

Australian Capital Territory

**Children and Young People (Places of Detention) Safety and Security Standing Order
2007 (No 1)***

Disallowable instrument DI2007-7

made under the

Children and Young People Act 1999, Chapter 14 Standards and Standing Orders,
section 403 (Standing Order making power)

1 Name of instrument

This instrument is the *Children and Young People (Places of Detention) Safety and Security Standing Order 2007 (No 1)*.

2 Commencement

This instrument is to commence on 8 January 2007.

3 Standing Order

I make the attached Standing Order:
Standing Order – Safety and Security.

Katy Gallagher, MLA
Minister for Disability and Community Services
23 November 2006

*Name amended under Legislation Act, s 60

Children and Young People (Places of Detention) Standing Orders Introduction

A duty of care obligation is imposed on Institution staff upon the receiving of all children and young people into the custody at an Institution.

The Standing Orders set out the minimum permanent standard to be met by all staff in the daily carriage of their duties. These Standing Orders provide a set of specific directions to enable staff to implement the provisions of the *Children and Young People Act 1999* and all relevant legislation (for example; *the Human Rights Act 2004*) with regard to the management of all young persons held in custody.

An Institution provides services to maximise rehabilitation and reintegration back into the community upon release. This is enhanced through ensuring each resident is detained within a safe and secure environment, with living conditions that meet the minimum requirements specified through the Standing Orders in regards to privacy and dignity, programs and services including educational, vocational and health services, and that consideration has been given to the specific individual characteristics of each resident such as their vulnerability as a child or young person, perceived maturity, sex, abilities, strengths and cultural identity. This is reflected in individualised care plans, which are developed as part of the case management process.

These Standing Orders recognise that children and young people who offend may be particularly vulnerable due to a wide range of risk factors and may have already experienced high levels of early trauma or adversity. Children and young people who come into contact with the justice system may have specific difficulties in interpersonal functioning, understanding and impulse control issues. The Standing Orders seek to reduce any further psychological harm whilst a child or young person is resident in an Institution and as such, the Standing Orders stress the rehabilitative and therapeutic role of all staff working in the Institution.

This Standing Order needs to be read and applied in the context of all Standing Orders. Standing Orders – Provision of Information, Review of Decisions and Complaints, Records and Reporting and Aboriginal and Torres Strait Islander Residents, in particular, have application and need to be considered across all the other Standing Orders. For example, when addressing a resident's health needs, staff must consider the requirements of the Health and Welfare Standing Order along with Standing Orders-Provision of Information, Review of Decisions and Complaints and Records and Reporting, and if the resident is an Aboriginal or Torres Strait Islander, also Standing Order – Aboriginal and Torres Strait Islander Residents.

Standing Orders will be supplemented by a staff, and a resident and carers handbook and will be supported by ongoing training.

STANDING ORDER SAFETY AND SECURITY

All staff have a responsibility/role to play in both safety and security and therapeutic interventions. Staff must promote psychosocial development in their interactions with residents in an Institution, through encouraging self-esteem, emotional understanding, positive interpersonal functioning and recognising and supporting identified skills and strengths.

1 Chain of Authority

1.1 The Senior Manager holds overall responsibility and authority for all decision-making regarding the management of an Institution. The management of an Institution includes both Operational and Program matters.

1.2 Operations are primarily responsible for the maintenance of the safety, security and good order of an Institution and providing advice on these matters to the Senior Manager.

1.3 Programs are responsible for the coordination and delivery of a range of services (therapeutic, rehabilitative, case management, educational and health services) to residents and advice on these issues to the Senior Manager.

1.4 The chain of authority for operational management of an Institution occurs from the Senior Manager through:

For operational matters

- Operations Manager;
- Unit Manager;
- Team Leader; and/or
- Youth Worker.

For program matters

- Program and Services Manager; and/or
- Case Manager.

1.5 All decisions regarding the entry, access and movement of people within an Institution including, staff, residents and visitors (either professional or non-professional), are made under the authority of the Senior Manager through Operations. The operational staff are responsible for the overall safety and security of all persons (staff, residents and visitors) and good order of an Institution. Operational staff have the authority to provide lawful directions to anyone within the Institution. Anyone who fails to comply with a lawful direction by an Operational staff member may be asked to leave the Institution, may be refused future access to an Institution, or may be reported to the police.

2 Resident Safety

2.1 At all times staff must manage residents consistent with this and all other Standing Orders, including providing appropriate levels of supervision, observation and placement.

3 Safety, Security and Good Order of an Institution

3.1 Perimeter

3.1.1 The Manager must ensure that the perimeter of an Institution is secure at all times. The perimeter of an institution is all physical structures (eg. fence or buildings) that form the secure outside boundary of that institution.

3.1.2 Staff must ensure that no one approaches (from within or outside), touches, climbs, alters or damages the perimeter of an Institution without the authority of the Manager.

