

Australian Capital Territory

Children and Young People (Minimum Living Conditions) Policy and Procedures 2018 (No.1)

Notifiable instrument NI2018-441

made under the

***Children and Young People Act 2008*, section 143 youth detention policy and operating procedures**

1 Name of instrument

This instrument is the *Children and Young People (Minimum Living Conditions) Policy and Procedures 2018 (No.1)*.

2 Commencement

This instrument is to commence the day after notification.

3 Repeal

NI2015-390 is revoked.

4 Policies and operating procedures

Under section 143 of the *Children and Young People Act 2008*, I make the attached Minimum Living Conditions Policy and Procedures to facilitate the effective and efficient management of detention services for young people.

Bernadette Mitcherson
Director-General
Community Services Directorate
7 August 2018

Minimum Living Conditions Policy and Procedures

1. Introduction and Purpose

The *Children and Young People Act 2008*, the *Human Rights Act 2004* and human rights law prescribe permanent minimum standards to be provided to all young people at a detention place. This policy and procedures provides for the application of these standards.

The standards include minimum living conditions such as access to sufficient nutritional food and drink, access to sufficient suitable clothing, access to suitable facilities for personal hygiene and reasonable opportunities to communicate with family members and significant people.

The minimum standards include entitlements for each young person under the *Children and Young People Act 2008*. These entitlements are outlined in Schedule 1. A young person's entitlements must not be affected by action taken under the behaviour management or discipline policy and procedures, for example, through the withdrawal of privileges.

While these standards are permanent, the standards may need to be applied differently at certain times to ensure the safety of a person or safety and security of a young person or other people at a detention place (e.g. during a Segregation Direction or the declaration of an emergency).

While this policy and procedures outline the permanent minimum standards to be provided to young people, the objective is to exceed these minimum standards as far as practicable to ensure the highest possible standard of custodial care is provided to young people. Certain minimum entitlements are higher than the statutory minimum entitlement (e.g. phone calls).

2. Legal Authority and Obligations

- 2.1 The *Children and Young People Act 2008* (the Act) is the primary source of authority for the operations at a detention place. Section 141 and Part 6.5 of the Act outline the minimum permanent standards to be provided to all young people at a detention place. The provisions of the Act must be complied with at all times by staff exercising functions at a detention place.
- 2.2 The policies and procedures provide specific directions to implement the provisions of the Act and other relevant legislation, including the *Human Rights Act 2004*.
- 2.3 Human rights that are protected by the *Human Rights Act 2004* and that are relevant to this policy and procedure are:

Section 19 Humane treatment when deprived of liberty

- (1) Anyone deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person.
- (2) An accused person must be segregated from convicted people, except in exceptional circumstances.

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| (3) An accused person must be treated in a way that is appropriate for a person who has not been convicted. |
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Section 20 Children in the criminal process

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| (1) An accused child must be segregated from accused adults. |
| (2) An accused child must be treated in a way that is appropriate for a person of the child's age who has not been convicted. |
| (3) A child must be brought to trial as quickly as possible. |
| (4) A convicted child must be treated in a way that is appropriate for a person of the child's age who has been convicted. |

2.4 The following international human rights standards apply in the ACT and are relevant to this policy and procedure:

- (a) United Nations Convention on the Rights of the Child
- (b) United Nations Standard Minimum Rules for the Administration of Juvenile Justice
- (c) United Nations Rules for the Protection of Juveniles Deprived of their Liberty Rule 47, 48
- (d) Standard Minimum Rules for the Treatment of Prisoners
- (e) Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment
- (f) United Nations Declaration on the Rights of Indigenous People.

3. Authorisations and Delegations

3.1 The Manager is responsible for ensuring that minimum living conditions under the Act and this policy and procedures are upheld.

