



Youth justice custodial practice manual

Secure Services

(<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual>)

If you print and store this document, you may be looking at an outdated version and this may impact on your duty of care. Always check the latest version in the Youth justice custodial practice manual on the DHS intranet before taking action under this procedure. Please make sure the printed procedures are kept securely.

Youth Justice Custodial Services Practice Manual (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual>) > Sentence management (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/sentence-management>) > Admission to custody (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/sentence-management/admission-to-custody>) > Admission procedure (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/sentence-management/admission-to-custody/admission-procedure>)

Admission procedure

- An admission occurs when Secure Services takes legal custody of a young person with an appropriate court order (sentence or remand).
 - Types of admissions include:
 - new entry
 - return from temporary leave
 - return from escape or absconding event
 - return from court appearance.
-

When to use this procedure

When a young person is being admitted to a custodial precinct in any of the circumstances above.

What else you need to know

Make sure you have read and understood the following procedures:

- [Young people's legal entitlements](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/introduction-to-working-in-the-custodial-precincts/young-peoples-legal-entitlements) (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/introduction-to-working-in-the-custodial-precincts/young-peoples-legal-entitlements>)
- [Client searches](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/client-related-safety-processes/client-searches) (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/client-related-safety-processes/client-searches>)
- [Observation of young people in custody](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/working-with-young-people-in-custody/preventing-harm-to-young-people/observation-of-young-people-in-custody) (<http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/working-with-young-people-in-custody/preventing-harm-to-young-people/observation-of-young-people-in-custody>)

- [Transport of young people \(http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/client-related-safety-processes/transport-of-young-people\)](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/client-related-safety-processes/transport-of-young-people)
 - [Prohibited items \(http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/operational-safety-processes/prohibited-items\)](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/emergency-safety-and-security-procedures/operational-safety-processes/prohibited-items)
-

Staff responsibilities

Find your role to see what your responsibilities are:

- [All staff](#)
 - [Admission Officer](#)
 - [Night staff](#)
 - [YJW1 and YJW2 staff](#)
 - [Aboriginal Support Worker](#)
 - [Health services](#)
 - [PYJP Administration staff](#)
-

All staff

At all times

- Be aware of admissions procedures.
 - Support young people during the admissions process and after arrival at the precinct.
-

Admission Officer

At all times

- Complete intake assessments and processes for all young people who enter and return to custody. This includes tasks such as searches, interviews, CRIS data entry and notification of health professionals.
- If a young Aboriginal person is being admitted to a custodial facility there are additional requirements. For details on these tasks please see attached flow charts.

Regularly

- See the procedure in detail for regular administrative tasks including:
 - maintaining an accurate client numbers list
 - scanning documentation
 - arranging client court transports

- conducting audits of admissions.

When a young person is re-admitted to custody following temporary leave

- Process the young person upon their return to the site.

When a young person is admitted to a custodial facility after hours

- The Central After Hours Bail Placement Service (CAHABPS) will make contact.
 - Store medication in the Admissions safe.
 - Give medication to health team at the earliest opportunity.
-

Night staff

When a young person is admitted to custody at night

- Receive the young person and ensure they are settled in the unit for the night.
-

YJW1 and YJW2 staff

When a young person is admitted for the first time to custody or re-admitted after time in the community

- Receive the young person and give them an orientation to unit life. This includes:
 - a tour of the unit
 - outlining unit rules, responsibilities and timetable.
- For details on these tasks please see the new client admission flow chart.

When a young person is re-admitted after leave

- Receive the young person from the Admissions area, settle them in the unit, begin reorienting them to unit life and file any necessary documentation.
-

Aboriginal Support Worker

When a young Aboriginal person is admitted to the precincts

- Follow the detailed procedure for admitting young Aboriginal people.
-

Health services

When a young person is admitted to custody whether for the first time or as a readmission

- Undertake an initial health assessment within the first 24 hours of custody, or 12 hours for young Aboriginal people.
-

PYJP Administration staff

Daily

- Transfer and log young people's property from the Admissions interim safe to the precinct safe. This includes retrieving young people's property when required.
-
-

The procedure in detail

- [Background](#)
 - [Tasks for Admissions staff](#)
 - [New admission to custody](#)
 - [Returning from leave](#)
 - [Tasks for unit staff](#)
 - [Admission of a young Aboriginal person](#)
 - [Managing multiple admissions](#)
 - [Ongoing tasks for Admissions staff](#)
 - [Procedures specific to Parkville Precinct](#)
-

Background

When a young person is admitted to a youth justice precinct, Secure Services becomes their legal custodian.

