COPP 3.1 Access to Health and Psychological Services

Youth Detention Centres

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| Principles In context of the following  [Australasian Youth Justice Administrators Standards, 2009:](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx)  Health assessments on admission to custody identify urgent health needs.  Children and young people in custody have access to a continuum of health care.  [Australian Human Rights Commission National Principles for Child Safe Organisations, 2019](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx):  Risk management strategies focus on preventing, identifying and mitigating risks to children and young people. |

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# Scope

This Commissioner’s Operating Policy and Procedure (COPP) applies to all Youth Detention Centres (YDC) Custodial Officers and staff.

# Policy

The Department of Justice (the Department) provides healthcare for detainees commensurate with the Western Australia (WA) public health system. Health Services within a YDC provide onsite medical treatment and organises external medical treatment for detainees in accordance with the Department’s [Health Services Policies and Procedures.](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=health%20services%20policies&ql=3081)

The Superintendent has the authority to grant a detainee authorised absence[[1]](#footnote-1) for the purpose of receiving medical treatment at an external facility in accordance with [COPP 10.3 – Absences](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

Medical emergencies shall be managed in accordance with the relevant YDC Emergency Management Plan and [Health Services Policies and Procedures.](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=health%20services%20policies&ql=3081)

The Department shall ensure the same standard of healthcare is provided to all detainees regardless of their gender, religious, cultural or linguistic backgrounds.

# Health Assessment

### All detainees shall receive a health assessment on admission to Banksia Hill Youth Detention Centre (BHYDC) in accordance with [BHYDC COPP 2.1 – Admission](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx) and [Health Services Policies and Procedures.](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=health%20services%20policies&ql=3081)

# Access to the Departments Health Services

* + 1. The Department’s Health Services at the YDC provides 24 hour, 7 days per week health care.
    2. A Custodial Officer shall provide the detainee with information in regard to access to health services at the relevant YDC.
    3. Health Service (HS) appointments are available at the Departments Health Centre with the following health professionals (but is not limited to):

1. Clinical Nurses
2. Dentist
3. Medical Practitioner
4. Mental Health Staff including a Psychiatrist
5. Optometrist.
6. Sexual Health Consultant.
   * 1. Where a detainee requests an appointment with HS, the Custodial Officer shall inform the Unit Manager who shall contact HS at the relevant YDC.
     2. The Unit Manager (or Custodial Officer) shall enter a note on the detainee’s offender notes in the Total Offender Management Solution (TOMS) where a HS appointment has been requested.
     3. Where a Unit Manager (or Custodial Officer) has concerns for a detainee’s health, they may contact Departments Health Centre staff to request an urgent appointment.
     4. HS staff shall inform the Unit Manager (or Custodial Officer) when an appointment has been made the detainee shall be informed of the appointment.

### The Custodial Officer assigned to the Health Centre shall escort the detainee to their appointment within the YDC.

# Medical Appointments

* + 1. Detainees shall not be informed of external medical appointment dates and times.

## Refusal to attend

* + 1. The Unit Manager (or Custodial Officer) shall enter a note on the detainee’s offender notes in TOMS when the detainee refuses or is unable to attend a medical appointment at the Department’s Health Centre or an external medical appointment.

# Consent to Medical Treatment

* + 1. Consent to medical treatment, including informed, implied and written consent, shall be in accordance with [Health Services Policies and Procedures](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=health%20services%20policies&ql=3081).

## Consent without a responsible adult

* + 1. Where consent is required from a responsible adult and a responsible adult cannot be contacted, the Superintendent as delegated by the Chief Executive Officer (CEO)[[2]](#footnote-2) may provide consent in writing in relation to any detainee[[3]](#footnote-3).
    2. The Superintendent as delegated by the CEO may also provide consent in writing where a detainee requires surgical operations or anaesthesia[[4]](#footnote-4).
    3. The HS Nurse shall liaise with the Superintendent or Officer in Charge (OIC) where the external hospital requests responsible adult details.
    4. Where a responsible adult cannot be contacted by the hospital for medical consent in the event of a medical emergency the Custodial Officer on escort shall request the Nurse or Medical Practitioner at the hospital to phone the YDC.
    5. The HS Nurse shall inform the Superintendent (or OIC) that medical consent is required to carry out treatment. Consent forms are generally created by the hospital and completed forms shall be saved in the detainees medical file in EcHO.