- 3.1.3 All occasions of unauthorised contact with, tampering or breaching of the perimeter must be reported immediately.
- 3.1.4 The Manager must ensure regular checks of the perimeter are conducted. The details regarding the conduct (eg. who, when and where) and results of these checks are to be recorded in the Search Register.
- 3.1.5 The Manager must ensure that all required maintenance and repairs to the perimeter are undertaken and completed in the shortest time possible.

3.2 Buildings

- 3.2.1 The Manager must ensure that all buildings within an Institution are safe and secure at all times.
- 3.2.2 The Manager must ensure that all buildings are in a safe and functional condition and that security requirements are met.
- 3.2.3 The Manager must ensure regular safety and security checks of all buildings and operational areas surrounding buildings are conducted regularly. The details regarding the conduct (eg. who, when and where) and results of these checks are to be recorded in the Search Register.

3.3 Control and Movement of People within an Institution

- 3.3.1 The Manager has the authority to refuse entry to an Institution of any person when it is considered necessary to do so. Such occasions may include:

3.3.2 Potential Residents

- (a) where the appropriate paperwork is not provided by the Police, Court Transport Unit, Court or person transporting the young person; and/or
- (b) where the resident appears to require immediate health assessment or treatment.

3.4 Staff and Visitors

- (a) for operational reasons (e.g. Lock-Down);
 - (b) where the parent, guardian or person with parental responsibility has requested that a visitor not have access to a resident (given appropriate consideration to the view, age and maturity of the resident);
 - (c) where the resident has refused to see the visitor;
 - (d) a legal reason (e.g. Personal Protection Order);
 - (e) during a serious incident or emergency;
 - (f) where there is insufficient staff to provide the necessary supervision or escort of the visitor(s);
 - (g) where there is a reasonable suspicion that the visitor poses a threat to the safety, security or good order of an Institution;
 - (h) where the visitor has not arranged for a visit; or
 - (i) any other reason relating to the maintenance of security, safety and good order of an Institution.
- 3.4.1 The Manager will make reasonable attempts to ensure that all people entering an Institution (staff, residents and visitors) do so for a legitimate reason, eg. by asking visitors to declare the nature or purpose of the visit.

3.5 Items

- 3.5.1 The Senior Manager holds overall authority for determining what items are permitted into an Institution. Such items may include:

- (a) resident correspondence;
- (b) electronic equipment;
- (c) program aids;
- (d) gifts;
- (e) tools and equipment (service providers, contractors and visitors);
- (f) furniture; and/or
- (g) deliveries.

3.6 Staff Items

- 3.6.1 The Senior Manager holds overall authority for determining what items are permitted into an Institution.
- 3.6.2 Staff at an Institution will only bring into the Institution items that are required for the performance of their duties.
- 3.6.3 Staff are to secure all personal items in their personal locker prior to entering the operational area of an Institution.
- 3.6.4 All items taken into the operational area of an Institution are to be carried in a clear plastic bag, provided by the Institution.
- 3.6.5 The Manager may request random searches of property and items in the possession of staff within an Institution to ensure there are no unauthorised items.
- 3.6.6 Upon request to provide property for search, a staff member is required to provide all the property in their possession for inspection. If a staff member is found to have an unauthorised item in their possession it is considered to be a breach of security.
- 3.6.7 All breaches of security under section 3.6.6 must be reported to the Senior Manager.

3.7 Equipment and Maintenance

- 3.7.1 The Senior Manager must ensure that all equipment, buildings and grounds within an Institution are kept in a safe and usable condition.
- 3.7.2 The Senior Manager must ensure all equipment is routinely maintained and/serviced and where necessary audited to ensure compliance with appropriate standards, requirements or legislation.
- 3.7.3 The Senior Manager must ensure all staff are trained in the use of all equipment required to perform their duties, including:
 - (a) keys and passes;
 - (b) radios;
 - (c) utility belts;
 - (d) gloves;
 - (e) first-aid equipment;
 - (f) breathing apparatus;
 - (g) fire extinguishers;
 - (h) instruments of restraint (restraint belt, flexicuffs, shields, helmets, and handcuffs); and/or
 - (i) electronic equipment (computers, DVR systems, surveillance and alarms).
- 3.7.4 If a staff member becomes aware of a breakage, breakdown, malfunction or damage to equipment it must be reported to a relevant person, to ensure all necessary repairs can be carried out.

3.8 Surveillance

- 3.8.1 The Senior Manager may authorise the use of surveillance equipment, including video (CCTV) or audio surveillance to ensure the health and safety of residents, staff and visitors and the security and good order of an Institution.

