

Visits by Family & Significant Others Procedure

Essential Summary:

Audience

- Youth Officers
- Admissions Officers
- Unit Supervisor (the person for the time being in charge of the unit includes Unit Manager, Assistant Unit Manager, Shift Supervisor)
- Duty Manager
- Assistant Manager
- Centre Manager

When to use this procedure:

Use this procedure when an approved family member or significant other visits a young person in a Youth Justice Centre:

- as soon as practicable following initial admission
- during the centre's scheduled visiting times
- at other agreed times, with prior approval (special visits).



DOCUMENT DETAILS

Version: 0.10
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Ensure that this document is the latest version to use

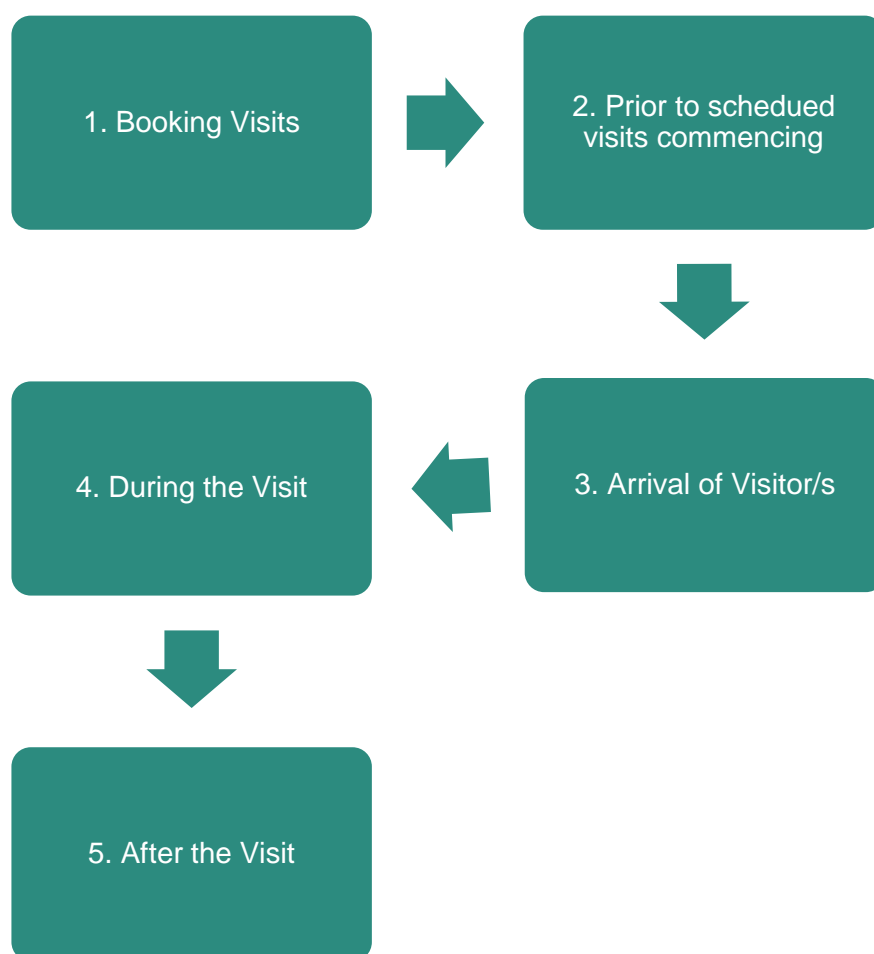
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1 Purpose

The purpose of this procedure is to provide steps for how visits between a young person and their family and/or significant other, as outlined in the *Personal Visits Policy*, will be actioned.

Refer to the *Facilitating Contact with Family /Significant Others* procedure for contact approval and support information.

2 Process Map



3 Procedural Steps

Step 2 – Booking personal visits

Responsibility: Admissions Officer

Tasks

[REDACTED]

If the visitor has not been approved inform them of the approval process and to contact the young person's centre or community case worker to commence the approval process.
(*Facilitating Contact with Family / Significant Others Procedure*)

[REDACTED]

When booking the visit, confirm the visit details with the visitor, including the time and conditions for visiting.

[REDACTED]

If there are any concerns with booking the requested date and time, contact the visitor and inform them of the reason/s the visit cannot be booked and make alternative arrangements or times when possible.

If not possible to book a visit during the centres schedules visiting times, inform the visitor that they may be eligible to book a *Special Visit* and that they will need to discuss and gain approval from the Centre Manager (or identified responsible employee). Inform them of the request and ask them to discuss with the visitor.

Responsibility: Centre Manager (or identified responsible employee)

Tasks

When informed of a request for a *Special Visit* discuss with the visitor requesting the special visit and consider the following:

- [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



Step 3 - Prior to scheduled visits commencing

Responsibility: Admissions Officer

Tasks

[Redacted]

Discuss any identified concerns with the Duty Manager.

Responsibility: Duty Manager (or identified responsible employee)

Tasks

[Redacted]

Responsibility: Youth Officer (Visit Supervisor)

Tasks

[Redacted]

Inform the young person of the impending visit and remind them of any special visit conditions.



Step 4 - Arrival of Visitor/s

Responsibility: Admissions Officer

Tasks

When the visitor(s) arrive at the centre confirm the name of young person they are visiting.

Ask the visitor(s) to provide photographic identification and check the identification as per the requirements detailed in section 5.6 of the *Personal Visits Policy*.

