

Centre Telephone System (Young Person) Policy

Essential Summary

The Detainee Telephone System (DTS) is a computer-based telephone system that allows young people in Youth Justice centres to make approved, pre-programmed external telephone calls.

[Redacted text block]

[Redacted text block]

- [Redacted list item]
- [Redacted list item]
- [Redacted list item]
- [Redacted list item]

Note: For information regarding phone contact approvals refer to the Facilitating *Contact with Family and Significant Other Procedure*

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Please check in the [Operations Manual \(TOM\)](#) to ensure you have the latest version before using this document.

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1 Scope

This policy applies to all YJNSW employees who monitor, manage and supervise telephone calls made by young people in a Youth Justice Centre (YJC).

2 Purpose

The purpose of this policy is to provide employees with an understanding of:

- the functions and management of the Detainee Telephone System (DTS),
- access levels of young people, centre and security & intelligence employees to the phone system, and
- reporting and governance requirements of the phone system.

3 Definitions

Centre Manager refers to the person for the time being in charge of the centre.

Employee refers to all persons employed on an ongoing, temporary or casual basis within Youth Justice NSW.

Exempt body refers to the following agencies included in clause 3(1) of the Children (Detention Centres) Regulations; NSW or Commonwealth Ombudsman, Legal Aid Commission NSW, Legal Services Commissioner, an Official Visitor and/or the Inspector of Custodial Services).

[REDACTED]

Must indicates a mandatory action to be complied with.

[REDACTED]

Should indicates a recommended action to be complied with unless there are sound reasons for taking a different course of action

Unit Supervisor means the person in charge of the unit at the time; including the Unit Manager or Shift Supervisor.

Young Person refers to all children and young people that Youth Justice NSW has a mandate to supervise in a custodial centre.

4 Detainee Telephone System (DTS)

[REDACTED]

The Detainee Telephone System assists with the rehabilitation of young people by allowing consistent communication with family, legal representatives and other important external agency providers. This consistent communication also prevents the detachment of the young people from their family while they are in custody.

[REDACTED]

4.1 Types of Calls

There are two types of calls that can be made by a young person; a private and a non-private call.

Private calls include Common Auto Dial List (CADL) numbers and a young person legal representative(s) number and can be up to 40 minutes in duration.

CADL is a list of numbers that young people can call, and which may include:

- Ombudsman, Official Visitor and any other exempt bodies,
- Under 18 Legal Aid Hotline,
- Health Care Complaint,
- Mental Health Hotline/ Beyond Blue Support,
- Oral Health Hotline/Bookings/ Dentist,
- Children's Legal Aid (CLS),
- Aboriginal Legal Aid (ALS),
- Refuge Hotline/ Youth Accommodation Hotline, and
- Law Enforcement CC.

Non-private calls include personal numbers, such as family members, significant others, friends and community personnel, including YJNSW community caseworker, and are 10 minutes in duration.

[REDACTED]

[REDACTED]

4.2 Young Person Access

A young person can only access approved numbers at the programmed operation times, determined at each centre. [REDACTED]

At the start of each telephone call an automated message warns that a call is coming from a YJNSW centre, is being recorded and may be monitored. This message is played to both the young person making the call and their call recipient. The automated message invites call recipient to determine if they would like to continue or terminate the telephone call.

4.2.1 Differing Young Person's Access

There are particular situations where a Young Person's access to the phone system may differ as follows.

If a young person is placed in medical isolation, cordless phones are permitted to maintain contact with their legal representatives. Once risk assessed, young people can also call approved contacts, such as their YJ community caseworker, parents/carer and contacts on the CALD list, using a cordless phone; [REDACTED]

4.3 YJNSW Employee Access

All employees required to access the system as a part of their role must undertake training (section 7 of this policy) before being granted access to the system. [REDACTED]

Like young people, employees designated as approved users access the system using a personalised username/email and password. [REDACTED].

4.3.1 Centre Employee Access

Admissions officers, unit managers and at some centres, caseworkers, are the primary centre employees tasked with operating and managing the DTS, [REDACTED]

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

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

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

[REDACTED]
[REDACTED]
[REDACTED]

4.3.2 Security & Intelligence Employee Access

Due to the roles and responsibilities of the S&I Unit within YJNSW, S&I employees have specified access to the DTS, [REDACTED]

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

Other than the ability to add and make changes to a young person's contact number details and impose restrictions on the number of calls or call minutes for a young person per day, S&I employees have access to all other function in the DTS.

[REDACTED]
[REDACTED]
[REDACTED]

4.4 Terminating Calls

There are a variety of ways in which DTS can be misused by young people. If an employee becomes aware of a young person doing any of the following; [REDACTED] can be terminated.

