COPP 7.6 Personal Support Plans

Banksia Hill Youth Detention Centre

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| PrinciplesIn the context of the [Australasian Juvenile Justice Standards](https://www.ayja.org.au/)Behaviour management systems are in place and are implemented in custody and community environments.[Australian Human Rights Commission National Principles for Child Safe Organisations](https://childsafe.humanrights.gov.au/sites/default/files/2019-02/National_Principles_for_Child_Safe_Organisations2019.pdf)Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously. |

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# Scope

This Commissioner’s Operating Policy and Procedure (COPP) applies to all Banksia Hill Youth Detention Centre (BHYDC) Custodial Officers and staff.

# Policy

The purpose of this document is to establish clear and consistent practices around the management of a detainee on a Personal Support Plan (PSP).

The aim is to:

* ensure the safety of detainees and staff.
* manage behavioural issues and detainee special needs through a multi-disciplinary collaborative team approach.
* apply security controls to mitigate risk around dysregulated detainee behaviour.
* set achievable and measurable detainee goals.
* reward pro-social behaviour.

Types of PSPs includes:

* Unit Based PSP
* Accommodation and Placement PSP
* Special Needs PSP

Any action taken in regard to poor behaviour shall be applied in a timely, consistent, transparent, accountable and discrete manner. Consistent, fair and relevant consequences shall be imposed for inappropriate behaviour when required.

The decision to manage a detainee on a PSP for dysregulated behaviour shall only be applied when all other means to address the behaviour have been exhausted. A PSP is not to be considered a disciplinary sanction.

PSPs shall reflect the specific, measurable, achievable, realistic, timeframes and agreed (SMARTA) principles (refer section 3.1.4), will include open communication with the detainee and their caregiver and shall be structured through a trauma informed multi-disciplinary team approach.

The management of PSPs is governed by a rigorous approval, recording and reporting regime which provides transparency and accountability.

# Personal Support Plans

## Requirements for PSPs

### A PSP should be considered when all other means to address inappropriate behaviour have been exhausted.

### The approving authority (Superintendent, Assistant Superintendent or Senior Officer) shall ensure that the PSP is developed with goals that are measurable and directly related to the detainee’s inappropriate behaviour. The PSP shall ensure that it encourages the detainee’s successful return to the standard program (and completion of the subsequent Unit Based PSP) as quickly as possible.

### When creating a PSP, the approving authority shall use the SMARTA principles (refer section 3.1.4) as a guide to setting personalised objectives and goals for each detainee placed on a PSP. SMARTA principles (refer section 3.1.4) assist with accountability by setting specific goals and activities to be completed by a set timeframe.

### The SMARTA Principles are as follows:

* 1. Specific – Define the specific outcomes to be achieved and ensure goals are clear and easy to understand.
	2. Measurable – Ensure that positive changes to behaviour are measurable. This can be used as an indicator of progress.
	3. Achievable – Ensure the goals stated in the PSP are appropriate and achievable for the individual detainee. The PSP should state how the goal can be achieved. Use action-oriented language to encourage the detainee to make small changes, one step at a time.
	4. Realistic – Objectives need to be realistic for the individual detainee.
	5. Timeframes – Timeframes will provide a clear target to work towards and although contingent on the detainee’s ongoing behaviour and improvement, timeframes should be clearly articulated to the detainee via the PSP. Placement on a Unit Based or Accommodation and Placement PSP shall be for the shortest period of time necessary to address the risk a detainee poses to the Centre subject to the detainee modifying his or her inappropriate behaviour, or the risk to the Centre from the detainee’s involvement in a Critical Incident being addressed.
	6. Agreed – The approving authority should ensure that the detainee’s progress against the PSP is discussed with the detainee and their agreement in regard to pro-social behaviours should be sought.

### The Senior Officer shall ensure all Unit Based and Accommodation and Placement PSPs have been considered to include the following:

1. an identified plan with the appropriate number of milestones (in most cases, 2 or 3) to reward positive changes in behaviour.
2. information pertaining to precursors to the detainee’s inappropriate behaviour.
3. health issues, mental health concerns and cultural or religious requirements which may influence the detainee’s management.
4. involvement in culturally appropriate therapeutic programs, psychological counselling, education and vocational training, and recreation.
5. supervision and escort requirements.
6. interaction or socialising with other detainees.

### All Unit Based PSPs shall include details as to the behaviours required of the detainee in order to progress through the milestones (as applicable). These behaviours may include but are not limited to:

1. following instructions.
2. completing of chores and duties as required.
3. displaying of pro-social behaviours.
4. interacting with staff and detainees without incident.

### Each detainee’s PSP shall be recorded on the Total Offender Management Solution (TOMS) system.

### The relevant Unit Manager/Senior Officer shall ensure that the detainee placed on a PSP is verbally explained the contents of the PSP, the pro-social behaviours that are expected of the detainee and the outcomes that can be expected if the detainee displays those behaviours or alternatively does not continue to display the required behaviours.