- 3.8.2 When using surveillance staff will act in accordance with the Standing Order – Records and Reporting.
- 3.8.3 Monitoring records must be stored as official records in accordance with the Department's Records Management Program (RMP), a departmental program required under the *Territory Records Act 2002* and includes the arrangements for the appropriate capture, creation, identification, storage, security, access to and destruction of, all departmental records as required by this Act.
- 3.9 Key and Pass Security
- 3.9.1 The Manager will ensure all keys and passes are to be securely stored within the Institution (eg. Keykeeper Key Safe).
- 3.9.2 The Manager will ensure all staff (including seconded staff e.g. Education, Health) are issued an official Identification and Security Pass, Personal Identification Number (PIN) for access to the key safe and keys.
- 3.9.3 Upon the commencement of shift, staff must 'sign out' their pass and use their PIN to access only those keys they are allocated for their shift.
- 3.9.4 Upon completion of a shift, staff must 'sign in' their passes and use their PIN to return their keys to the key safe.
- 3.9.5 Staff are not permitted to give their keys or passes to any other person or to access keys they do not require for their shift.
- 3.9.6 Staff will only remove keys from an Institution if given prior approval by the Manager.
- 3.9.7 In the event of unauthorised removal of keys by staff from an Institution, staff must return the keys to the Institution immediately.
- 3.9.8 The Manager must ensure regular audit checks of all Institution keys and passes.
- 3.10 Vehicles
- 3.10.1 The Manager must ensure that all vehicles at an Institution are maintained and serviced in accordance with the manufacturers guidelines.
- 3.10.2 Prior to using any vehicle, staff must check that it is roadworthy in accordance with Departmental vehicle use policy. Any damage or defects should be reported immediately to the Manager.
- 3.10.3 Prior to using a vehicle for any purpose, staff should be aware of the guidelines for use of vehicles by ACT Public Service employees, available on the DHCS Intranet. In general, drivers of Institution vehicles are required to:
- (a) be appropriately licensed;
 - (b) obey all traffic laws and parking restrictions;
 - (c) behave in a courteous way at all times;
 - (d) ensure the safe and efficient operation of the vehicle, and that any cargo is properly secured;
 - (e) record accurate and timely information on business use,
 - (f) report vehicle accidents and defects;
 - (g) ensure that due care and security is afforded to the vehicle;
 - (h) drivers should note that they are liable for any infringements and fines occurred whilst utilising a ACT Government vehicle; and
 - (i) complete appropriate paperwork when travelling interstate.
- 3.11 Vehicles on Escort
- 3.11.1 Staff must ensure that all vehicles to be used for escorts are appropriate and roadworthy in accordance with Departmental vehicle use policy and ensure that the vehicle is fitted with an operational fire extinguisher and first aid kit.

- 3.11.2 Whenever possible, the Institution designated escort vehicle should be used for escorts.
- 3.11.3 Staff conducting an escort must ensure they have appropriate authority and paperwork to conduct the escort.
- 3.11.4 Access to an Institution mobile phone to ensure that communication with the Institution can be maintained.
- 3.11.5 Escorts will be conducted by two staff unless otherwise authorised by the Manager.
- 3.11.6 The escort staff are to use the most direct route to the destination and make no unauthorised stops.
- 3.11.7 The resident should be placed in the rear of the vehicle behind the passenger seat while under escort, and accompanied in the rear by the second staff member.
- 3.11.8 When conducting an escort in a vehicle other than the designated escort vehicle, staff must ensure that both rear child door locks are in the locked position.
- 3.11.9 Staff will not remove residents from an escort vehicle unless the circumstances warrant evacuation.
- 3.11.10 In the event of a vehicle breakdown during an escort, escorting staff must:
 - (a) secure all residents with consideration to their continued security and safety;
 - (b) notify the Institution of the exact location and request a back up vehicle;
 - (c) upon arrival of the back up vehicle, supervise the transfer of residents and their property/documentation to the replacement vehicle;
 - (d) take charge of the replacement vehicle and continue with the escort unless otherwise directed;
 - (e) ensure a staff member is to remain with the broken-down vehicle unless directed otherwise; and
 - (f) notify the Institution once the escort has resumed.
- 3.11.11 In the event of an accident in which there are no injuries to staff or residents, the senior staff member(s) shall:
 - (a) secure all residents with consideration to their continued security and safety;
 - (b) notify the Institution of the exact location, request assistance which may include a back up vehicle and a tow truck if necessary;
 - (c) upon arrival of the back up vehicle, supervise the transfer of residents and their property/documentation to the replacement vehicle;
 - (d) take charge of the replacement vehicle and continue with the escort unless otherwise directed;
 - (e) a staff member is to remain with the damaged vehicle unless directed otherwise; and
 - (f) notify the Institution once the escort has resumed.
- 3.11.12 In the event of an accident in which there is an injury to a resident or staff member, the escorting staff member(s) shall:
 - (a) assess the seriousness of any injury or health complaint;
 - (b) if necessary, call an ambulance, police and/or fire brigade and if required remain in communication with the relevant emergency service;
 - (c) notify the Control Room, advise of the situation and request assistance;
 - (d) as soon as it is safe to do so, one or both escorting staff must immediately commence first aid and if required continue until the arrival of a health professional (e.g. Ambulance officer or Paramedic);
 - (e) the escorting staff member must, wherever possible, maintain the safe and secure custody of all residents on escort; and
 - (f) as soon as it is appropriate and safe to do so, the escorting staff and resident(s) should return to the Institution.