[REDACTED]

[REDACTED]

Once identification and visit details have been verified, inform the visitor of the visiting rules and expectations and provide them with a locker and key to store their personal items.

[REDACTED]

[REDACTED]

Responsibility: Youth Officer (as the Visit Supervisor)

Tasks

Attend the visiting area when requested.

Introduce yourself to the visitor(s) when they arrive and ask the name of the young person they are visiting.

Provide a brief explanation to the visitor(s), describing your role and responsibilities as the contact employee for the duration of the visit.

Check the visitors understanding of:

- visiting conditions. And / or special visit conditions
- remaining in allocated seats
- informing employees of any concerns during the visit
- that once they leave the visiting area, the visit is ended.

Direct the visitor to their allocated seat in visiting area, where adequate supervision can be maintained.

Responsibility: Youth Officer (Unit)

Tasks

Prepare the young person for their visit by reminding the young person to remove headwear and provide the escorting officers with a clean pair of overalls for the young person to wear during the visit.

If the young person refuses to attend the visit or informs you of any issues/concerns related to the visit, report this information immediately to the Unit Supervisor

Escort the young person to visiting area when directed and hand supervision of young person to visit supervisor. Store young person's headwear and any clothing removed in a safe location for duration of visit.

Responsibility: Unit Supervisor

Tasks

Direct unit employees to prepare clean overalls for contact visits and ask each young person to remove and store any headwear (e.g. cap or beanie) before attending visit area.

Attend unit immediately if young person refuses to attend visit, or any issues/concerns arise.



Step 6 - During the Visit

Responsibility: Youth Officer (acting as a Visit Supervisor)

Tasks

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Responsibility: Duty Manager (or identified responsible employee)

Tasks

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Step 7 - After Visit

Responsibility: Youth Officer (acting a Visit Supervisor)

Tasks

Ask the young person and visitors to prepare to finish the visit at least 2 minutes before finishing time. During this time, inform the Duty Manager that the visit is finishing.

[Redacted content]

Responsibility: Unit Supervisor

Tasks

[Redacted content]

Responsibility: Youth Officer (Unit Officer)

Tasks

Once requirements have been fulfilled and when directed that it safe to do so, return the young person to the unit/program.

[Redacted content]



Responsibility: Admissions Officer
<u>Tasks</u>
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Responsibility: Duty Manager (or identified responsible employee)
<u>Tasks</u>
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Responsibility; Assistant Manager
<u>Tasks</u>
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4 Supporting Documents:

This procedure is supported by the following documents:

4.1 Legislation and Regulations

- *Children (Detention Centres) Act 1987*
- *Children (Detention Centres) Regulation 2015*

4.2 Procedures

- *Searching Accommodation Rooms, Units and Other Areas*
- *Searching Young People*
- *Contraband*
- *Supervision of Young People*
- *Terminations of Visits: Banning and Restricting Visitors*

4.3 Policies

- *JJNSW Policy of Applying Powers and Responsibilities Under the Children (Detention Centres) Act and Regulations*
- *Searching Young People*
- *Incident Management, Reporting, Debrief and Review*
- *Contraband*
- *Personal Visits*

4.4 Resources

- JJNSW Community AVL Visits: Fact Sheet
- JJNSW Rules for AVL Visits



5 Document Information

Title:	Visits by Family/ Significant Other Procedure
Business Centre:	Operations Unit
Author:	Project Officer
Approver:	Director, Policy & Practise
Date of Effect:	December 2019
Next Review Date:	██████████
File Reference:	██████████
Key Words:	Visit, family visit, contact, AVL visit, family member/ significant other.

6 Document History

Version	Date	Reason for Amendment
0.1	1st September 2009	All Juvenile Justice Centre Procedures have been changed to reflect the employee restructure within Juvenile Justice Centres. The position of Unit Coordinator has been deleted and replaced with Shift Supervisor or Assistant Unit Manager.
0.2	22nd March 2010	Incorrect wording of resource article 'approval of visits; changed roles of officers in centres and community offices. Amend to previous wording for approvals and delegations.
0.3	31st August 2010	Resource documents updated to provide clear instructions & clarify approval conditions & special considerations for contact person under 16 years old. Updated Resource documents: Family/Significant Others: Special Considerations for Contact between Young Persons & Family or Significant Others, under 16 years old: - Contact Approval (phone & visits): - Approval of Visits – Guidelines.
0.4	1st September 2011	Update legislation and add link to Act and Regulations.
0.5	3rd July 2012	Corrected Admissions Officer steps to reflect previous instructions re photographic identification.
0.6	1st August 2013	Updated directions to employees for managing visits including recording approvals of contact, booking visits, recording visit outcomes.
0.7	19th December 2013	Reviewed identification requirements for persons under 16 years approved to visit without a parent or guardian.
0.8	March 2014	Admissions Officer item 3 altered from; Do not obtain a copy of the identification. Record the type and related number only as stated below. Do not retain a copy of the identification. Record the type and related number only as stated below.
0.9	5th May 2014	Centre Managers may determine the use of overalls and searching requirements for non-contact visits.
0.10	18 th December 2019	To bring JJNSW operational procedure and policy 'delegations' and 'authorisations' in line with legislative requirements of the Children (Detention Centres) Act 1987 and Children (Detention Centres) Regulation 2015.