### The relevant Unit Manager/Senior Officer shall ensure that the detainee understands this verbal explanation, including through utilising translators or other support personnel necessary for understanding to occur. The relevant Unit Manager/Senior Officer shall also ensure that the detainee is aware of the appeals process as stated in [COPP 6.6 – Requests, Complaints and Feedback](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

### The detainee’s Unit Manager shall ensure that a Daily Monitoring Form is completed each day while the detainee is being managed on a Unit Based PSP, unless the detainee is being managed on a Personal Monitoring Form which is completed daily.

### Where appropriate, the relevant Assistant Superintendent may request that the detainee’s caregiver be consulted in regard to ongoing behaviour concerns.

## Unit Based PSP

### A Unit Based PSP should only be considered to address ongoing behavioural issues.

### Placement of a detainee on a Unit Based PSP may only be approved by a Senior Officer, or higher rank. The Assistant Superintendent Operations shall be notified by the officer approving the PSP.

### Before considering and subsequently approving a Unit Based PSP, the approving authority shall ensure that documentary evidence exists to justify the detainee’s management on a Unit Based PSP, and shall refer to TOMS Event Log entries, ‘Notes’ and Incident Reports.

### The Detainee Management Review Committee (DMRC) shall conduct a weekly review of all Unit Based PSPs to ensure that the PSP continues to be appropriate in addressing the detainee’s inappropriate behaviour (refer COPP 6.2 – Supervision Levels and Privileges). Although submissions from staff may be sought at the DMRC, any decision to continue or conclude a detainee’s Unit based PSP shall remain the responsibility of the relevant Assistant Superintendent.

## Accommodation and Placement PSP

### The management of a detainee on an Accommodation and Placement PSP shall be used to:

1. manage the resulting risks from a security and safety incident; and
2. remove negative peer influences and an audience for inappropriate behaviour;
3. manage ongoing inappropriate behaviour when every other available option has been exhausted.

### The placement of a detainee on an Accommodation and Placement PSP may only be approved by the relevant Assistant Superintendent (or higher rank). Outside office hours, the Senior Officer Operations may conditionally implement an Accommodation and Placement PSP, pending the approval of the relevant Assistant Superintendent at the earliest possible opportunity.

### Before considering and subsequently approving an Accommodation and Placement PSP, the relevant Assistant Superintendent (or Senior Officer Operations, refer section 3.2.3) shall ensure that documentary evidence exists to justify the detainee’s management on an Accommodation and Placement PSP, and shall refer to TOMS Event Log entries, ‘Notes’ and Incident Reports.

### In exceptional circumstances following a detainee’s involvement in a security and safety incident, an Accommodation and Placement PSP may be considered. In these cases, one TOMS Incident Report may provide sufficient justification.

### The relevant Assistant Superintendent is to ensure that the Accommodation and Placement PSP is developed in consideration of cultural or religious needs and in conjunction with the detainee’s Psychologist, Youth Justice Officer and caregiver, and others where suitable, and with goals that are measurable and directly related to the detainee’s inappropriate behaviour and risk to the Centre.

### The Assistant Superintendent shall also ensure that it encourages the detainee’s successful return to the standard program (and if deemed appropriate progression to a Unit Based PSP) as quickly as possible.

### The Senior Officer Operations shall, as soon as possible after placing a detainee on a PSP, contact the relevant Assistant Superintendent to advise them of the implementation of the conditional Accommodation and Placement PSP.

### Detainees with an Accommodation and Placement PSP shall be placed in the Intensive Support Unit (ISU) or Cue Unit in accordance with [COPP 5.2 – Intensive Support and Cue Units](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx). Where deemed appropriate, Wings in the Yeeda Unit can also be used.

### The relevant Assistant Superintendent shall review all conditionally implemented Accommodation and Placement PSPs on the next working day after the PSP is commenced. If approved, the relevant Assistant Superintendent shall endorse an Accommodation and Placement PSP in TOMS.

### Each detainee on an Accommodation and Placement PSP shall be visited each business day by an Assistant Superintendent. A Unit Manager or Senior Officer will accompany the Assistant Superintendent where practicable. During these visits, each detainee shall be advised of the day’s behavioural expectations and advised of how they can move forward through any defined milestones while being managed on an Accommodation and Placement PSP.

### On weekends and Public Holidays, the Unit Manager or Senior Officer shall undertake the responsibilities listed at section 3.3.10.

### The ISU Multi-Disciplinary Team (MDT) shall conduct a weekly review of all Accommodation and Placement PSPs to ensure that the PSP continues to be appropriate in managing the detainee’s behaviour.

### The Assistant Superintendents shall ensure that each detainee is progressed as quickly as possible, subject to the detainee modifying his or her inappropriate behaviour, or there is a reduction risk to the Centre or to others from the detainee’s involvement in a safety and security incident.

### The ISU or Cue Unit Manager and/or Senior Officer shall engage on a daily basis, with all detainees on Accommodation and Placement PSPs to monitor their wellbeing and review their potential for progression based on the previous day’s behaviour.

## Special Needs PSP

### Detainees with cognitive impairment, mental illness, vulnerability or chronic risk of self-harm may be managed under a Special Needs PSP to ensure the appropriate level of supervision is provided for their own safety and to maintain the good order and security of the Detention Centre.