3.11.13 Following notification of an accident involving an injury to a resident or staff member, the Control Room staff should respond in accordance with the Standing Order – Health and Wellbeing.

3.11.14 The Manager shall, in the event of an injury or hospitalisation of a resident, make arrangement for at least one staff member to accompany the resident to hospital.

3.12 Vehicles Entering or leaving an Institution

3.12.1 Vehicles entering or leaving the perimeter of an Institution can be subjected to a search to ensure:

- (a) they do not contain materials that are likely to constitute a threat to the good order, safety or security of an Institution;
- (b) they are not being used, either deliberately or opportunistically, to aid in the escape of a resident;
- (c) that equipment and items brought into the Institution are accounted for prior to exit; and
- (d) that they do not contain any prohibited items, or items that are unnecessary to complete the work to be undertaken.

3.12.2 Prior to a vehicle being admitted to an Institution, staff must advise the owner of the above search requirements. Failure to agree to the search requirements will result in the vehicle not being admitted to an Institution. Failure to comply after being admitted may result in the Police being notified and requested to attend.

3.12.3 Staff will ensure that no resident has access to any vehicle within the perimeter of an Institution without the authority of the Manager.

3.12.4 Any resident who has unauthorised access to a vehicle is to be searched before being allowed to have access to other residents or buildings.

3.13 Control Room

3.13.1 Access to the Control Room is restricted to authorised staff.

3.13.2 Permission to enter the Control Room may be granted by the Manager, having regard to operational requirements at the time.

3.13.3 Staff must comply with the following security control measures at all times:

- (a) the entry door to the Control Room must be kept closed at all times;
- (b) the adjacent Unit Manager's office door is to be kept closed at all times; and
- (c) after hours, one or both doors are to be locked.

3.13.4 The control room is to be staffed at all times unless authorised by the Manager.

3.13.5 If the staff member on duty leaves the Control Room, a request must be made for a temporary replacement prior to this occurring. The staff member is not to leave the Control Room until replaced.

3.13.6 The Department will seek to employ the appropriate numbers of male and female staff and ensure wherever possible mixed gender staff in rostering practices. Staffing of the Control Room may be altered to allow for the monitoring of residents by staff of the same sex. This may be managed through swapping staff members or through adding additional staff members as required. Where there is only one female or male staff member rostered onto a shift, and an incident involving a female or male resident arises, the night shift team leader or, during the day, the Unit Manager, must ensure that staff member is utilised most appropriately. The Team Leader or Unit Manager must consult with the Manager, if necessary, in relation to this issue.

4 Breaches Of Safety And Security

4.1 What is a Breach?

- 4.1.1 For the purposes of this Standing Order, a breach of the safety or security in an Institution is any action that directly contravenes the requirements or directions given under this or any other Standing Order, legislation, policy or instruction that relate to the safe and secure operation of an Institution.
- 4.2 Escapes
- 4.2.1 All staff in an Institution must make every effort to prevent the escape or attempted escape of a resident, unless staff consider that to do so would threaten their own or others safety. In the event of a resident attempting to escape, staff may use such force as necessary to prevent the escape. Use of force consistent with the Standing Order – Use of Force is to be exercised where necessary to prevent an escape.
- 4.2.2 In the event that staff become aware of a resident attempting to or having escaped from an Institution, they must respond in accordance with the appropriate emergency response procedures at section 5 below.
- 4.3 Absconding
- 4.3.1 For the purposes of this Standing Order, a resident is considered to have absconded, if he/she fails to return to an Institution following a period of lawful leave. The type of leave includes both supervised and unsupervised leave.
- 4.3.2 If a resident fails to return from unsupervised leave by the required date and time the Unit Manager must do the following:
- (a) attempt to contact the resident by telephone at the location of the approved leave and determine if there is a reason why the resident has been delayed. If the resident is contacted, the Unit Manager will arrange for the resident to be picked up and escorted back to the Institution immediately;
 - (b) if unable to contact the resident, the Unit Manager will contact the identified contact person with whom the resident is on leave (e.g. parent, school or service provider) and determine if there is a reason why the resident has been delayed in returning to the Institution. If the Unit Manager identifies the resident is still at the leave location and has been delayed, the Unit Manager must arrange for the resident to be picked up and escorted back to the Institution immediately;
 - (c) if the Unit Manager is unable to contact either the resident, the contact person or another suitable person, the Unit Manager must notify the Senior Manager and then call the Police to advise them that a resident has absconded and provide all necessary details to assist the Police in locating the resident;
 - (d) the Unit Manager must continue to attempt to contact the resident or contact person until either they make contact, return or are located by the Police; and
 - (e) the Unit Manager will continue to keep the Senior Manager informed of the situation and any progress or changes.
- 4.3.3 If a resident absconds from supervised leave the escorting officer must do the following:
- (a) make all attempts to prevent the resident from absconding, including using such force as is necessary to prevent the resident absconding. Use of force consistent with the Standing Order – Use of Force, is to be exercised where necessary to prevent a person from absconding;
 - (b) if the resident successfully absconds, contact the Institution (Control Room) and notify the Unit Manager or if unavailable, the most senior staff member of the situation and where appropriate seek and/or follow further direction;

