

# Visits by Community Groups or Representatives

## Essential Summary:

### Audience

- Youth Officers
- Visit Coordinator (the employee organising and facilitating the visit)
- Unit Supervisors (the person in charge of the unit at the time and includes Unit Manager, Assistant Unit Manager, Shift Supervisor)
- Duty Manager (as the person for the time being in charge of the centre in the absence of and as directed by the Centre Manager).
- Assistant Manager (Client Services)
- Assistant Manager (Generalist)
- Centre Manager

### When to use this procedure:

This procedure is to be used when organising the approval of, and facilitating visits by, community groups or individual community representatives.

Community groups or representatives who may visit a centre and use its facilities include:

- welfare/youth agencies – to conduct programs or activities with young people or attend meetings and conferences
- sporting organisations or teams – for sport, training and recreation programs with young people
- other organisations whose services are relevant to young people

A community group or representative is not permitted to visit a Youth Justice Centre without the Centre Manager's prior approval.



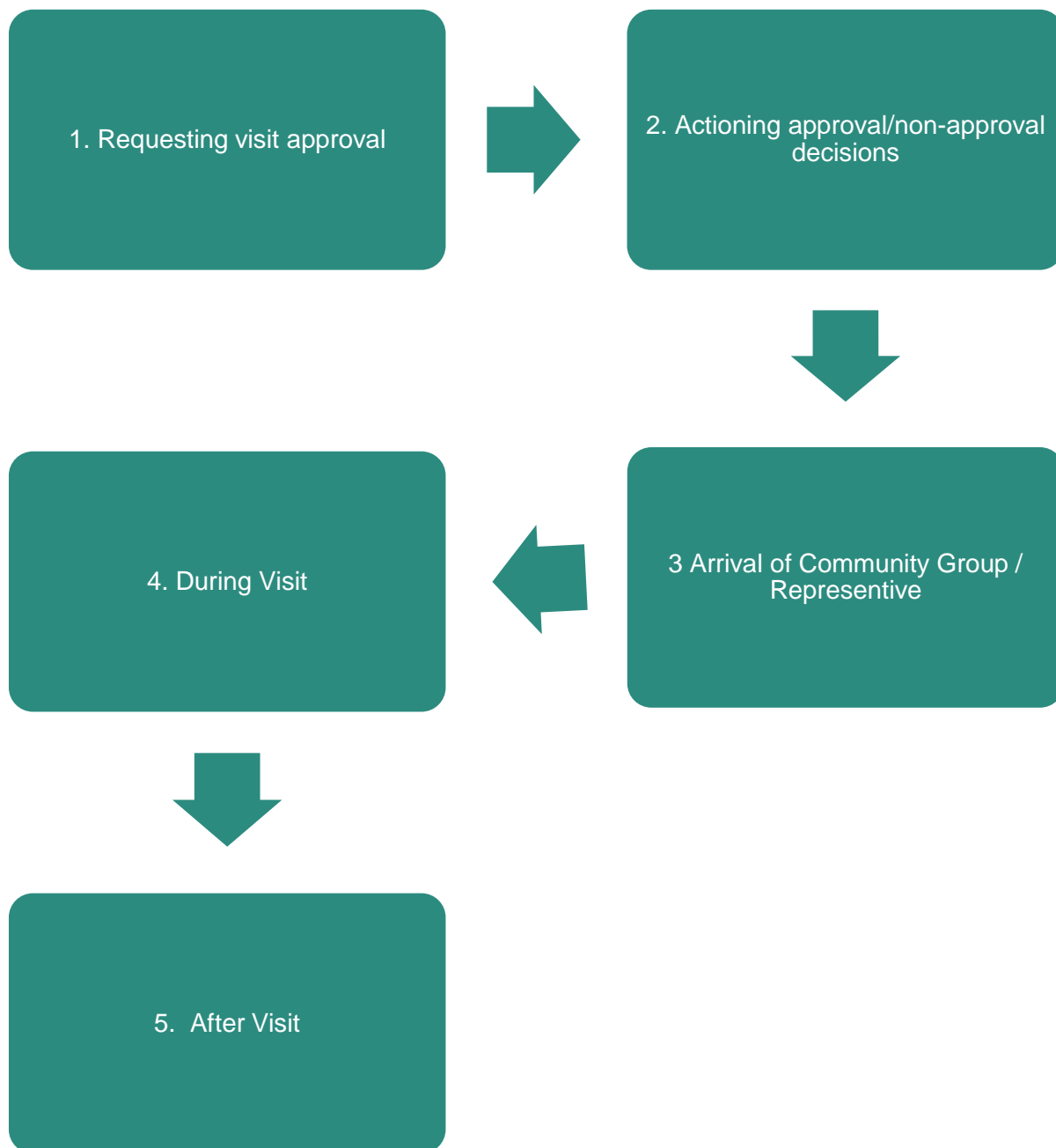
#### DOCUMENT DETAILS

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# 1 Purpose

The purpose of this procedure is to provide steps for how visits between a young person and a community group or representative, as outlined in the *Personal Visits Policy*, will be put into action.

