# 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



### Start using this procedure

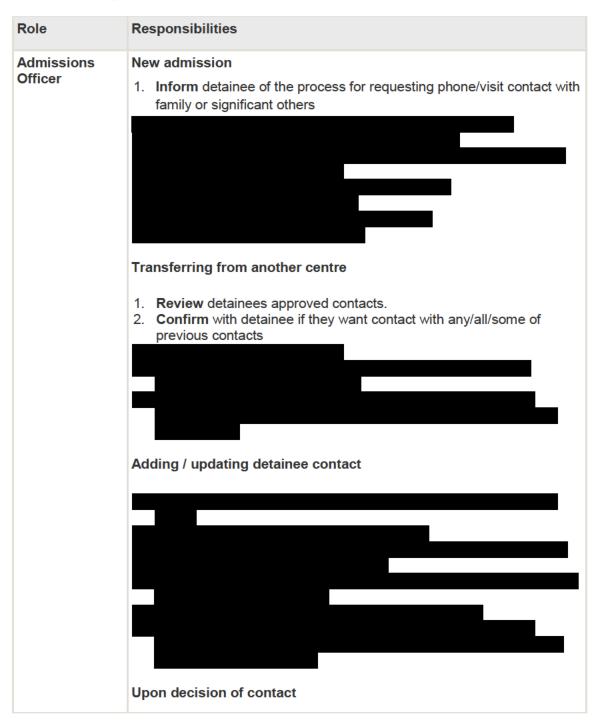
Your responsibilities

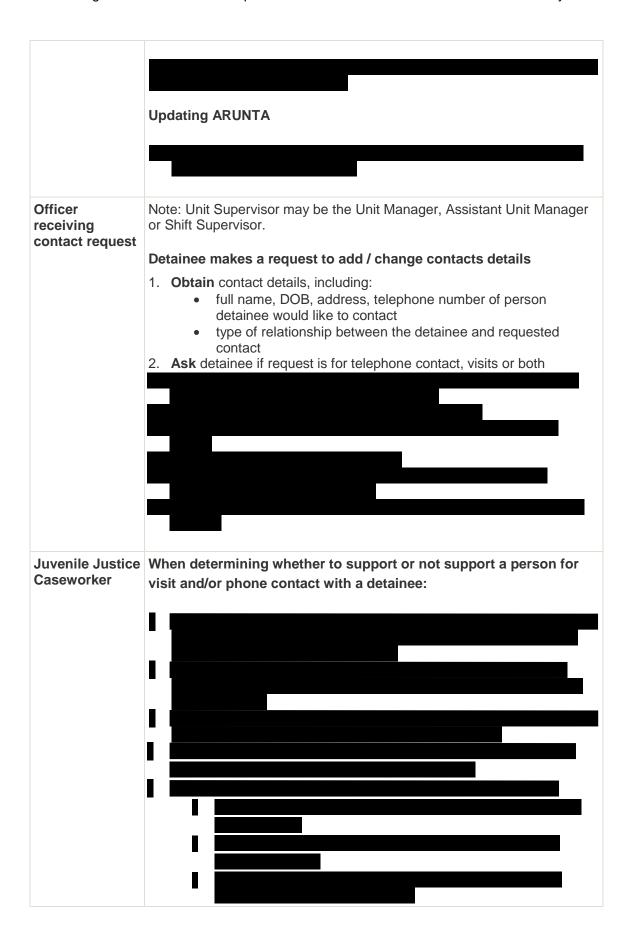
Find your role. Find what you need to do.