4. Definitions

Aboriginal person is defined in the dictionary of the *Children and Young People Act 2008* as a person who is a descendant of the Indigenous inhabitants of Australia; who regards himself or herself as an Aboriginal or if the person is a child, is regarded as an Aboriginal by a parent or family member; and is accepted as an Aboriginal by an Aboriginal community.

Accredited person is defined in section 137 of the *Children and Young People Act 2008* and means the young person's Child and youth Protection Services worker if the Director-General has parental responsibility for the young person, a representative approved by the Manager of an entity providing a service or program to the young person, a lawyer representing the young person, an Official Visitor, a Commissioner exercising functions under the *Human Rights Commission Act 2005*, the Public Advocate and the Ombudsman.

All staff refers to youth workers, authorised persons, other Directorate staff providing services at or visiting a detention place in a work-related capacity and staff of ACT Government agencies providing services to young people in a detention place.

Authorised person is a person who has been delegated a power under the *Children and Young People Act 2008* or another Territory law and is exercising a function under the criminal matters chapters of the *Children and Young People Act 2008*. The positions that have delegations as authorised persons are: Executive Director, Senior Director (A), Director, Child and Youth Protection Services Operations (B), Director, Bimberi (B), Deputy Manager (C), Operations Manager (D), Programs and Services Manager (D), Unit Managers (E), Team Leaders (F), Youth Workers (G), Family Engagement Officer (F), Sports and Recreation Officer (F).

Child means a person who is under 12 years of age (as defined under section 11 of the *Children and Young People Act*).

Child and Youth Protection Service refers to the branch in the Community Services Directorate that is responsible for the Child Protection and Youth Justice functions of the *Children and Young People Act 2008* and related legislation.

Commissioner refers to one of the appointed Commissioners exercising functions under the *Human Rights Commission Act 2005*. The functions include the resolution of complaints between users and providers of services for children and young people and to promote improvements for service provision.

Detention place means a declared detention place.

Direction means an instruction that may be given by a youth worker under section 146 of the *Children and Young People Act 2008* to a young person about anything related to the criminal matters chapters. A young person must comply with any direction given to the young person by the Director-General or delegate under section 184 of the *Children and Young People Act 2008*. Non-compliance by a young person with a direction is a behaviour breach and may be dealt with through the Behaviour Management Policy and Procedures or Discipline Policy and Procedures.

Director, Child and Youth Protection Services Operations refers to the responsible senior executive in the Community Services Directorate.

Director, Bimberi refers to the Director of a detention place and the responsible senior executive in the Community Services Directorate.

Director-General means the Director-General of the Community Services Directorate with administrative responsibility for the *Children and Young People Act 2008*, unless otherwise specified in this policy and procedure.

Duty of care refers to the obligation by youth workers 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.

Family member is defined in section 13 of the *Children and Young People Act 2008* and means the child's or young person's parent, grandparent or step-parent, or son, daughter, stepson or stepdaughter, or sibling, or uncle or aunt; or nephew, niece or cousin. For an Aboriginal or Torres Strait Islander child or young person, a family member includes a person who has responsibility for the child or young person in accordance with the traditions and customs of the child's or young person's Aboriginal or Torres Strait Islander community.

Health professional is defined in the dictionary of the *Children and Young People Act 2008* and means a health professional registered under the *Health Professionals Act 2004* or someone who is a health professional registered under a corresponding law of a local jurisdiction within the meaning of that Act. A health professional may be a non-treating health professional who is authorised to exercise non-treating functions or a treating health professional who is authorised to exercise treating or therapeutic functions.

Manager refers to the Director of a detention place during normal business hours, or in the event this person is unavailable, the Deputy Manager, or in the event this person is unavailable, the Operations Manager, or in the event this person is unavailable, a Unit Manager. Outside normal business hours, this refers to the On-call Manager.

Minister of religion is defined at section 183 of the *Children and Young People Act 2008* and means a person registered under the *Marriage Act 1961* (*Cwth*), Part 4.1 (Authorised celebrants) or a person prescribed by regulation.