Admission Officers are the first point of contact for young people within Secure Services and set the young person's expectation for their care.

At all times, particularly during admission, you should support young people to cope with their worries or concerns about the new environment.

All admissions to custodial precincts require the appropriate legal documentation (such as a court order or warrant).

Tasks for Admissions staff

During admission, you must ask young people about their treatment and handling while in police custody. If there are any allegations of ill treatment and the young person wishes to make a formal complaint, you should support the young person in this process.

If a young Aboriginal person is being admitted to custody, there are extra admission procedures. See the section below for more information.

You should consider a young person's presentation during admission. Often young people are admitted appearing substance affected, injured, sleep deprived and/or hungry. This is of particular concern during after-hours admissions via remand.

Young people must be made aware of their rights and responsibilities during admission. This is everyone's responsibility and staff working with young people during the admission process should ensure they discuss this issue.

This information is also included in the **What you need to know** booklet which is given to all young people on admission.

A health assessment is required within the first 24 hours of a young person entering custody, or 12 hours for Aboriginal young people. If you identify any immediate health needs and/or risks upon admission, you must contact the health team or locum doctor promptly.

If the young person has any health problems (either physical or mental), or alleges abuse or inappropriate treatment in police custody, you must ensure that the health assessment occurs immediately.

Observation of newly admitted young people must be conducted according to the following guidelines:

- Non-Aboriginal young people must be placed on a minimum of frequent observation (three observations per half hour, with a maximum interval of 15 minutes) for at least the first 24 hours in custody.
- Young Aboriginal people must be placed on a minimum of close observation (every five minutes), for the first 24 hours in custody.
- At the time of the initial health assessment the health service will make a recommendation about observation levels. If the assessment is conducted after hours by a locum service, observations should continue at the original level until the young person can be seen by the precinct health service.
- If a young person finds it difficult to settle in the custodial environment, observation should be

maintained until they are more stable. This should be monitored in consultation with the health service.

- The court or the police may have requested that the young person be placed on observation for safety reasons.

Admission staff are required to complete an Admissions Case Note outlining any information supplied by the young person and highlighting any presenting issues or risks that have been identified.

Once the admission process is over a verbal handover must be provided to unit staff before they escort the young person to the unit. This includes the Admissions Officer advising the level of supervision required for escorting a young person to the unit.

When making this recommendation Admissions Officers should consider:

- Is the young person known to Secure Services?
- Is the young person presenting as calm and cooperative?

Two staff members should escort any young person who is not known to Secure Services or who presents as distressed, agitated or uncooperative.

New admission to custody

When a young person is admitted to custody for the first time or is re-admitted after a period in the community, the Admission Officer must complete all elements of the admission to custody.

The Admission Officer must do the following:

- Assess the young person's presentation.
- Lodge the court order.
- Enter client information into CRIS.
- Store and document the young person's property.
- Alert appropriate organisations such as CAHABPS or the Youth Parole Board.

Before the young person arrives (if known)

When notified of an admission, Admission staff should prepare for the young person's arrival.

You should follow these steps:

- Request basic information (such as name, date of birth, gender and address).
- Complete a CRIS search of details.
- Open a new CRIS file or open a new case in an existing CRIS file.
- Generate an Admission Checklist from CRIS.
- Generate an Orientation Checklist from CRIS.
- Generate a Client Property List from CRIS.
- Generate a Client Summary Sheet from CRIS.
- Print pages one to three of the Client Summary Sheet from CRIS.
- Print the Client Summary Sheet Supplementary Document.
- Locate an existing ADF file or create an ADF for new clients

- Complete/update ADF cover.
- Notify the relevant unit of new admission.
- Notify the health team of new admission.

Admission to custody can be a daunting and anxious time for young people.

Kind, respectful interactions with Admission Officers allow young people to maintain some dignity at a difficult time and can set the precedent of how young people respond to precinct staff during their time in custody.

During this process there are a number of important functions that must be completed.