- (c) where possible and safe to do so (without risk of harm to either the resident, staff member or any other person) attempt to follow the resident and persuade them to stop and return to the Institution;
 - (d) notify the Police of the resident absconding from leave and provide all necessary details to assist the Police in locating the resident; and
 - (e) provide regular updates to the Police and the Institution on the situation including any changes or progress.
- 4.3.4 Upon receiving notification from an escorting officer that a resident has absconded from supervised leave the Unit Manager will:
- (a) notify the Senior Manager immediately;
 - (b) maintain regular contact with the escorting officer and provide directions with respect to further actions undertaken;
 - (c) arrange for the notification of the residents person with parental responsibility; and
 - (d) continue to keep the Senior Manager and person with parental responsibility informed of the situation and any progress or changes.
- 4.3.5 The Senior Manager upon receiving notification of a resident absconding from leave must immediately notify the Director. The Senior Manager must also, if the Chief Executive has parental responsibility for the resident, notify the Director, Care and Protection.
- 4.3.6 The Senior Manager must produce a brief and provide it to the Director.

4.4 Responding to Safety or Security System Failures

- 4.4.1 For the purposes of this Standing Order, a safety or security system is any of the following:
- (a) the perimeter fence, part of the fence or the 'sterile zone' within the perimeter fence;
 - (b) a door, including an internal door of a unit or building within the operational area of an Institution or a perimeter door;
 - (c) an electronic system that operates a door, door lock, intercom system, camera or surveillance system, communication device (e.g. radio);
 - (d) lock, key, operational equipment or instrument of force (e.g. utility belt, handcuffs, helmet, shield);
 - (e) safety or first aid equipment (e.g. first aid kit, breathing apparatus, fire extinguisher etc); or
 - (f) any other thing that may affect the safety, security or good order of an Institution.
- 4.4.2 In the event that a staff member at an Institution either suspects or becomes aware that there has been a failure to a safety or security system they must do the following:
- (a) immediately assess the situation with respect to the safety of residents, staff or others and the security of the Institution;
 - (b) immediately notify the Unit Manager or if unavailable, the most senior staff member on duty;
 - (c) make all attempts to keep residents, staff or visitors away from the area affected; and
 - (d) if appropriate or necessary, call the appropriate code and seek assistance, or direct the locking down of all residents and/or the securing of the Institution.
- 4.4.3 In the event that a Unit Manager or senior staff member in the absence of a Unit Manager, receives a notification of a potential safety or system failure, the Unit Manager must do the following. Assess the level of risk associated with the system failure and based on that risk do one or more of the following:

- (a) arrange replacement or recovery of the item; and/or
- (b) arrange for the continued appropriate management of residents and ongoing safety and security of the Institution.

5 Emergency Responses

- 5.1 Preservation of life is the paramount consideration in an emergency situation. Staff shall take all reasonable and necessary steps to ensure risk of death or injury to residents, staff or visitors is minimised and that residents remain in safe custody for the duration of an emergency.
- 5.2 The Senior Manager must ensure that the Institution has a current Emergency Response Plan that provides clear directions to all staff on how to respond to the following Emergency Situations:
 - (a) escape;
 - (b) fire;
 - (c) bomb threat;
 - (d) hostage situations;
 - (e) riots and major disturbances;
 - (f) chemical spills;
 - (g) evacuations; and/or
 - (h) major health issue such as contagious disease potentially requiring quarantining of residents or staff (e.g. Bird Flu).
- 5.3 Where the emergency situation requires an evacuation that involves possible overnight relocation of any or all residents, residents must be evacuated to a temporary shelter or Institution.
- 5.4 Every precaution must be taken by staff to support existing separation and placement decisions during an evacuation or other emergency situation. Additional staff members may be required to assist during such a situation to minimise any risk to the safety and security of residents and staff.
- 5.5 In an emergency situation all non-operational staff must remain in, or return to, a designated secured area until directed otherwise by the Manager.

6 Training

- 6.1 The Senior Manager must ensure all staff receive regular training in all areas covered by this Standing Order.
- 6.2 The Senior Manager must ensure residents are appropriately trained in the emergency response procedures for the Institution.
- 6.3 Staff must undertake all necessary training to perform their duties as provided for by this Standing Order.

7 Media

- 7.1 Staff must not respond to any media inquiries concerning matters at an Institution unless approved by the Chief Executive.
- 7.2 Unless otherwise authorised by the Chief Executive, staff must refer all media inquiries to the Manager, Media and Communications, Department of Disability, Housing and Community Services.