Nominated person is a person nominated by a young person aged 18-21 years at the time of admission to whom the Director-General can give notifications under the *Children and Young People Act 2008*. The details of the nominated person must be entered in the Register of Young Detainees.

Parental responsibility is defined at section 15 of the *Children and Young People Act 2008* and means all the duties, powers, responsibilities and authority parents have by law in relation to their children, including daily care and long-term care responsibility for the child or young person. Each parent of a child or young person aged under 18 years has parental responsibility for the child or young person. A person may have or share parental responsibility for a child or young person under a court order under the *Children and Young People Act 2008* or another law or in the circumstances outlined at sections 17 and 18 of the Act.

Privilege is defined at section 289 of the *Children and Young People Act 2008* as any amenity, facility or opportunity the young person may have the benefit of at a detention place, but does not include anything that is an entitlement for the young person.

Register of Young Detainees means the register that must be kept by the Director-General under section 185 of the *Children and Young People Act*

2008. The details of every young person who is admitted to a detention place must be recorded on the register at induction.

Significant person for a child or young person is defined in section 14 of the *Children and Young People Act 2008* and means a person (other than a family member) who the child or young person, a family member of the child or young person or the Manager considers is significant in the child or young person's life.

Staff refers to youth workers and other authorised persons.

Torres Strait Islander person is defined in the dictionary of the *Children and Young People Act 2008* as a person who is a descendant of the Indigenous inhabitants of the Torres Strait Islands; who regards himself or herself as a Torres Strait Islander or if the person is a child, is regarded as a Torres Strait Islander by a parent or family member; and is accepted as a Torres Strait Islander by a Torres Strait Islander community.

Young person is defined at section 12 of the *Children and Young People Act 2008* and means a person who is aged 12 years and older, but under 21 years, who is required to be held in the Director-General's custody. A young person who is 21 years or older cannot be detained at a detention place. Young person means the same thing as young detainee, and young person aged 18-21 years means the same things adult young detainee, in the *Children and Young People Act 2008*.

Youth worker is defined at section 96 of the *Children and Young People Act 2008* and means an authorised person to whom the Director-General has delegated functions of a youth worker under the criminal matters chapters. The positions that have delegation as a youth worker for the policies and procedures are: Director, Bimberi (B), Deputy Manager (C), Operations Manager (D), Programs and Services Manager (D), Unit Managers (E), Team Leaders (F), Youth Workers (G), Family Engagement Officer (F), Sport and Recreation Officer (F). Youth worker means the same as youth detention officer in the *Children and Young People Act 2008*.

5. Principles

Legislative Principles

5.1 The Act sets out the principles that must be considered by all decision-makers making decisions under this policy and procedures.

Section 8 Best interests of children and young people paramount consideration

- (1) In making a decision under this Act in relation to a particular child or young person, the decision-maker must regard the best interests of the child or young person as the paramount consideration.
- (2) In making a decision under this Act otherwise than in relation to a particular child or young person, the decision-maker must consider the best interests of children and young people.

Section 9 Principles applying to Act

- (1) In making a decision under this Act in relation to a child or young person, a decision-maker must have regard to the following principles where relevant, except when it is, or would be, contrary to the best interests of a child or young person:
 - (a) the child or young person's sense of racial, ethnic, religious, individual or cultural identity should be preserved and enhanced
 - (b) the child or young person's education, training or lawful employment should be encouraged and continued without unnecessary interruption
 - (c) the child or young person's age, maturity, developmental capacity, sex, background and other relevant characteristics should be considered
 - (d) delay in decision-making processes under the Act should be avoided because delay is likely to prejudice the child or young person's wellbeing.
- (2) A decision-maker exercising a function under this Act must, where practicable and appropriate, have qualifications, experience or skills suitable to apply the principles in subsection (1) in making decisions under the Act in relation to children and young people.