When the young person arrives

- Receive the young person from the transport service
- Confirm the young person's identity, via legal documentation (such as a warrant or court order).
- Ensure the young person is medically fit for admission. If you are considering refusing to accept transfer of custody, the On Call Manger (Operations Manager or General Manager) needs to be contacted immediately for consultation and approval. Please refer to Immediate Health Risk Assessment Checklist and the Glasgow Coma Scale.
- Sign the Acceptance of Custody document.
- If there are multiple admissions, process the young people one at a time. Young people waiting to be processed should wait in the transport vehicle or a holding cell.
- Conduct an unclothed search of young person and record the details in the Client Search Register.
- Give the young person unit clothing.
- Collect the young person's property and document it on the Client Property Sheet (CPS). Please indicate if property will be stored or taken to the unit and have the young person sign the sign CPS.
- Place any stored property in sealed bags.
- Photograph the young person.
- Provide the young person with an orientation pack including:
 - **What you need to know booklet**
 - **Promoting positive behaviour** handbook
 - Independent Visitors Program (OCSC) information
 - Quit information.
- Advise the young person of their rights, behaviour expected and daily timetable as documented on the orientation checklist. Document this on the checklist.
- Obtain the young person's consent to share information to be documented in CRIS.
- Generate the Client Summary Sheet in CRIS.
- Send any medications to the health team. If there is prescription medication, notify the health team by phone. If a young person is admitted after hours, store in the Admissions safe and give it to the health team at the next opportunity.
- Phone the relevant unit and ask staff to collect the young person. This should include a conversation about appropriate staff levels for escorting the young person.
- The young person is escorted to the unit by admissions staff.

When the young person is transferred to the unit

- Attach the young person's photo to their CRIS file and save it in the F drive.
- Enter 'Current/future court appearance' on CRIS.
- Select current court order on CRIS.

- Scan the warrant and attach it to the CRIS file.
- Place a copy of warrant in Youth Parole Board and Youth Residential Board's envelope.
- Allocate the Unit Coordinator as the 'Primary Worker' on CRIS file.
- Write a case note on CRIS documenting details of admission (such as time, presentation, circumstance).
- Place the following documents in young person's ADF and, where required, on CRIS:
 - the original Client Property List
 - a copy of young person's photo (inside cover)
 - an updated copy of the Client Summary Sheet.
- Place the young person's property in the precinct safe.
- Update the unit bed list.

If required the Admission Officer may need to complete the following tasks:

- Arrange prisoner transport with G4S for a required date.
 - If the young person was sentenced, advise the Youth Parole Board of new admission and sentence details.
-

Returning from leave

There are a number of tasks that the Admission Officer must complete when a young person is returning from leave.

- Receive the young person from the transport service.
 - Check documentation (for example leave permits).
 - Document the young person's return in the leave folder.
 - If required, place the young person in a holding cell.
 - Conduct an unclothed search of young person and record the details in the Client Search Register.
 - If applicable, search the young person's property.
 - If applicable, any medications (changes or new prescriptions) are to be sent to the health team/service. If there is prescription medication, notify the health team by phone.
-

Tasks for unit staff

Young person's entry to the unit

There are a number of tasks you must complete when a young person enters a new unit.

Before the young person arrives

- Receive notification from Admissions staff of new admission.
- Request basic information (such as name, age, gender and date of birth).

- Assign the young person a room.
- Arrange the young person's unit-issued clothes and property.
- Add details of young person to the unit whiteboard.
- Update unit numbers on the unit whiteboard.
- Generate a Room Condition Report from CRIS.
- Develop an observation plan.
- Collect young person from the Admissions area.
- Escort the young person to the unit. Take this opportunity to discuss the young person's rights, expected behaviour and unit life.

Once the young person has arrived

- Commence the observation plan.
- Orientate the young person to the unit. This includes:
 - giving the young person a tour of the unit
 - if appropriate, introducing them to other young people and staff
 - providing them with toiletries
 - showing the young person their assigned room.
- Complete the Room Condition Report.
- Ask the young person to sign the Room Condition Report.
- If required, provide the young person with an opportunity to shower and/or eat
- Scan and attach the Admission Checklist to CRIS.
- Scan and attach the Orientation Checklist to CRIS.
- Destroy the Admission Checklist and Orientation Checklist.

Within 72 hours of admission (or prior to a young person's transfer from their original unit)

- Follow up with the young person and confirm that they are aware of their rights, the unit timetable and expected behaviour, and answer any questions they have.
- Add the YJCS Key Worker as the Additional Worker on CRIS.
- Scan and attach a completed Room Condition Report.
- Place the original Room Condition Report on CRIS.
- Complete a Program Risk Tool Assessment.
- Record approved visitors in CRIS.
- Advise the Unit Manager of phone numbers for approval.
- Update authorised phone numbers on the ARUNTA system.
- Complete the Advice of Admission for Centrelink and fax with other admissions at the end of the week.
- For sentenced young people, fax the Sheriff's Office requesting details of any outstanding fines or warrants for the young person.