8 Provision of Information, Review of Decisions and Complaints

- 8.1 Staff must ensure residents, their parents and those with parental responsibility, family and visitors are provided with information about things that affect them in a timely manner and in a manner that is likely to be understood.
- 8.2 A resident, their parents and those with parental responsibility, family and visitors are able to request a review of a decision or make a complaint about something that happens at an Institution, to the Institution, the Public Advocate or the Official Visitor.
- 8.3 Staff must ensure that the Standing Order - Provision of Information, Review of Decisions and Complaints is followed in relation to the above.
- 8.4 Staff must engage with the person seeking a review of a decision or making a complaint in a respectful manner and ensure sufficient information is provided on the process of review or investigation. Staff must assist fully in any complaint or review process.

9 Records and Reporting

- 9.1 Any actions taken under this Standing Order must be recorded according to the requirements set out in the Standing Order – Records and Reporting. All necessary forms are available on the Department’s Intranet.
- 9.2 All required reports are the responsibility of staff and are to be fully completed before staff members complete their shift, unless otherwise approved by the Manager.

STANDING ORDERS GLOSSARY – MEANING OF COMMONLY USED TERMS

Aboriginal or Torres Strait Islander is a person who has identified as Aboriginal and/or Torres Strait Islander.

Aboriginal and Torres Strait Islander Services Unit refers to the Branch of the same name within OCYFS.

Adult means a person who is at least 18 years old.

Audio Record is a record created through the use of a listening device and may be a written transcript resulting from the use of such a device.

Body Receipt Register is an official record of all children and young people admitted to an Institution by the ACT Policing, or from interstate or removed by the ACT Ambulance Service. The Body Receipt Register is kept in the Control Room.

Complaint is an expression of dissatisfaction with an Institution's policies and procedures, staff or the service provided to a resident, family member or visitor as per Section 1 of the Children and Young People, (Places of Detention) Standing Order-Provision of Information, Review of Decisions and Complaints 2006 (No1).

Care and Protection Services within the Office for Children, Youth and Family Support (OCYFS), Department of Disability, Housing and Community Services, is the government entity charged with statutory responsibility for protecting and promoting the safety and wellbeing of all children and young people in the ACT. Pursuant to the *Children and Young People Act 1999*, the Chief Executive is responsible for receiving and responding to any information which may indicate that a child or young person has been abused, neglected or is in need of care and protection.

Care of the Chief Executive The Chief Executive (CE) of the Department of Disability, Housing and Community Services has parental responsibility for children and young people by virtue of Care and Protection Orders issued in the ACT Childrens Court. In these situations, the Childrens Court Magistrate may choose to give either day-to-day or long-term parental responsibility to the CE. Children and young people who are on such Orders are said to be 'in the care of the CE'.

Case Conference/ Case Management Conference refers to a meeting of all parties involved with a resident including parents/guardians, agencies and the resident. The purpose of such meetings is to ensure that all parties are working towards common goals for the resident in a coordinated and collaborative way.

Case Management Plan is a plan that is developed for residents as part of case management of residents. A case management plan sets goals and strategies for intervention with a resident, including the resident's developmental, educational and emotional needs. Residents are actively engaged in the development of their individualised plan.

Case Manager is a staff member responsible for assisting residents to set goals for their future, both whilst in custody and on return to the community, and supporting and monitoring their progress towards achieving those goals through an individual planning and support

process. The Case Manager will liaise with agencies with the resident and coordinate meetings to ensure a consistent and planned approach is developed (see also Case Management Plan and Case Conference).

Case Management Unit is part of the administration of an Institution. It is responsible for supporting a resident through a coordinated and holistic case management approach, focusing on the individual needs, strengths and positive engagement of the individual, their family and appropriate supports.

Child, when used to indicate a person's age, refers to a person under 12 years of age.

Conjoining Spaces refers to spaces that allow residents in these places to have direct access to each other without staff assistance. An example of conjoining spaces is two rooms with a door between them that can be opened by the people in the two rooms.

Contraband refers to any unauthorised item within an Institution, eg. drugs, weapons, alcohol, cigarettes.

Control Room is the central point of information exchange within an Institution and is directly concerned with maintaining security, and the safety of all persons within the centre. No entry to or exit from an Institution, or movement within an Institution (outside of the units) occurs without authorisation by the Control Room Operator.

Co offender is a person who has, or is alleged to have, assisted another person to attempt or complete a criminal act or who has jointly undertaken such an act.

Crisis Assessment and Treatment Team (CATT) is part of ACT Mental Health Services, that provides a 24-hour, seven days per week, service for assessment and treatment of people showing signs of mental illness or severe emotional distress, particularly in crisis situations.

Custodial Escort means an escort under the *Custodial Escorts Act 1998* by an escort other than a Police Officer.

Debriefing is a semi structured crisis intervention designed to reduce and prevent unwanted psychological stress following traumatic events by promoting emotional processing through the ventilation and normalisation of reactions and preparation for possible future experiences.

Departmental Identification means OCYFS, Department of Disability, Housing and Community Services photographic identification, which must be worn by staff while on duty.

Director means the person undertaking the duties of the Director with responsibility for an Institution. The Senior Manager is subordinate to this position.