Section 10 Aboriginal and Torres Strait Islander principle

- (1) In making a decision under this Act in relation to an Aboriginal or Torres Strait Islander child or young person, in addition to the matters in section 8 and section 9, the decision-maker must take into account the following:
 - (a) the need for the child or young person to maintain a connection with the lifestyle, culture and traditions of the child or young person's Aboriginal or Torres Strait Islander community
 - (b) submissions about the child or young person made by or on behalf of any Aboriginal or Torres Strait Islander people or organisations identified by the Manager as providing ongoing support services to the child or young person or the child or young person's family
 - (c) Aboriginal and Torres Strait Islander traditions and cultural values (including kinship rules) as identified by reference to the child or young person's family and kinship relationships and the community with which the child or young person has the strongest affiliation.

Section 94 Youth justice principles

- (1) For the criminal matters chapters, in deciding what is in the best interests of a child or young person, a decision-maker must consider each of the following matters that is relevant:
 - (a) if a child or young person does something that is contrary to law, he or she should be encouraged to accept responsibility for the behaviour and be held accountable
 - (b) a child or young person should be dealt with in a way that acknowledges his or her needs and that will provide the opportunity to develop in socially responsible ways
 - (c) a child or young person should be consulted about, and be given the opportunity to take part in making, decisions that affect the child or young person, to the maximum extent possible taking into consideration their age, maturity and developmental capacity

- (d) if practicable and appropriate, decisions about an Aboriginal and Torres Strait Islander child or young person should be made in a way that involves their community
- (e) if a child or young person is charged with an offence, he or she should have prompt access to legal assistance, and any legal proceeding relating to the offence should begin as soon as possible
- (f) a child or young person may only be detained in custody for an offence (whether on arrest, on remand or under sentence) as a last resort and for the minimum time necessary
- (g) children and young people should be dealt with in the criminal law system in a way consistent with their age, maturity and developmental capacity and have at least the same rights and protection before the law as would adults in similar circumstances
- (h) on and after conviction, it is a high priority to give a child or young person the opportunity to re-enter the community
- (i) it is a high priority that intervention with children or young people must promote their rehabilitation, and must be balanced with the rights of any victim of the child or young person's offence and the interests of the community.
- (2) The decision-maker may also consider any other relevant matter.
- (3) The youth justice principles are intended to be interpreted consistently with relevant human rights instruments and jurisprudence (e.g. the *Convention on the Rights of the Child*).
- (4) A reference in subsection (1) to a young person includes a reference to a person who is at least 18 years old but is being dealt with in relation to an offence committed, or alleged to have been committed, when he or she was under 18 years old.

6. Policy and Procedures

Information Entitlements

- 6.1 The Admission and Classification Policy and Procedures and Complaints Policy and Procedures address the provision of verbal and written information to young people at the time of their induction and during their detention.
- 6.2 The Manager must ensure that copies of the following are available for inspection by young people, family members, significant people and visitors at a detention place:
 - (a) the *Children and Young People Act 2008*
 - (b) publicly available youth detention policies and operating procedures.

Minimum Living Conditions - General

- 6.3 The Manager must ensure the following minimum living conditions for young people are provided at a detention place:

Food and drink

- 6.4 Young people are entitled to the provision of food and drink that is nutritionally adequate, as determined by compliance with the *Australian Recommended Dietary Intakes* and the *Dietary Guidelines for Children and Adolescents*.

- 6.5 Food and drink must be of consistently high quality and include options for special dietary needs, including religious, spiritual or cultural needs of a young person (e.g. halal or kosher).
- 6.6 Any particular diet that is prescribed for a young person by a doctor must be provided to the young person as far as practicable.
- 6.7 Meals are provided for young people at times consistent with the cultural norms of Australia.