# Medical Information

### The Custodial Officer on escort shall advise the hospital to telephone the YDC, HS where a Nurse or Medical Practitioner at the hospital requests further information in regard to the detainee.

## Medical sports exempt list

* + 1. The medical sports exempt list shall be updated daily by HS Nursing staff.
    2. The Unit Manager shall ensure that the medical sports exempt list (including information on detainees with allergies and special diets) is printed at the commencement of each shift.
    3. Custodial Officers shall ensure that they familiarise themselves with any medical issues stated on the medical sports exempt list applicable for detainees in their care at the commencement of each shift.

## Medical status on TOMS

* + 1. The medical status page available on TOMS is completed and updated by HS staff to provide basic health information for Custodial Officers.
    2. Custodial Officers shall ensure they check the detainee’s medical status page on a regular basis.

# Youth Psychological Services

## Overview

### Youth Justice Psychological Services (YJPS) is a state-wide team, responsible for providing all psychological services to those young people in the community and detention.

### It is the responsibility of the Senior Officer Operations to ensure that a Youth Custodial Officer is available to supervise the psychological services area during the appointments period.

### Any inability to provide coverage (e.g. due to short staffing, lockdowns or incident management) shall be communicated to, and authorised by, the Assistant Superintendent Operations.

### It is the responsibility of the Principal Psychologist or Team Leader Psychologist to inform the Superintendent, and Senior Officer Operations when the agreed on-site psychological coverage is not possible.

### The Principal Psychologist shall provide an alternative contact person for any urgent issues which arise over these periods.

### YJPS provide an on-call system on weekends, to provide support to manage risk-to-self behaviour. A request for assistance from the on-call psychologist shall only be made by the Senior Officer Operations (i.e. Shift Manager), Duty Manager or Superintendent.

### A request for on-call psychological services should only be made in situations where:

### there has been a serious suicide or self-harm attempt

### there has been a seriously disruptive incident where a detainee is traumatised; or

### when all observation cells are at capacity and shift staff need to determine if some detainees can be moved to other cells.

### Such a decision will require that an At-Risk Assessment Group (ARAG) meeting occur, as per [COPP 7.4 Detainees at Risk of Self Harm or Requiring Additional Support and Monitoring.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

### All detainees admitted to the YDC shall be allocated a psychologist within one week of their admission. This allocation shall be reflected on TOMS.

* + 1. On admission a Custodial Officer shall provide all detainees with information in regard to access to YJPS in accordance with [BHYDC COPP 5.1 – Orientation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

## Services and referrals

### YJPS provides a range of services to detainees. Each service have a different referral pathway, and staff are responsible for ensuring that these referrals occur, as per the table below:

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| **Service Provided** | **Referral Pathway** |
| Assessment and intervention with detainee’s who are placed on the ARMS, in accordance with the [ARMS Manual – Youth Version](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=arms%20manual&ql=3081) | An automatic referral to YJPS will be generated by TOMS once any detainee is placed on the ARMS.  Any additional referrals required for detainees on ARMS can be initiated by any staff, in the TOMS Juvenile Psych Services Module, using the steps outlined in section 4.4. |
| Assessment and intervention with detainee’s who are placed on SAMS, in line with the [SAMS manual Youth Version.](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=sams%20amanual&ql=3081#k=sams%20manual) | Any referrals for detainee’s on SAMS can be initiated by any staff, in the TOMS Juvenile Psych Services Module, using the steps outlined in section 4.4. |
| Assessment and intervention with detainee’s who are experiencing difficulty coping for a range of reasons.  This includes, but is not limited to, adjustment to custody, environmental and situational stressors, grief and loss, relationship issues, and mood issues. YJPS Staff can also provide support to the mental health team in the provision of psychological interventions to support the intervention provided by health services. | Automatic referrals to YJPS will be generated by TOMS in the following circumstances:   * + - Upon a detainee’s first admission;     - Upon a detainee’s subsequent admission until they have been assessed by YJPS on at least one occasion.   Manual referrals to YJPS are required for all other instances where a staff member has concerns about the mood or behaviour of a detainee. They can do this by following the steps outlined in section 4.4 below of the TOMS module. |
| Psychological consultation to other staff in the centre. | Staff are encouraged to engage with YJPS staff in relation to any detainee in the centre who is presenting with complex needs. This may assist staff in understanding the psychological needs of the detainee and provide strategies to support more effective intervention and interaction from all staff.  Informal requests for consultation can occur verbally or in writing to the detainee allocated psychologist or duty psychologist.  Requests for more expansive information, for instance, to help inform a management plan should be emailed to the psychological services email distribution list. |
| Psychological assessments and intervention focusing on addressing criminogenic needs of detainees sentenced to a period of detention. | When a detainee meets the relevant referral criteria, the Senior Case Manager from the Case Planning and Programs Unit shall initiate a referral using the ACM Checklist.  This referral shall occur within two weeks of sentencing. YJPS are to provide an assessment report within two weeks of the referral being received, unless otherwise communicated through the Principal Psychologist. |
| Group-based interventions, largely aimed at addressing offending behaviour. | When a detainee meets the relevant referral criteria, the Senior Case Manager from the Case Planning and Programs Unit shall initiate a referral using the relevant ACM Checklist and email the Clinical Programs distribution list to flag this referral. |
| Self-referrals. | Detainees can refer themselves to speak to a psychologist at any time, and for any reason. It is the responsibility of all staff to ensure that these requests are communicated to YJPS in a timely manner.  These referrals are to be initiated by the staff member, using the TOMS Juvenile Psych Services Module, using the steps outlined in section 4.4. |
| YJPS coordinate the allocation of all specialist reports requested by the Courts, including Psychological, Psychiatric, and Neurodevelopmental. | These referrals are primarily initiated by the Courts and communicated to YJPS by Youth Justice Court Services. Any staff member who believes that a detainee is presenting with complex needs are to consult with the detainee’s allocated psychologist. The allocated psychologist can then communicate a recommendation to the Courts for such referrals through the Youth Justice Officer if this is required.  Any staff member who believes that a detainee requires specialist assessment outside of the court process can only do so through consultation with the Principal Psychologist. |

### It is the responsibility of the allocated or duty psychologist to prioritise referrals received. However, it is important that all staff who initiate a referral provide sufficient information to ensure that the psychologist can make an informed decision.

### If there are any concerns regarding a detainee’s risk to self, they are to be placed on ARMS immediately (as per the [ARMS Manual: Youth Version](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=arms%20manual&ql=3081#k=arms%20manual%20youth)). A referral only to YJPS in such instances is insufficient.

## YJPS Referrals on TOMS Juvenile Psych Services Module

### The process for initiating a referral using the TOMS Juvenile Psych Services Module is as follows:

1. Ensure the relevant detainee is selected on TOMS
2. On the main TOMS header select “Juvenile”
3. Select “Psych Services”
4. Select “Psych Services Referral”

## YJPS Referrals on ACM Checklist

### The process for initiating a referral using ACM Checklist is as follows:

1. Ensure the relevant detainee is selected on TOMS
2. On the main TOMS header select “Assessment”
3. Select “ACM Checklist - Perform”
4. Select relevant ACM Checklist under the “Juvenile” heading (i.e., Youth Justice Psychological Services Individual Counselling Referral or Youth Justice Psychological Services Clinical Programs Referral).

# Annexures

## Related COPPs and documents

**Related COPPs**

* [BHYDC COPP 2.1 – Admission](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [BHYDC COPP 5.1 – Orientation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 10.3 – Absences](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

**Documents**

* [At Risk Management System Manual: Youth Version](https://dojwa.sharepoint.com/sites/intranet/youth-justice)
* [Support and Monitoring System Manual: Youth Version](https://dojwa.sharepoint.com/sites/intranet/youth-justice)
* [Health Services Policies and Procedures](https://dojwa.sharepoint.com/sites/health-services)
* Youth Detention Centre Emergency Management Plans
* [Australasian Youth Justice Administrators Standards, 2009](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx)

## Definitions

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| **Term** | **Definition** |