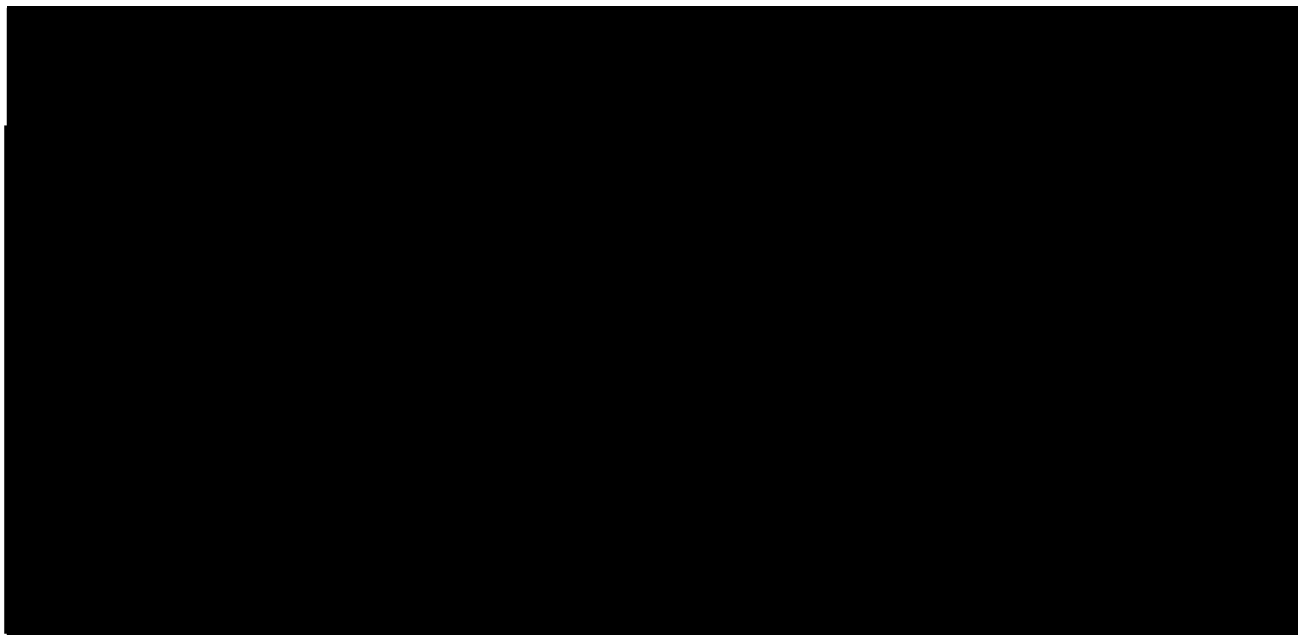
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

As soon as practicable after terminating a young person's telephone call, the employee must make a note of the reason(s) for the termination in the system and refer onto the Centre Manager for approval. S&I must also be notified, [REDACTED]

4.5 Contact Restrictions

Contact restrictions can also be request and put in place if any of the following circumstances occur during a phone call;

- Call forwarding/conferencing/ three way calling
- Abusive/threatening content towards employees/others
- Conversations with another person other than the approved contact
- Conversation relating to criminal activity
- Conversation asking for updates to be made to any social media accounts
- When a call is terminated by an employee
- When there may be a threat to the good order, safety & security of a centre
- For legally mandated reasons (e.g. AVO, non-contact restrictions).



If a young person discloses during a phone call intention or plan to harm themselves respond and take the relevant actions outlined in the *Self-Harm and Suicide Prevention Policy* and *Self Harm and Suicide Prevention (Custody) Procedure*.

6.1.1 Reports to the Police

If at any time during a phone call there are conversations relating to criminal activity, follow up is required with the NSW Police.

[REDACTED]

6.1.2 Mandatory Reporting Obligations

If at any time during a phone call there are conversations relating history of, intention or plan to hurt the young person or another child or young person, respond and take the relevant actions outlined in the *Child Safety and Mandatory Reporting Policy and Procedure*.

6.2 Centre Based Auditing and Review

The DTS has the ability to run reports on all activities and updates made to the system.

All approved employees have the ability to review and generate reports on young people's call history, specifically frequency of calls to specified PANs and vice versa. Reviews of such reports can identify signs of unusual call activity (e.g. excessive calls made to legal numbers), contact to programmed (PANS) that are not approved within CIMS.

[REDACTED]

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

PDF versions of the DTS weekly reports are to be stored and maintained by each centre.

[REDACTED]

7 Training

Initial training / information sessions regarding the functions of the new phone system were provided by [REDACTED] to all centres.

Further training will require all centre operational employees undertaking training delivered by the Organisational Development & Training Unit through an LMS module.

[REDACTED]

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

Employees, on the completion of training, will be registered with the Security & Intelligence (S&I) Unit, before they can apply for access.

8 References

8.1 Legislation

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

8.2 Policies

- Child Safety and Mandatory Reporting Policy
- Escorted Absences Policy
- Personal Visits and Contact Policy
- Professional Visits Policy
- Self-Harm and Suicide Prevention Policy
- YJNSW Custodial Operating Model: Responding to High- Risk Behaviours YJNSW Policy of Applying Powers and Responsibilities Policy
- YJNSW Case Note Manual – Take Note: A Practical Guide to Case Noting

8.3 Procedures

- Centre Telephone System Procedure
- Child Safety and Mandatory Reporting Procedure
- Escorted Absence Procedure
- Facilitating Contact with Family and Significant Others Procedure
- Self-Harm and Suicide Prevention (Custody) Procedure

8.4 Forms

- Carers Letter (CIMS)
- Case Note (CIMS)
- Visitors Association Module (CIMS)

8.5 Resources

- YJNSW Index of Legislative Responsibilities Resource

9 Document Information

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10 Document History

Version	Date	Reason for Amendment
0.1	4/6/2021	New policy created to provide direction and instruction on the new Detainee Telephone System (DTS), replacing the previous ARUNTA system.