Clothing

- 6.8 Young people are entitled to sufficient suitable underclothing and outer-clothing to ensure comfort.
- 6.9 All young people are required to wear detention place clothing while at a detention place to ensure that clothing cannot be used as a tool for the harassment or intimidation of a young person. Detention place clothing supplied to young people will meet the standard generally available to and worn by, children and young people in the community.
- 6.10 Young people may wear their own clothes to Court.
- 6.11 All young people, may wear their own clothes while on approved leave, with the approval of the Manager.
- 6.12 All clothing will be laundered regularly.

Personal hygiene

- 6.13 Young people are entitled to suitable, clean, hygienic and reasonably private facilities for personal hygiene.

Sleeping areas

- 6.14 Young people are entitled to clean, comfortable and reasonably private beds and bedding.

Access to open air and exercise

- 6.15 Young people are entitled to daily open air and exercise. The Manager must ensure that the minimum requirement of 2 hours each day will be exceeded as far as practicable through the scheduling of sport and recreation activities.

Religious, spiritual and cultural needs

- 6.16 In accordance with the Admission and Classification Policy and Procedures, a young person will be given the opportunity to state their religion and their cultural and Indigenous status at the time of their admission at a detention place.
- 6.17 Young people are entitled to observe their religious, spiritual and cultural beliefs and needs as far as practicable and where it does not pose a risk to the safety and security of a young person and other people. This includes:
 - (a) observances and practices relating to religious or spiritual beliefs (e.g. special dietary requirements and fasting at certain times)
 - (b) observances or practices arising because a person belongs to a particular culture.
- 6.18 The Manager must ensure, as far as practicable, that young people have reasonable access to:

- (a) Ministers of religion and other people with standing in a particular culture whom young people wish to see for religious, spiritual or cultural purposes (e.g. an elder, priest, monk, nun, rabbi, or imam)
 - (b) religious services at a detention place
 - (c) books and other articles associated with their religious, spiritual or cultural beliefs or practices (e.g. the Bible, the Koran, crosses and prayer mats).
- 6.19 A young person must not be required to receive a visit from anyone representing a particular religion, spiritual belief or culture, or attend any related service or practice, if the young person does not wish to do so.
- 6.20 A young person's access to religious, spiritual and cultural observance may be denied or limited if the Manager reasonably suspects that it may:
- (a) undermine safety and security of a young person or other people at a detention place
 - (b) revictimise a victim
 - (c) circumvent any process for investigating complaints or reviewing decisions under the Act
 - (d) have the purpose of causing community distress.

Minimum Living Conditions - Communication and Contact

- 6.21 The Visits, Phone Calls and Correspondence Policy and Procedures outlines arrangements for young people to communicate with, and have contact with, family members, significant people and accredited persons.
- 6.22 The Manager must ensure the following minimum living conditions for young people at a detention place in relation to communication and contact:
- (a) reasonable access to telephone, mail and other facilities for communicating with people in the community
 - (b) reasonable opportunities to receive visits from family members, significant people and accredited people
 - (c) reasonable opportunities to communicate with their lawyers
 - (d) reasonable access to news and education services and facilities to maintain contact with society.

Telephone calls

- 6.23 A young person is entitled to make:
- (a) 1 telephone call on admission and induction at a detention place
 - (b) a minimum of 3 telephone calls each week to a family member or a significant person/s.
- 6.24 A young person may also make and receive further telephone calls for necessary contact with a family member, significant person, friend or associate.
- 6.25 Telephone calls may be disallowed or restricted in accordance with the Visits, Phone Calls and Correspondence Policy and Procedures.

Mail

- 6.26 The Manager must ensure, as far as practicable, that young people can send and receive as much mail as they wish.
- 6.27 A young person is entitled to send mail to, and receive mail from any family member, significant person or other person nominated by the young person and approved by the Manager.
- 6.28 Mail may be disallowed or restricted in accordance with the Visits, Phone Calls and Correspondence Policy and Procedures.

