

Facilitating Contact with Family / Significant Others

When to use this procedure

Use this procedure to manage contacts when;

- family / significant others request contact with a detainee
- detainee requests contact with family / significant others
- supporting /not supporting a person having contact with a detainee

Before using this procedure

Is this your first time using this procedure? See and understand:

- Duty of Care
- Checklist for considering support for detainee contact

█ [REDACTED]

[REDACTED]

Start using this procedure

Your responsibilities

Find your role. Find what you need to do.

Role	When required	Responsibilities
Youth Officers	As key worker, or as directed by Unit Supervisor	Youth Officer steps
Admissions Officer	Always	Admissions Officer steps
Assistant Unit Manager/Shift Supervisor	As directed by, or in the absence of Unit Manager	Unit Manager steps
Juvenile Justice caseworker	Always	Juvenile Justice caseworker steps
Unit Manager	Always As delegated approval officer as directed by Centre Manager	Unit Manager steps Centre Manager steps
Assistant Manager (JJCS)	As required	Assistant Manager steps
Assistant Manager (Client Services)	As delegated approval officer, in the absence of or as directed by Centre Manager	Centre Manager steps
Assistant Manager (Generalist)	As delegated approval officer, in the absence of or as directed by Centre Manager	Centre Manager steps Assistant Manager (G)

		steps
Area Manager	As required	Area Manager steps
Centre Manager	Always	Centre Manager steps
Regional Director	As required	Regional Director steps

Procedural steps

Role	Responsibilities
Admissions Officer	<p>New admission</p> <ol style="list-style-type: none"> Inform detainee of the process for requesting phone/visit contact with family or significant others <p>[Redacted]</p> <p>Transferring from another centre</p> <ol style="list-style-type: none"> Review detainees approved contacts. Confirm with detainee if they want contact with any/all/some of previous contacts <p>[Redacted]</p> <p>Adding / updating detainee contact</p> <p>[Redacted]</p> <p>Upon decision of contact</p>

	<p>[Redacted]</p> <p>Updating ARUNTA</p> <p>[Redacted]</p>
<p>Officer receiving contact request</p>	<p>Note: Unit Supervisor may be the Unit Manager, Assistant Unit Manager or Shift Supervisor.</p> <p>Detainee makes a request to add / change contacts details</p> <p>1. Obtain contact details, including:</p> <ul style="list-style-type: none">• full name, DOB, address, telephone number of person detainee would like to contact• type of relationship between the detainee and requested contact <p>2. Ask detainee if request is for telephone contact, visits or both</p> <p>[Redacted]</p>
<p>Juvenile Justice Caseworker</p>	<p>When determining whether to support or not support a person for visit and/or phone contact with a detainee:</p> <p>[Redacted]</p>

	<p>[Redacted]</p>
Unit Manager	<p>Supporting detainee contacts</p> <p>[Redacted]</p> <p>When informed of contact decision</p> <p>[Redacted]</p> <p>Reviewing outstanding contact requests</p> <p>[Redacted]</p>

	<p>When informed of changes to contact details</p> <p>[Redacted]</p>
<p>Assistant Manager (Community)</p>	<p>Monitoring appropriate responses to detainee contact requests</p> <ol style="list-style-type: none">1. Ensure all young people in custody are allocated to a caseworker2. Refer to the Case Management procedure regarding allocating young people in custody to a caseworker <p>[Redacted]</p> <p>[Redacted]</p>
<p>Assistant Manager (G)</p>	<p>When evidence of misuse of telephone contact is substantiated</p> <p>[Redacted]</p>

	<p>[Redacted content]</p>
Area Manager	<ol style="list-style-type: none">1. Ensure a process is in place for young people in custody to be allocated to a caseworker2. Ensure a process is in place for support requests for unallocated young people to be monitored and followed up accordingly by Assistant Manager/s3. Assist the Assistant Manager to resolve any issues of concern as required
Centre Manager	Approving detainee contacts <p>[Redacted content]</p>

If detainee is transferred from another centre

[Redacted text block]

Special consideration for persons under 16 who can show they live independently

Note: A centre manager may give approval for a young person under 16 years of age, who can provide proof of living independently to visit without the supervision of an adult.

[Redacted text block]

When evidence of misuse of telephone contact is received from Security and Intelligence Unit [Redacted]

[Redacted text block]

	<p>[REDACTED]</p>
<p>Regional Director</p>	<p>When notified of misuse (call is forwarded to, or involves a third party)</p> <p>[REDACTED]</p>

References

Legislation

- *CHILDREN (DETENTION CENTRES) ACT 1987: No 57*
- *CHILDREN (DETENTION CENTRES) REGULATION 2010:*

Change log

Date	Reason for change	Details of change
<p>September 2016</p>	<p>Publication of the Case Management procedure and removal of the Community Supervision and Casework procedure</p>	<p>Removed reference to the Community Supervision and Casework procedure and replaced with the Case Management procedure</p>
<p>30 June 2016</p>	<p>Clients in custody should have unlimited phone contact with parents, guardians, other key family members and kinship ties</p>	<p>Includes identification for parents, guardians, other key family members and kinship ties Updated link to regulations</p>
<p>September 2014</p>	<p>Consistency and Delegations requiring clarification</p>	<p>Community and Custody procedures merged to ensure consistent practice between streams. Banning delegations also added to clarify processes</p>