If a young person is likely to be homeless upon exit

- If the young person is under 17 years old, notify the appropriate region of Child Protection.
- If the young person is over 17 years old and not a current Child Protection client, complete the Vincent Care form.
- Completed Vincent Care forms are to be placed in an envelope and sent on at an agreed regular interval (for remand, weekly; for sentenced, fortnightly) to St Vincent de Paul Victoria.
- As applicable, complete a Transfer of Property Request and send it to the appropriate precinct or jurisdiction.

After leave

When a young person is re-admitted after leave, receive them from the Admissions area and follow the procedure below.

- Collect any documentation from Admissions staff and the young person.
 - Accompany the young person back to the unit.
 - Consult with young person about their wellbeing and provide post-leave debriefing.
 - Ensure that the young person can have a shower and/or a meal.
 - Place any documentation on CRIS.
-

Admission of a young Aboriginal person

When young Aboriginal people are admitted to custody, there are extra requirements, detailed below, that must be followed.

Many of these requirements are a direct result of the Royal Commission into Aboriginal Deaths in Custody and it is mandatory that staff comply with them.

This includes the following tasks:

- Complete the additional Aboriginal checklist.
- Arrange for an initial health assessment within 12 hours of admission.
- Clearly indicate the young person's Aboriginal status on documents forwarded to the Youth Parole and Youth Residential Boards.
- Clearly display the Aboriginal flag sticker on the young person's file.

Information gathering

You must ask young people about their treatment and handling while in police custody.

If there are allegations of maltreatment, and the young person (or their guardian) gives consent and wishes to pursue the matter, you should telephone, or assist the young person to telephone, the Victorian Aboriginal Legal Service, to initiate a formal complaint.

If the young person has any health problems (either physical or emotional), or alleges abuse or inappropriate treatment in police custody, you must ensure that the health assessment occurs immediately.

Notifications

When a young Aboriginal person is admitted to custody, admitting staff should notify:

- parents, guardians or close relatives
- the Aboriginal Support Worker (an Aboriginal Support Worker should participate in the admission process)
- the Unit Manager where the young person will be residing.

After hours admission – extra tasks

- Notify the most senior person on duty immediately, and the On Call Manager.
- Notify the Aboriginal Support Worker of admission of Young Aboriginal person.

Unit-based staff

Unless there are substantial grounds for believing that the wellbeing of the young Aboriginal person or other young people could be adversely affected, they will share a bedroom with another young person.

The Unit Supervisor must nominate a staff member to carry out a minimum of close observation (every five minutes) of the young person.

Observations must be carried out following all guidelines contained in the observation procedure.

If there is any reason for concern, the young person should be placed under constant observation.

Observations must be maintained until the young person is seen and assessed by the health team, or by a locum doctor or psychiatrist.

The health service will make a recommendation about ongoing observation levels.

In relation to newly admitted young Aboriginal people, staff only have the discretion to **increase observation** frequency, in consultation with their Unit Supervisor, to a higher level than that recommended by the health professional.

You cannot decrease the level of observation without appropriate authorisation, as stipulated in the observation procedure.

Admission to the unit – Aboriginal Support Worker

There are a number of tasks for the Aboriginal Support Worker when the young person is classified to a unit:

- With the young person's consent notify Victorian Aboriginal Legal Service (VALS on 9419 3888) or the young person's lawyer.
- Where possible, the youth justice precinct Aboriginal Support Worker should have contact with the young person within 24 hours of the admission taking place to discuss their role and offer support as necessary. This could be a phone call or physical meeting with the young person.
- Notify the appropriate Department of Human Services area that the young person has been admitted and complete the Aboriginal Support Plan.

Managing multiple admissions

When managing multiple admissions, Admissions staff should attempt to minimise the amount of time that each young person is in the care of Secure Services without a search.

This is important because:

- young people may be unknown to staff
- young people may have dangerous items on them that they could use to harm themselves or others or damage property
- young people may be distressed, agitated or possibly substance affected.

Admissions Officers should receive all young people into custody and then search each young person in sequence before continuing with other admission tasks. This process ensures that young people are searched as quickly as possible.

While the first young person is being processed, the next should remain in the secure van. If this is not possible place the second young person in a holding cell prior to the unclothed search occurring.

When a young person is placed in a holding cell, the Admissions Officer is required to ensure that regular visual monitoring of the young person occurs.