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| Custodial Officer | Any person or officer of the Department of Justice, Corrective Services, including a Public Service Officer, Youth Custodial Officer or an employee of a particular class; and any contractor who provides services to the Department of Justice. |
| Commissioner’s Operating Policy and Procedure (COPP) | COPPs are policy documents that provide instructions to staff as to how the relevant legislative requirements are implemented. |

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| Detainee | Means a person who is detained in a detention centre as defined in s.3 of the *Young Offenders Act 1994*. |
| Officers and Employees of Particular Classes | The following descriptions of classes of officers and employees are prescribed for the purpose of s.11(1a) (b) *Young Offenders Act 1994*, in r 49(2) of the *Young Offender Regulations 1995*:  (a) Medical staff persons who have undergone medical, nursing or health training and hold qualifications indicating successful completion of that training.  (b) Teaching staff persons who provide recreation or sports supervision, teachers, vocational trainers and social trainers.  (c) Program support staff counsellors, program facilitators and librarians.  (d) Centre support staff cleaning staff, laundry staff, gardening staff, vehicle driving staff, maintenance staff and hairdressers. |

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| Public Service Officer | An officer employed in the State Government Public Service, subject to Part 3 *Public Sector Management Act 1994* and includes such officers and other persons as are necessary to implement or administer this Act. |
| Senior Officer | A Youth Custodial Officer who is substantive to this rank, or a Unit Manager, or Youth Custodial Officer acting in the capacity of Senior Officer, appointed by the Chief Executive Officer with reference to s.11 *Young Offenders Act 1994.* |
| Staff | Any employee or officer of the Department of Justice, including a Public Service Officer, Youth Custodial Officer or an employee of a particular class; and any contractor who provides services to the Department of Justice. |
| Superintendent | In accordance with s. 3 *Young Offenders Act 1994, ‘*The person in charge of a detention centre’. |
| The Department | The department of the Public Service principally assisting the Minister in the administration of the *Young Offenders Act 1996.* |
| Total Offender Management Solutions (TOMS) | An electronic database used by the Department of Justice to record and manage comprehensive information relating to prisoners and detainees. |
| Unit Manager | A Youth Custodial Officer substantive to this rank or Youth Custodial Officer acting in the capacity of Unit Manager, appointed by the Chief Executive Officer with reference to s.11 *Young Offenders Act 1994*. |
| Youth Detention Centre | A gazetted detention centre declared by the Minister to be a detention centre to accommodate male and female, remanded or sentenced detainees. Refer to section 13 of *Young Offenders Act 1994.* |

## 

## Related legislation

* *Public Sector Management Act 1994*
* *Young Offenders Act 1994*
* *Young Offenders Regulations 1995*

# Assurance

It is expected that:

* The YDC will undertake local compliance in accordance with the [Compliance Manual](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=operational%20compliance%20manual&ql=3081).
* Women and Young People, Head Office will undertake management oversight as required.
* Operational Compliance will undertake checks in accordance with the [Operational Compliance Framework.](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=operational%20compliance%20manual&ql=3081)
* Independent oversight will be undertaken as required.

# Document Version History

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| --- | --- | --- | --- | --- |
| **Version no** | **Primary author(s)** | **Description of version** | **Date completed** | **Effective date** |
| 1.0 | Operational Policy | Approved by the Director Operational Projects, Policy, Compliance and Contracts | 1 July 2020 | 5 October 2020 |
| 2.0 | Operational Policy | Approved by the Director Operational Projects, Policy, Compliance and Contracts | 14 December 2021 | 16 December 2021 |
| 3.0 | Operational Policy | Approved by the Commissioner | 11 November 2022 | 14 November 2022 |
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| Approved by the Deputy Commissioner Operational Support | 15 November 2023 |

1. s.179 (2) *Young Offenders Act 1994* [↑](#footnote-ref-1)
2. Instrument of Delegation – Superintendent Banksia Hill Detention Centre dated 13 August 2015 [↑](#footnote-ref-2)
3. S184 (1) *Young Offenders Act 1994* [↑](#footnote-ref-3)
4. S184 (2) *Young Offenders Act 1994* [↑](#footnote-ref-4)