News and education

- 6.29 The Manager must ensure, as far as practicable, that young people have reasonable access to:
- (a) newspapers, radio and television broadcasts and other mass media for news and information
 - (b) a library or library service
 - (c) education or training designed to meet the young person's individual needs.
- 6.30 A young person is entitled to participate in academic, vocational or cultural education or training which is part of their case management plan, and the Manager is satisfied it would benefit the young person in any of the following ways:
- (a) by providing the young person with suitable vocational skills
 - (b) by promoting the young person's rehabilitation or reintegration into society
 - (c) by contributing satisfactorily to the young person's personal development.

Visits

- 6.31 The Manager must ensure that each detention place has suitable facilities for young people to receive visits from family members and significant people.
- 6.32 A young person is entitled to a visit of at least 1 hour each week from one family member or significant person.
- 6.33 Visits may be disallowed or restricted in accordance with the Visits, Phone Calls and Correspondence Policy and Procedures.

Contact with accredited people

- 6.34 A young person is entitled to have adequate opportunities for contact with an accredited person, whether by telephone or mail or by a visit by an accredited person.
- 6.35 Contact with an accredited person may be disallowed or restricted in accordance with the Visits, Phone Calls and Correspondence Policy and Procedures.

Communication with family and others

- 6.36 The Manager must ensure, as far as practicable, that adequate opportunities are provided for young people to be able to remain in contact with family members and significant people by telephone calls, mail and visits. The Manager must consider the young person's legal

status and whether their detention is for a reason other than conviction for an offence.

- 6.37 The Manager must also ensure that the overall treatment of a young person, including any segregation or disciplinary action, does not prevent the young person from communicating with:
- (a) the courts
 - (b) accredited person/s
 - (c) a doctor or health professional
 - (d) family members
 - (e) other people with whom the young person may communicate under the criminal matters chapters.
- 6.38 The Visits, Phone Calls and Correspondence Policy and Procedures outlines circumstances in which contact with certain people may be restricted.

Minimum Living Conditions - Health Care

- 6.39 The Health and Wellbeing Policy and Procedures address the provision of health and wellbeing services to young people.
- 6.40 Young people are entitled to:
- (a) a standard of health care equivalent to that available to other people in the ACT
 - (b) appropriate health services for young people
 - (c) conditions in detention that promote the health and wellbeing of young people
 - (d) as far as practicable, not be exposed to risks of infection.
- 6.41 The Manager must ensure that young people have access to:
- (a) regular health checks
 - (b) timely treatment where necessary, particularly in urgent circumstances
 - (c) hospital care where necessary
 - (d) specialist health services from health professionals as far as practicable
 - (e) necessary health care programs, including rehabilitation programs as far as practicable.

Intersection with Behaviour Management and Discipline Policies and Procedures

- 6.42 The minimum entitlements for young people outlined in this policy and procedure must not be affected by action taken under the Behaviour Management and Discipline Policies and Procedures, such as through a withdrawal of privileges.

Application of Minimum Living Conditions

- 6.43 The Minimum Living Conditions must be upheld at all times. While the standards are permanent, the standards may need to be applied in a different way at certain times to ensure the safety of a person or safety and security at a detention place. Examples of times when this may need to occur include:
- (a) during a Segregation Direction in accordance with the Segregation Policy and Procedures

- (b) during the declaration of an emergency in accordance with the Safety and Security Policy and Procedures.
- 6.44 During a Safe Room Segregation Direction, a young person may not be able to directly communicate with an accredited person while the Segregation Direction is in effect. The minimum living conditions will be upheld if arrangements are made for a young person to have contact with an accredited person as soon as practicable following the end of the direction.
- 6.45 During the declaration of an emergency, youth workers must ensure that the standards set out in this policy are upheld as far as practicable. This applies at a detention place or a temporary detention place to which young people are evacuated. The Manager must make arrangements for the application of this policy at a detention place or a temporary detention place to which young people are evacuated. Youth workers must also ensure that existing separation and placement decisions are upheld as far as practicable during an emergency declaration. Additional youth workers may be required to assist during such a situation to minimise any risk to the safety and security of young people and youth workers.