# 2 Process Map



### 3 Procedural Steps

#### Step 1 – Requesting Visit Approval

##### Responsibility: Visit Coordinator

###### Tasks

[Redacted]

Contact group member or representative/s if additional information is required.

Inform group or representative/s that a Working With Children’s Check (WWCC) must be conducted for all visitors unless exempt by the Regulations

[Redacted]

Request that any group or representative/s without a current WWCC, obtain one and submit the details to the visit coordinator at least two weeks prior to the visit to allow time for verification.

##### Responsibility: Assistant Manager (Client Services)

###### Tasks

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Check the WWCC requirements for the group or representative/s and confirm the requirements with the Visit [Redacted]

##### Responsibility: Centre Manager

###### Tasks

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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**Step 2 – Actioning Approval Decision**

**Responsibility: Assistant Manager (Client Services)**

**Tasks**

[Redacted]

Check all necessary arrangements or requirements are made before the visit.

Advise the Chaplain if the visit is for religious purposes.

**Responsibility: Visit Coordinator**

**Tasks**

If the visit is not approved, inform the visitor/s of the reasons.

If the visit is approved, inform the visitor of approval and any attached conditions or requirements.

Discuss any WWCC requirements with the group members or representative/s.

[Redacted]



**Step 3 – Arrival of Community Group / Representative**

**Responsibility: Admissions/ Reception officers**

**Tasks**

Check all group members are listed as approved.

[Redacted]

**Responsibility: Assistant Manager (Generalist)**

**Tasks**

Check that each visitor has provided evidence of a WWCC verification before the visit occurs (Where applicable)

Conduct local safety and security overview with visitor(s) or nominate the responsible employee to complete.

**Responsibility: Duty Manager**

**Tasks**

[Redacted text block containing multiple lines of blacked-out content]



**Step 4 – During visit**

**Responsibility: Duty Manager**

**Tasks**

[Redacted text block containing multiple lines of blacked-out content]

**Responsibility: Visit Coordinator**

**Tasks**

[Redacted text block containing multiple lines of blacked-out content]



**Step 5 – After visit**

**Responsibility: Visit Coordinator**

**Tasks**

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**Responsibility: Duty Manager**

**Tasks**

[Redacted tasks list]

## 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*
- *Child Protection (Working With Children) Act 2012*
- *Child Protection (Working With Children) Regulation 2013*

### 4.2 Policies

- Case Management
- Searching Young People

### 4.3 Procedures

- Contraband
- Case Management
- Supervision of Young People
- Searching Young People
- Dangerous Items
- Termination of Visits

[Redacted list of procedures]

### 4.5 Resources

- [www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children](http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children)

## 5 Document Information

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<b>Title:</b>	Visits by Community Groups or Representatives
<b>Business Centre:</b>	Operations Unit
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<b>Approver:</b>	Director, Policy and Practice
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<b>Key Words:</b>	visit, community group, group, community representative, community , programs

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## 6 Document History

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Version	Date	Reason for Amendment
0.5	16 <sup>th</sup> December 2019	Procedure reviewed and updated. Changed into new TOM format.
0.4	March 2018	Changes made on advice from the Office of General Counsel. 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) Regulations 2015.
0.3	6 <sup>th</sup> July 2016	Updates and amended for Working With Children Check (WWCC). Updated legislation and procedure to reflect WWCC requirements. Added requirement for verifying WWCC's online. Removed irrelevant roles in approval process. Deleted duplication of roles and consolidated and reworded some procedural steps. Formatting, hyperlink and related documents updated.
0.2	1 <sup>st</sup> September 2011	Upgrade legislation and add links to Act and Regulations.
0.1	2 <sup>nd</sup> March 2010	Upload on Operations Procedure Manual. Format changed to meet the new Operations Procedure Manual requirements.

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