Disposal Schedule (*Territory Records Act 2002*) The OCYFS disposal schedule has been approved by the Territory Records Office and is, for the present, available on the Territory Records Office website at <http://www.territoryrecords.act.gov.au/index>

Duty of Care refers to the obligation by staff to take reasonable care to avoid injury or loss to a person whom it could be reasonably foreseen might be injured by an act or omission.

Emergency Service means the ambulance service, the fire brigade, the rural fire service or the State Emergency Services.

Emergency Response Plan refers to an Institution's emergency response plan as described in the Children and Young People (Places of Detention) Standing Order – Safety and Security 2006 (No 1).

Exhibit Book is an official record that is kept and maintained at an Institution for the purpose of registering any contraband located on a resident or within the Institution.

First Aid Training for Staff relates to approved training for First Aid Officers, as recommended in the ACT Workcover Code of Practice: ACT First Aid in the Workplace. The Senior Manager is responsible for ensuring that all operational staff are fully trained and hold a current recognised qualification of Senior First Aid certificate or equivalent, or a relevant higher qualification.

Fully Stocked First Aid Kit is a First Aid Kit stocked to a level that is appropriate for the environment of an Institution. Sufficient numbers of fully stocked first aid kits must be available at an Institution at all times and a fully stocked first aid kit must be available during any escort of a child or young person to or from the Institution.

Freedom of Information Act 1989 is the legislation permitting members of the public to access certain official documents of the Territory.

Health Professional refers to persons with a recognised health qualification such as a Medical Practitioner, Nurse, Dentist, Psychologist etc. A full list of these persons is provided in the *Health Professionals Act 2004*.

Health Records (Privacy and Access) Act 1997 is the legislation governing the recording and management of any record deemed to be a health record to protect the privacy and integrity of, and access to, personal health information and related purposes.

Incident Report refers to a report about an incident at or in relation to an Institution as required by the Children and Young People (Places of Detention) Standing Order – Records and Reporting 2006 (No 1).

Informed Consent is an indication of consent by a person who has been given enough information to form a 'reasonable understanding' of the situation for which consent is being sought, including all reasonably possible consequences arising from the giving or withholding of consent. A staff member seeking to determine whether a person has or can form a 'reasonable understanding' must consider the age, the assessed level of maturity and intellectual ability and mental health of the person. Where a staff member assesses that a resident does not have a 'reasonable understanding' in relation to a matter about which informed consent is sought, the staff member must seek consent from a parent or person with parental responsibility for the resident.

Institution means (i) a place that is declared to be an institution under the *Children and Young People Act 1999*; and (ii) a place that is declared to be a shelter under the *Children and Young People Act 1999*, if the place is also declared as an institution.

Intersex means a person who, because of a genetic condition, was born with reproductive organs or sex chromosomes that are not exclusively male or female.

Key Worker is a member of staff who is allocated the responsibility of providing additional day to day support to a resident. They work closely with Case Managers to monitor and support the daily implementation of a resident's Case Management Plan.

Manager during normal business hours this term refers to the Operations Manager of an Institution, or, in the event this person is unavailable, the Senior Manager of an Institution. Outside normal business hours, this refers to the on-call manager.

Mandated Reporter under the *Children and Young People Act 1999* includes staff at an Institution and requires them to report any suspected non accidental physical injury or sexual abuse to a child or young person.

Medical Practitioner means a doctor.

Observations occur to ensure the safety and engagement (where appropriate) of a resident within an Institution. Further information about observations is in the Children and Young People (Places of Detention) Standing Order –Admissions and Classification 2006 (No 1).

OCYFS-Office for Children, Youth and Family Support is part of the Department of Disability, Housing and Community Services. An Institution is administered through the OCYFS.

Official Vehicle refers to a government vehicle and the guidelines that govern the use of such vehicles, specifically, that they are for the purpose of government related business only. Persons who are not government employees can only be transported in official vehicles for purposes related to government business.

Official Visitors carry out functions as prescribed by the *Children and Young People Act 1999*.

On-Call Manager refers to the person undertaking the duties of 'on-call manager' outside normal business hours.

Operations Manager is an assistant manager of an Institution or a person acting in this position. He/she is responsible for the day to day operational and security requirements of an Institution and reports directly to the Senior Manager of an Institution. Section 1 of the Children and Young People, (Places of Detention) Standing Order, Safety and Security 2006 (No1) provides information regarding the lines of authority for staff at an Institution.

Parental Responsibility means all the duties, powers and responsibilities parents ordinarily have by law in relation to their children; it includes responsibility for the day to day or long term care, welfare and development of the child or young person. A person has parental responsibility for a child if: the person is the child's parent; a court order is in force in favour of the person; or the person has parental responsibility following emergency action.

Privacy Act 1988 is legislation making provision to protect the privacy of individuals and for related purposes.

Program and Services Manager is responsible for overseeing the coordination and delivery of case management, programs and services to residents.