Provision of Information, Review of Decisions and Complaints

- 6.47 Staff must ensure young people, people with parental responsibility, nominated persons, family and visitors are provided with information about matters that affect them in a timely manner and in a manner that is likely to be understood.
- 6.48 A young person, person with parental responsibility, nominated person, family and visitors are able to request a review of a decision or make a complaint about something that happens at a detention place to a youth worker, Manager, the ACT Public Advocate, the Official Visitor, the Children, Youth and Families Complaints Unit, or the Supreme Court under the *Administrative Decisions (Judicial Review) Act 1989*.
- 6.49 Staff must ensure that the Complaints Management Policy and Procedures is followed.

Records and Reporting

- 6.50 Any actions taken under this policy and procedure must be recorded according to the requirements set out in the Records and Reporting Policy and Procedures
- 6.51 All staff are mandated reporters under the *Children and Young People Act 2008*. A report must be made to Child and Youth Protection Services if a staff member reasonably believes that a young person who is under 18 years has experienced or is experiencing sexual abuse or non-accidental physical injury by any person.

7. Forms and Templates

NA

8. Related Policies and Procedures

Policies and Procedures under the *Children and Young People Act 2008*

Admission and Classification Policy and Procedures

Behaviour Management Policy and Procedures

Complaints Management Policy and Procedures

Discipline Policy and Procedures

Health and Wellbeing Policy and Procedures

Safety and Security Policy and Procedures

Segregation Policy and Procedures

Treatment of Convicted and Non-convicted Young People Policy and Procedures

Visits, Phone Calls and Correspondence Policy and Procedures

Policies and Procedures in Child and Youth Protection Services

Single Case Management Policy and Procedures

9. Further References

Australian Recommended Dietary Intakes and the Dietary Guidelines for Children and Adolescents

10. Review

10.1 This policy and procedure will be reviewed at least once every two years.

Schedule 1
Minimum Entitlements for Young People

Minimum living conditions	<p>Young people are entitled to statutory minimum living conditions consistent with this policy in relation to:</p> <ul style="list-style-type: none"> (a) food and drink (b) clothing (c) hygiene facilities (d) sleeping areas (e) open air and exercise (f) religious, spiritual and cultural needs.
Telephone calls	<p>Young people are entitled to make a telephone call on admission and a minimum of three (3) telephone calls each week to approved family members and significant people. These telephone calls will be paid for by the detention place.</p> <p>Telephone calls in addition to this are an incentive which may be purchased.</p> <p>Young people are entitled to unlimited access to telephone contact with accredited people. All telephone calls of this nature are paid for by the detention place.</p>
Visits	<p>Young people are entitled to receive a visit from a family member or significant person for at least one (1) hour each week.</p>
Mail	<p>Young people are entitled to send and receive mail consistent with the Visits, Phone Calls and Correspondence Policy and Procedures.</p>
Contact with Accredited People	<p>Young people are entitled to adequate opportunities for contact with an accredited person, whether by telephone or mail or by a visit with an accredited person.</p>
Health Services	<p>Young people are entitled to health services consistent with the Minimum Living Conditions Policy and Procedures and Health and Wellbeing Policy and Procedures. Young people are entitled to transfers to a health facility where this is necessary for the young person to receive health services at the facility.</p>
Education and vocational training	<p>Young people are entitled to participate in education. Young people are entitled to participate in vocational training approved as part of a case management plan.</p>
Programs	<p>Young people are entitled to participate in programs. The nature of the program or programs that a young person may participate</p>

	in is subject to the young person's case plan and security classification.
Leave	Young people may be granted leave in accordance with the Local and Interstate Leave Policy and Procedures.