Regular visual monitoring is a visual check (via CCTV screen or observation window) that occurs at least once every five minutes.

Following the unclothed search of the young person, visual monitoring occurs at least once every ten minutes.

If a young person is placed in a holding cell and regular visual monitoring occurs, this must be documented in the Admissions Case Note on CRIS.

Any time a young person is in a holding cell, a staff member is required to be present within the Admissions area.

Ongoing tasks for Admissions staff

Admissions staff must ensure they have an accurate list of young people at all times. This includes young people who are onsite, on temporary leave, medical leave, or at court.

An accurate list of numbers is required at all times to support staff in the case of an emergency event.

Each day copies of custody documentation (warrants, remand applications or court orders) should be mailed to the Youth Parole Board and Youth Residential Board.

Each month conduct audits of previous admissions to ensure all required details are recorded in CRIS. If any documentation is missing from the Admission section, locate and update information on CRIS.

Procedures specific to Parkville Precinct

When a young person is temporarily exiting or entering PYJP on a leave

At PYJP Admission staff will be involved in processing a young person leaving the site.

Admission staff must do the following:

- Confirm the young person's identity (via a client photo and appropriate paperwork).
- Confirm transport arrangements (G4S, police, ambulance or Secure Services car).
- Confirm supervision arrangements (for example escorted leave).
- Document the young person's departure in the Client Movement Register.

When returning young people from all temporary leave (escorted and unescorted)

The young person must be returned to the precinct via the sallyport, in the vehicle that was used to transport them on the leave.

Escorting staff should drive the vehicle to the sallyport entrance, triggering a response by security staff. Escorting staff should inform security staff that they are returning a young person from leave. The sallyport will be opened by security staff who will remain within the area to supervise the vehicle.

Once the vehicle is secured within the sallyport, escorting staff escort the young person into the Admissions area for processing into the precinct by Admission staff.

At this point escorting staff confirm with Admission staff whether the unit should be called to escort the young person back to the unit, or whether the escorting staff will return to Admissions once they have been processed back into the precinct.

Once the young person is secured within the Admissions area, security staff will supervise the escorting staff to drive the vehicle out of the sallyport into the secure area to turn around and exit back through the sallyport. The vehicle will not be searched as its movements will be monitored by the security staff while in the secure area.

Once the escorting staff park their vehicle, they should enter the Reception building on foot, and be processed in the normal manner.

As per the agreement with Admission staff, escorting staff would either present at Admissions from inside the secure area to collect the young person, or leave the young person to be picked up by unit staff.

When a young person from Malmesbury is attending for a Youth Parole Board hearing

Every young person entering the secure part of the site requires an unclothed search.

Conduct an unclothed search of young person and record the details in the Client Search Register.

Managing young people's personal property

Young people's personal property that requires storage in the precinct safe will be placed in an interim holding safe in the Admissions area.

This is the property that is not transferred to the unit (such as wallets and mobile phones).

This property will be logged and transferred to the precinct safe on a daily basis by Administration staff.

Upon release young people will need to collect their personal items.

Unit staff should notify Administration staff and arrange for these items to be brought to Reception for collection by the young person.

Managing early court pick ups (prior to 7.00 am)

Early court pickups (prior to 7.00 am) will be processed in the Admissions area by Control night staff.

Two Control night staff will attend the unit to escort the young person to the Admissions area.

Once any young person is within the Admissions area, that area must be staffed to ensure safety.

Additional Information

- [Admission to custody - Unit staff client admission flow chart \(41.0 KB, MS Word\)](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/additional-information/practice-guidelines/case-management2/Admission-to-custody-Unit-staff-client-admission-flow-chart.doc)
 - [Admission to custody - Immediate health risk assessment checklist \(24.0 KB, MS Word\)](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/additional-information/practice-guidelines/case-management2/Admission-to-custody-Immediate-health-risk-assessment-checklist.doc)
 - [Admission to custody - Summary document \(30.5 KB, MS Word\)](http://intranet.dhs.vic.gov.au/youth-justice-custodial-manual/additional-information/practice-guidelines/case-management2/Admission-to-custody-Summary-document.doc)
-

Last updated: 8/9/2014

© State Government of Victoria 2015

Authorised by: Ian Lanyon, Director Secure Services

Privacy Statement: <http://www.dhs.vic.gov.au/privacy-statement>

Disclaimer Notice: <http://www.dhs.vic.gov.au/disclaimer-notice>

Copyright Notice: <http://www.dhs.vic.gov.au/copyright-notice>