COPP 5.1 Orientation

Youth Detention Centres

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| Principles In the context of the following:  [Australasian Youth Justice Administrators Standards, 2009](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx):  Children, young people, and families are provided with information about their rights and responsibilities in the justice system.  Custodial environments are safe and secure.  [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 Centre (YDC) Custodial Officers and other service providers who may be involved in providing orientation to detainees.

# Policy

Admission into detention can be stressful for a detainee, for example due to:

* removal from family/country
* first time in a custodial environment
* increasing risk of self-harm and/or suicidal ideation.

Orientation is an important part of supporting a detainee’s transition into a YDC.

A detainee’s orientation begins on admission and is the same for those being admitted for the first time or those who have been admitted before. Immediate orientation is provided by Custodial Officers in the admission area and full orientation is provided by the Custodial Officers in the detainees receiving unit.

Orientation provides the detainee with the opportunity to learn or re-acquaint themselves with the layout of the YDC and the rules and expectations of their new care environment.

Custodial Officers shall assist the detainee to work through and understand the orientation material given to them devised by the YDC.

# Procedures

## Immediate orientation (on admission)

### Custodial Officers on admission shall provide immediate orientation to detainees including a brief overview of the facilities, rules and services and the detainees’ responsibilities.

### The Cell Allocation ACM Checklist shall be completed on TOMS on initial cell placement of a detainee and every time a detainee is moved to a different cell.

### During the orientation process, Custodial Officers shall provide the following information to a detainee for their orientation at the YDC :

1. telephone access
2. visits and mail process (official and social)
3. assessment processes, seeking medical attention and cell/personal hygiene
4. security matters, location of legislation, rules and procedures about the YDC
5. gratuities, private cash systems, rewards and canteen
6. expected behaviours and Unit responsibilities
7. disciplinary processes
8. dress standards
9. approved/permitted property in their possession, refer [COPP 4.1 – Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx) and [COPP 9.5 Approved and Prohibited Items](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
10. movement in and out of cells and between Units
11. grievances and complaints processes, and information for contacting the ombudsman and other oversight agencies, refer [COPP 6.6 – Requests, Complaints and Feedback.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

### Custodial Officers shall provide written information to each detainee and make sure the detainee understands the content by asking questions (e.g. how do you request a health centre visit).

### Custodial Officers shall seek the support of an interpreter if the detainee does not understand English or is hearing impaired, refer [COPP 2.2 – Cultural, Religious and Spiritual Requirements.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

## Full orientation

### The full orientation process shall be completed for all detainees within five days of their admission to the YDC.

### Full orientation shall be completed by the Custodial Officer nominated by the Unit Manager where the detainee is residing.

### The Custodial Officer who completes the detainee’s orientation shall enter the completion on TOMS.

### First time admitted detainees shall have a tour of the YDC.

### Unit Managers/Senior Officers shall review a detainee’s orientation to ensure that it has been completed within five days.

### Completion of orientation shall include completion of the Orientation Checklist that has been signed by the detainee and recorded on TOMS.

### The completed Orientation Checklist shall be retained in the detainee’s unit file.

### A detainee must not be moved to a new unit unless the YDC Security team has approved the move and, where practicable, the detainee has completed their orientation.

## Unit 18 orientation (on transfer)

### Orientation is an important part of supporting a detainees transition into Unit 18 and provides the detainee with the opportunity to familiarise with the routine and layout.

### Custodial Officers shall greet the detainee on arrival and establish a safe, quiet area to discuss the orientation information.

### Custodial Officers shall seek the support of an interpreter if the detainee does not understand English or is hearing impaired, refer [COPP 2.2 – Cultural, Religious and Spiritual Requirements.](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

### During the explanation of the orientation information Custodial Officers shall ensure the detainee understands the content of the information by asking questions, for example, what are the behaviour expectations?

### Where practicable, the detainee shall have a tour of Unit 18.

### Custodial Officers shall offer a hard copy of the orientation information to the detainee to keep in their cell.

# Annexures

## Related COPPs and other document

* [COPP 2.1 – Admission](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 4.1 – Property](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.6 – Requests, Complaints and Feedback](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 9.5 – Approved and Prohibited Items](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

## Definitions

| Term | Definition |
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| Commissioner’s Operational Policy and Procedures (COPP) | COPPs are policy documents that provide instructions to staff as to how the relevant legislative requirements are implemented. |
| Custodial Officer | An officer with custodial functions, appointed under s.11 (1) *Young Offenders Act 1994*; or a person who is appointed under s.11(1a)(a) as a custodial officer. This includes, but is not limited to Youth Custodial Officers, Unit Managers and Senior Officers. |
| Detainee | Means a person who is detained in a detention centre as defined in s.3 *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*, and r.49(2) 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. |
| Orientation Checklist | The Detailed (5 Day) Orientation Checklist is a series of questions designed to gather information from a detainee to identify their immediate needs and placement in the facility and to document the completion of orientation requirements. |
| 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. |
| Security Team | The Security Team is responsible for all areas of security within the Detention Centre, including management of all physical and procedural security requirements, collation, analysis and evaluation of security information, delivering security training and conducting emergency management exercises. |
| 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 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. |
| Superintendent | In accordance with s.3 *Young Offenders Act 1994, ‘*The person in charge of a detention centre’. |
| Total Offender Management Solution (TOMS) | An electronic database used by the Department of Justice, Corrective Services Division to record and manage comprehensive information relating to prisoners and detainees. |
| Transition Plan | The Transition Plan outlines the support and services a detainee will require for their transition into the community and includes accommodation, career development, employment, training, education, programs and supervision. |
| 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.*  The Senior Officer managing the unit in which the detainee is located. |
| 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

* *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)
* Adult Justice Services Head Office will undertake management oversight as required.
* Monitoring and Compliance Branch 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 | 15 December 2020 | 4 January 2020 |
| 2.0 | Operational Policy | Approved by the Director Operational Policy, Compliance and Contracts | 16 March 2023 | 17 March 2023 |
| 3.0 | Operational Policy | Endorsed by the A/ Assistant Commissioner Women and Young People  Approved by Deputy Commissioner Operational Support  CM Ref: S23/99351 | 9 November 2023  15 November 2023 | 18  December 2023 |
| 4.0 | Operational Policy | Approved by A/Principal Project Officer | 10 January 2024 | 10 January 2024 |
| 5.0 | Operational Policy | Approved by Deputy Commissioner Operational Support  CM Ref: S24/28644 | 18 June 2024 | 5 July 2024 |