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

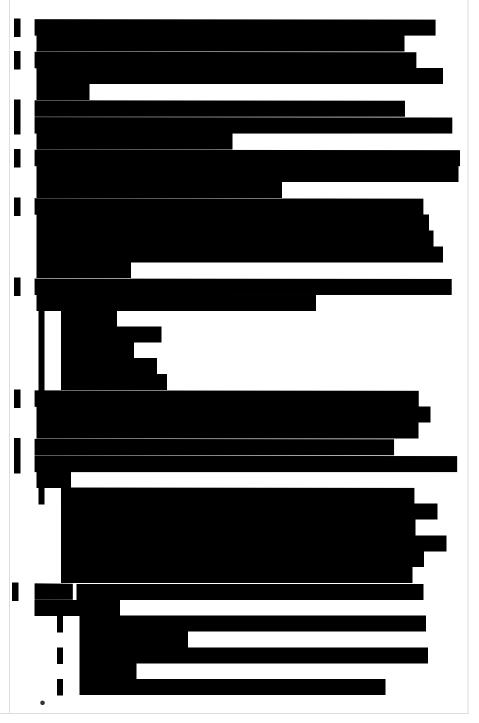
# Procedural steps

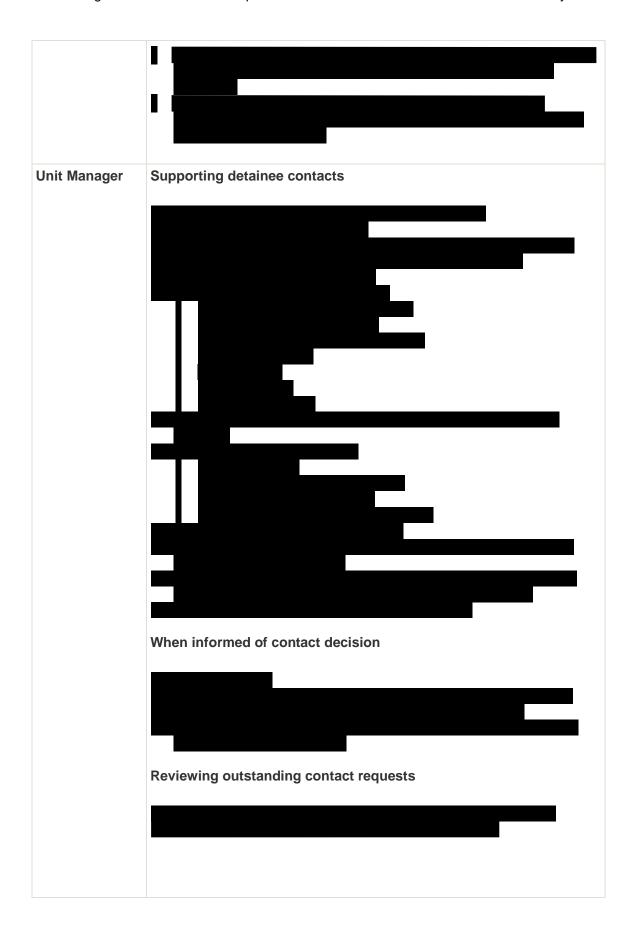


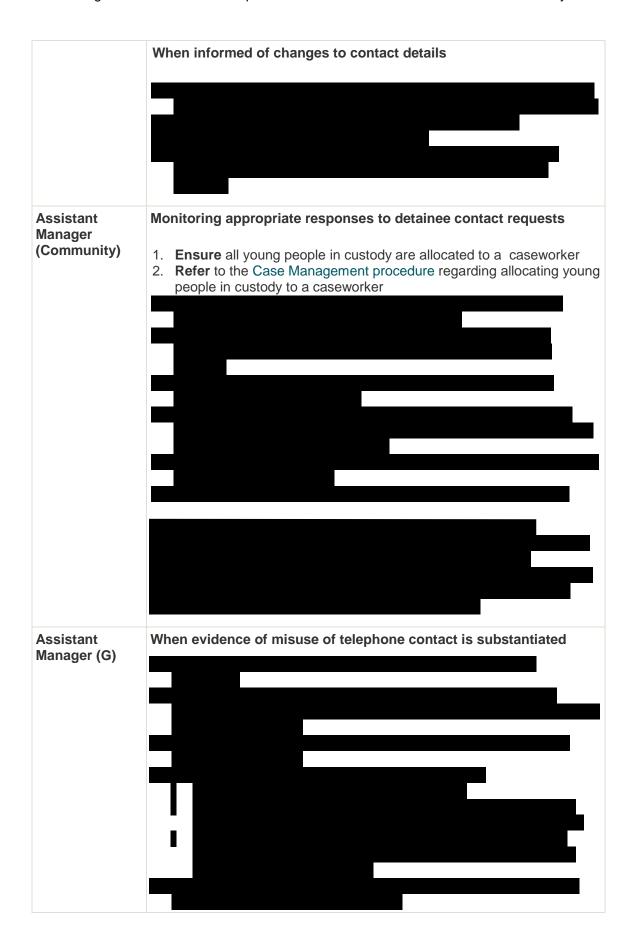


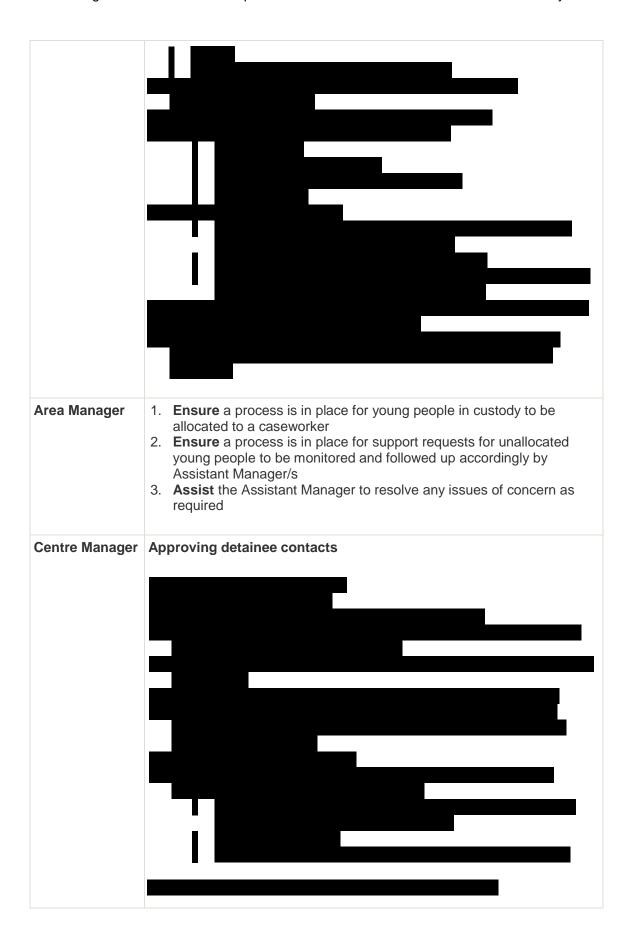
Note 1: When the detainees is under 18 years and can show they legally lived independently from parents/carers prior to entering custody, special consideration may be given for visit approval and the conditions of the visit.

