruitment strategies:** There is evidence the facility has attempted to recruit staff at all levels that is appropriate for the centre's demographic.
	The diversity of staff at all levels is appropriate for the centre's population.	
	Recruitment processes ensure there is diversity, equity, and inclusion in the facility's workforce.	
Staff feel safe in their workplace.	The court custody centre complies with its obligations under the *Work Health and Safety Act 2020.*	**Work Health and Safety policy:** A comprehensive Work Health and Safety policy exists, outlining key processes. **Incident reports:** There is evidence of reporting for hazards, incidents and injuries which are investigated and remediated swiftly and fairly. **Return to work policy**: A comprehensive return to work policy outlines the centre's processes for supporting employees to access workers' compensation following a workplace injury and facilitating their safe return to work.
	There are processes in place for staff to report hazards, incidents and injuries without repercussion.	
	Reported hazards, incidents and injuries are investigated and, where applicable, remediated promptly.	
	Staff can access workers' compensation when injured in the workplace.	
	Staff on workers' compensation are supported to return to work safely.	
Standard 13 – Multi-agency collaboration		
The court custody centre works collaboratively with relevant agencies to support the safe, respectful, and efficient delivery of court custody services.		
Outcomes	**Measures**	**Possible sources of evidence**
People in custody experience safe, respectful, and coordinated	There is constructive engagement and co-ordination between all stakeholders	**Stakeholder feedback:** Stakeholders report positive and collaborative working

care, supported by onsite leadership and effective multi-agency collaboration and communication.	to ensure the safe and respectful delivery of custody.	relationships with the court custody centre, characterised by regular communication and information sharing (e.g. Court Clerks, Legal Aid, and police). Stakeholder engagement: There may be evidence of Memoranda of Understanding (MOUs), service level agreements, interagency meeting agendas/minutes and communication protocols. Observation: Daily briefings are conducted and staff demonstrate awareness of key information from briefings. Feedback from staff: Staff are knowledgeable about the day's operational requirements and are clear on their allocated tasks.
	Regular multi-agency meetings and communication occur between onsite agencies.	
	There are clear communication protocols between stakeholders and information sharing processes are documented and consistently followed.	
	There are clear roles and expectations in place for each stakeholder.	
	Regular daily briefings are conducted amongst the court custody centres team to support information sharing, operational awareness, and coordinated service delivery.	

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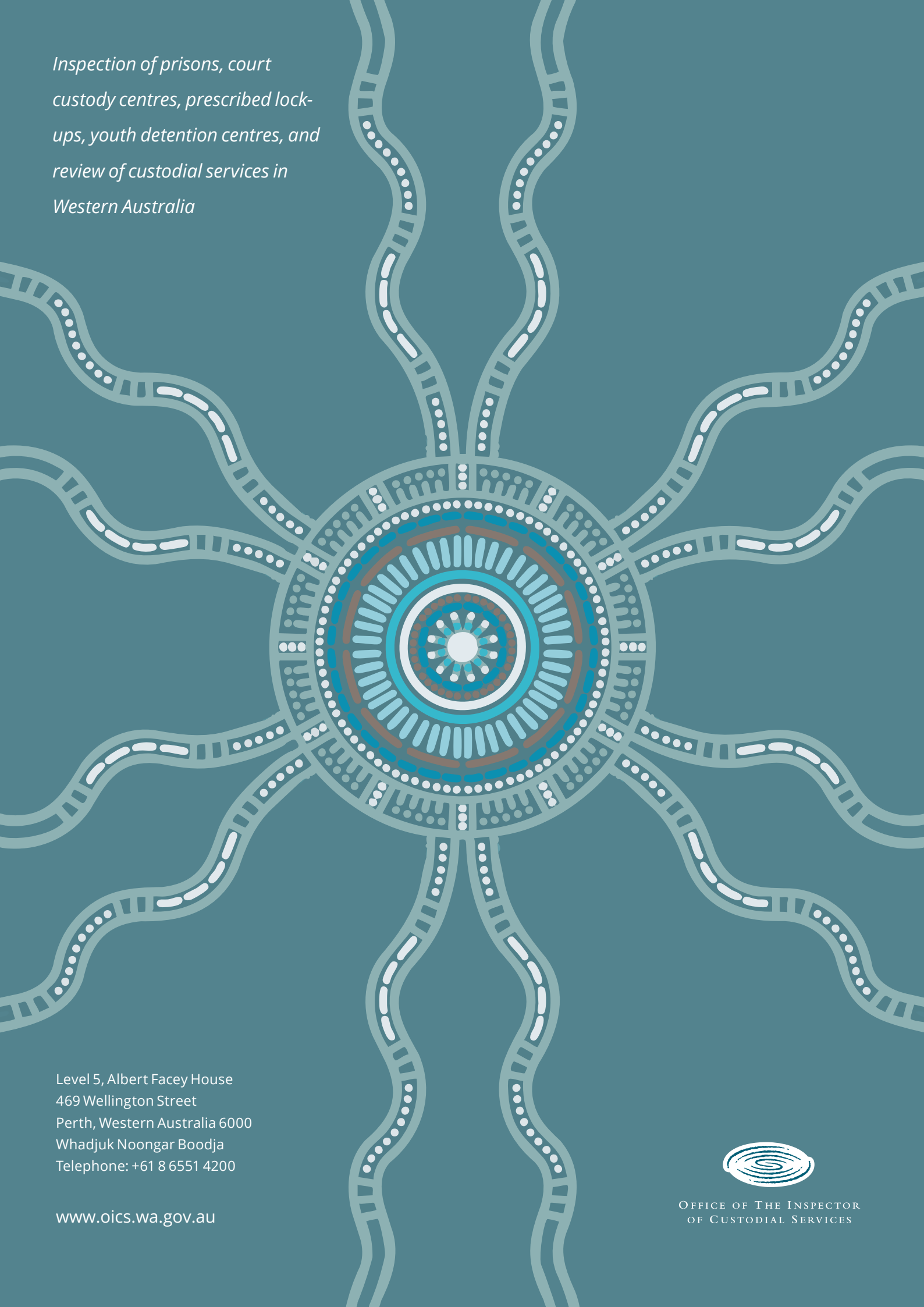
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Level 5, Albert Facey House
469 Wellington Street
Perth, Western Australia 6000
Whadjuk Noongar Boodja
Telephone: +61 8 6551 4200

www.oics.wa.gov.au

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