Pro Social Modeling is the demonstration by staff of behaviour and/or language that reflect positive community values and expectations, including punctuality, courtesy, empathy and consideration of others.

Public Advocate means the person appointed under the *Public Advocate Act 2005*. The Public Advocate advocates for the best interests of children and young people. The Public Advocate has monitoring responsibilities under the *Children and Young People Act 1999*. Residents are able to make complaints to, or seek assistance from the Public Advocate.

Public Sector Management Act 1994 is legislation to regulate the administration of the public sector of the Territory, and for related purposes. Staff working in an Institution must comply with the requirements of this Act.

Record is a document in paper or electronic format that provides evidence of a business activity performed by staff. A record may include a written report, photograph, video footage or audio recording (or transcript from audio recording).

Records Management Plan is a departmental program required under the *Territory Records Act 2002* that includes the arrangements for the appropriate capture, creation, identification, storage, security, access to and destruction of, all Department Records as required by this Act. It can be found at <http://www.legislation.act.gov.au/www.legislation.act.gov.au>

Reportable Incident is an incident or event at or in relation to an Institution that must be reported in as required by the Children and Young People (Places of Detention) Standing Order – Records and Reporting 2006 (No 1).

Re-Integration refers to a resident's return to the community. It includes provision of accommodation, education or employment, support programs and counselling services.

Resident means a child or young person who has been admitted to an Institution and is detained there.

Resident and Carers Handbook is a document to provide residents and their carers with information about an Institution and their rights and responsibilities.

Remandee is a child or young person who has been charged but not yet sentenced for an offence, is not admitted to bail and has been taken to an Institution and detained there.

Review of a Decision is a re-examination or reassessment of an administrative decision making process or outcome as per Section 1 of the Children and Young People, (Places of Detention) Standing Order-Provision of Information, Review of Decisions and Complaints 2006 (No1).

Senior Manager is the Senior Manager of an Institution, or the person acting in that position. If the Senior Manager or person acting in that position is not available, the Senior Manager refers to a person nominated by the Director. The Senior Manager reports to the Director. Section 1 of the Children and Young People, (Places of Detention) Standing Order-Safety and Security 2006 (No1) provides information regarding the lines of authority for decision-making in an Institution.

South Eastern Aboriginal Legal Service (SEALS) is an indigenous organisation that provides culturally appropriate legal advocacy and/or representation in legal proceedings, particularly for Aboriginal people in the criminal justice system. Local Courts serviced by the Canberra office are Queanbeyan, Canberra, Goulburn, Yass and Cooma.

Safe Room is a place described and used in accordance with the Children and Young People, (Places of Detention) Standing Order- Use of a Safe Room 2006 (No1)

Search Register is a record of all personal and area searches carried out in an Institution. All searches are logged in this register.

Special Management Direction (SMD) is a specific instruction given by the Senior Manager relating to the need to implement or maintain a special condition for the management of a resident.

Staff means operational employees of the OCYFS working in an Institution who directly or indirectly report to the Senior Manager. Section 1 of the Children and Young People, (Places of Detention) Standing Order, Safety and Security 2006 (No1) provides information regarding the lines of authority for staff at an Institution.

Staff Handbook is a document that provides staff with accessible information about policies and procedures relating to an Institution. The Staff Handbook supplements the Standing Orders and staff training as a form of guidance for and information to staff.

Standing Orders supplement legislative requirements of staff and, together with relevant legislation, set out the minimum permanent standards to be met by staff at an Institution in undertaking their duties.

Sterile Area may include a cabin or other area (eg. unit recreation area), which has been emptied of any item that may be used by a resident to harm themselves, other residents or staff. The term 'sterile cabin' denotes a cabin devoid of any item other than fixtures and fittings or other authorised items

Sterile Zone is an area between the two perimeter fences or a cleared area that forms a secure zone of an Institutions perimeter. The area may not be accessed by anyone without authorisation by the Manager.

Supervision refers to the duty of staff to monitor the whereabouts and safety of residents and, where relevant, visitors.

Time out is an option for de-escalating residents who are displaying inappropriate behaviour. It refers to a direction to a resident, which would occur after a warning or an opportunity to modify their behaviour, to remove themselves to an appropriate area, for example in their unit.

Transgender Person means a person who identifies as a member of a different sex by living, or seeking to live, as a member of that sex; or has identified as a member of a different sex by living as a member of that sex whether or not that person is a recognised transgender person.

Unit Manager this position reports to the Operations Manager and is responsible for managing the security and leading staff during the operation of a shift. The Children and Young People (Places of Detention) Standing Order – Safety and Security 2006 (No 1) provides more information about the chain of authority for decision making in an Institution.

Use of Force Register records any incident where force or restraint has been used. The Use of Force Register is kept in the Control Room.

Visitors Register records all visits in an Institution. The Visitors Register is kept in the Control Room. All visitors also sign a visitor sheet and a visitor entry log, located in a public area of an Institution.

Young Person refers to a person who is 12 years of age but not yet an adult or a person who has been dealt with by a court as though he or she was a young person.