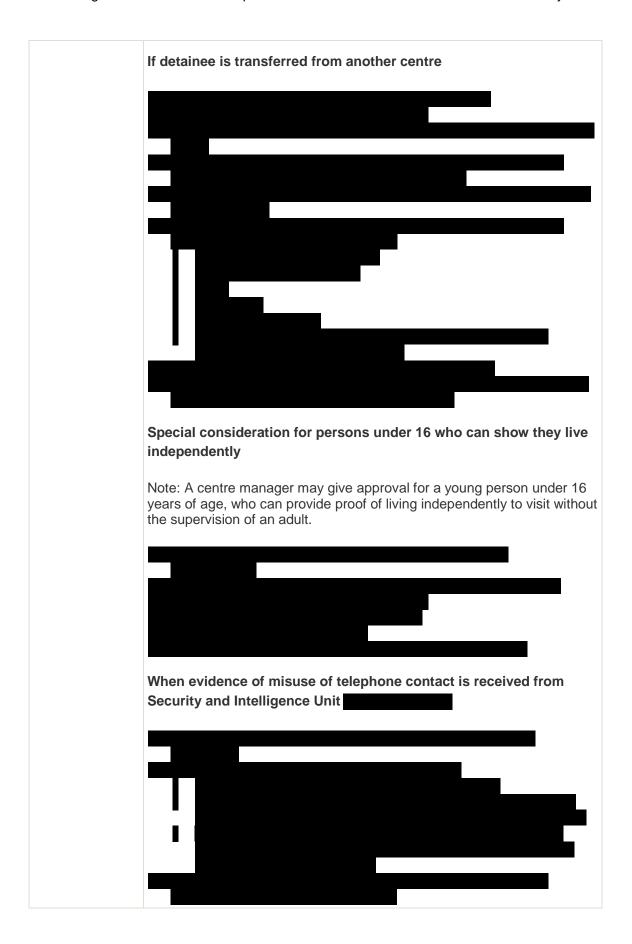
Note 2: Persons under 18 years, who can show they legally live independently from parents/carers may be given special consideration for visit approval and the conditions of the visit













#### References

# Legislation

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

# Change log

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