### The Special Needs PSP will also indicate a primary support contact (from MDT) who will monitor the detainee and may request for additional support if required.

### A Special Needs PSP may require a change to the detainee’s accommodation and/or supervision by designated Officers.

### The detainee’s Unit Manager shall ensure that a Daily Monitoring Form is completed each day while the detainee is being managed on a Special Needs PSP, unless in ISU or Cue unit where the Personal Monitoring Form is completed daily.

### The MDT shall conduct a regular review of all Special Needs PSPs to ensure that it continues to be appropriate in managing the detainee. Although submissions from staff may be sought, any decision to continue or conclude a detainee’s Special Needs PSP shall be held in an MDT meeting by the relevant Assistant Superintendent.

### The relevant Assistant Superintendent shall request that the detainee’s caregiver be consulted in regard to ongoing behaviour concerns.

# Annexures

## Related COPPs and documents

* [COPP 5.2 – Intensive Support and Cue units](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.2 – Supervision Levels and Privileges](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.6 – Requests, Complaints and Feedback](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

## Definitions and acronyms

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| Term | Definition  |
| Assistant Superintendent | Officers designated by the Superintendent to be an Assistant Superintendent of Banksia Hill Youth Detention Centre. |
| Commissioner’s Operating Policy and Procedures (COPP) | COPPs are policy documents that provide instructions to staff as to how the relevant legislative requirements are implemented. |
| Custodial Officer | An officer with custodial functions, appointed under section 11(1) of the *Young Offenders Act 1994*; or a person who is appointed under section 11(1a)(a) as a custodial officer. This includes but is not limited to Youth Custodial Officers, Unit Managers and Senior Officers. |
| Detainee | Means a person who is detained in a detention centre as defined in s3 of the *Young Offenders Act 1994*. |
| Officers and Employees of Particular Classes | The following descriptions of classes of officers and employees are prescribed for the purpose of section 11(1a)(b) of the *Young Offenders Act 1994*, in regulation 49(2) of the *Young Offender Regulations 1995*:a) Medical staff persons who have undergone medical, nursing or health training and hold qualifications indicating successful completion of that training.b) Teaching staff persons who provide recreation or sports supervision, teachers, vocational trainers and social trainers.c) Program support staff counsellors, program facilitators and librarians.d) Centre support staff cleaning staff, laundry staff, gardening staff, vehicle driving staff, maintenance staff and hairdressers. |
| Personal Support Plan (PSP) | An individually tailored management plan which involves input and oversight from a Multi-disciplinary team, to assist staff in the consistent management of detainee exhibiting dysregulated behaviour and to inform staff of detainee special needs. |
| Public Service Officer | An officer employed in the State Government Public Service, subject to Part 3 of the *Public Sector Management Act 1994* and includes such officers and other persons as are necessary to implement or administer this Act. |
| Senior Officer  | A Youth Custodial Officer who is substantive to this rank, or a Unit Manager, or Youth Custodial Officer acting in the capacity of Senior Officer, appointed by the Chief Executive Officer with reference to section 11 of the *Young Offenders Act 1994.* |
| SMARTA Principles | Specific, measurable, achievable, realistic, timeframes and agreed principles |
| Staff | Any person or officer of the Department of Justice, including a Public Service Officer, Youth Custodial Officer or an employee of a particular class; and any contractor who provides services to the Department of Justice. |
| Superintendent | In accordance with section 3 of the *Young Offenders Act 1994, ‘*The person in charge of a detention centre’. |
| Total Offender Management Solution (TOMS) | The computer application used by the Department of Justice for the management of detainees in custody. |
| Unit Manager | A Youth Custodial Officer substantive to this rank or Youth Custodial Officer acting in the capacity of Unit Manager, appointed by the Chief Executive Officer.  |
| Youth Detention Centre | A gazetted detention centre declared by the Minister to be a detention centre to accommodate male and female, remanded or sentenced detainees. Refer to section 13 of *Young Offenders Act 1994.* |

## Related legislation

* *Young Offenders Act 1994*
* *Young Offenders Regulations 1995*

# Assurance

It is expected that:

* The BHYDC will undertake local compliance in accordance with the [Compliance Manual](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=operational%20compliance&ql=3081).
* Women and Young People, Head Office will undertake management oversight as required.
* Operational Compliance will undertake checks in accordance with the [Operational Compliance Framework](https://dojwa.sharepoint.com/search/Pages/results.aspx?k=operational%20compliance&ql=3081).
* Independent oversight will be undertaken as required.

# Document Version History

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| --- | --- | --- | --- | --- |
| Version no | Primary author(s) | Description of version | Date completed | Effective date |
| 1.0 | Operational Policy | Approved by the A/Director Operational Projects, Policy Compliance and Contracts | 7 April 2021 | 3 May 2021 |
| 2.0 | Operational PolicyMemo Reference:D23/940474Content Manager Reference:S23/99516 | Endorsed by the A/ Assistant Commissioner Women and Young People | 9 November 2023 | 18 December 2023 |
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