COPP 8.1 Incident Reporting

Youth Detention Centre

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| **Principles and Standards**  In context of the following:  [Australasian Youth Justice Administrators Standards, 2009](https://www.ayja.org.au/wp-content/uploads/2020/03/2009-AJJA-Juvenile-Justice-Standards-Part-1-and-2.pdf):  Information systems facilitate operational roles, integrated case management and reporting.  [Australian Human Rights Commission National Principles for Child Safe Organisations, 2018:](https://justus/intranet/department/standards/Pages/ops-standards.aspx)  All staff receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations. |

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# Scope

This Commissioner’s Operating Policy and Procedure (COPP) applies to all Custodial Officers and staff employed to work at all Youth Detention Centres and the Perth Children’s Court Custody Centre.

This COPP also applies to every organisation contracted to the Department under the *Court Security and Custodial Services Act 1999*[[1]](#footnote-2)[1], for the provision of custodial transport services.

# Policy

The reporting of incidents is fundamental to the Department of Justice’s (the Department) operations. Custodial Officers are required to report to the Superintendent every matter coming to their notice which may jeopardise the safe custody or welfare of detainees or the security of the Detention Centre.

Through incident reporting, opportunities to reduce risks and improve the security, welfare and safety of detainees and staff can be identified.

All incidents shall be reported in the Incidents and Charges Module on the Total Offender Management Solution (TOMS). Incident reports shall be factual and completed in a timely manner.

A consistent, systematic, and professional response is crucial in managing and reporting incidents. This COPP sets out the defined categories and incident types, which may jeopardise the welfare or safe custody of detainees or the security of the Detention Centre. These shall be reported by Custodial Officers in all cases.

This COPP further defines incidents considered critical incidents, given their potential serious effect on the welfare or safe custody of detainees or the good order or security of the Detention Centre.

It is important that all incident reporting, notifications, and communications are undertaken through the correct chain of command. This ensures incidents are managed and communicated appropriately to relevant staff and internal and external stakeholders.

Additional notification and communication requirements apply to critical incidents, as outlined in this COPP.

### The Department is committed to supporting the mental health and wellbeing of its employees. Where staff are exposed to an incident, the Department offers a range of services and resources to support staff who may experience problems coping due to personal or work-related issues.

This COPP should be read in conjunction with the Department’s [Emergency Management Framework](https://dojwa.sharepoint.com/sites/security-intelligence/security-response/Pages/Emergency-Management.aspx) and the Detention Centre Emergency Management Plan.

# Incident Recording and Reporting

## General

* + 1. An incident is any event that may:

1. jeopardise the good order or security of the Detention Centre or custodial service
2. jeopardise the safety or health of staff, detainees, community, contractors, or visitors
3. adversely affect the normal routine operation of the Detention Centre
4. result in a loss of privilege
5. result in a charge.

### Incidents have the capacity to:

1. damage the reputation of the Department
2. lead to negative public comment.

### It is important that all incident reporting, notifications, and communications are undertaken through the correct processes. This ensures incidents are managed and communicated appropriately to relevant staff and internal and external stakeholders.

### The Operations Centre (OPCEN) shall be immediately notified by phone (1300 000 327) and via email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee.

## Recording incidents on wearable cameras

* + 1. Wearable cameras shall not be used in the following circumstances:

1. outside of the Detention Centre
2. during court or video link proceedings.
   * 1. The camera shall be turned off during normal operations (for example, where there are no concerns or incidents occurring).
     2. Wearable cameras will be stored and issued as per the following:
3. to be stored in the Gatehouse and issued by Gatehouse staff
4. tis the responsibility of the Custodial Officer the camera is issued to
5. the Custodial Officer shall ensure the camera is protected and maintained in good service during use
6. the Custodial Officer shall ensure the camera is returned to the Gatehouse.
   * 1. The wearable camera should be removed for toilet and or meal breaks.
     2. The wearable camera is never to be left unattended.
     3. Custodial Officers shall activate their wearable camera when responding to any incident.
     4. The camera shall be switched on at the earliest opportunity, or as soon as is reasonably practicable.
     5. Custodial Officers shall show the highest regard for the dignity and respect of all individuals.
     6. Custodial Officers shall ensure activation and deactivation of a wearable camera is recorded on relevant documentation, including incident reports.
     7. In each case where a wearable camera has been activated during an incident, the Custodial Officer shall advise the Senior Officer Operations that the wearable camera has been used.
     8. The Senior Officer Operations shall advise the Security Senior Officer of the use of the camera.
     9. The Assistant Superintendent Security shall copy the video recording to an appropriate portable storage medium and archive the original video recording.
     10. All wearable cameras shall have non-incident related sound, picture and video footage deleted on a weekly basis.
     11. A certified copy of the recording shall be maintained by the Superintendent, with the original report, attachments (less the video tape) and any Special Operations Group reports.
     12. Where the opportunity arises to use footage to assist staff in training, the camera user may have the opportunity to view camera footage. Staff shall not be permitted to view footage if an investigation is ongoing or where confidentiality or impartiality may be breached.

## Portable video camera

* + 1. The portable video camera shall be available in the security office.
    2. The relevant Security Officer is to ensure the portable video camera is always available and in working order with the battery charged.

## Closed-Circuit Television (CCTV)

### Where possible in an incident, Custodial Officers shall ensure any available CCTV is recording the incident.

### The Assistant Superintendent Security shall be responsible for ensuring CCTV is continually recording and footage of the scene can be reviewed, downloaded and stored for future reference or evidence if required.

## Incident Report

### One new Incident Report is created per incident in the Incident and Charges module on TOMS using the set format and instructions to populate the applicable fields.

### The Incident Report shall be finalised within 5 days unless in exceptional circumstances.

### An Incident Report shall be completed on TOMS following every incident using the set format and instructions to populate the applicable fields.

### The Incident Report shall include the following:

1. date and time of the incident
2. location of the incident
3. classification tag of the incident
4. names of any persons involved (prime persons) and/or witnesses (if any)
5. other attending persons, detainees etc involved in the incident, for example, main detainee (s) involved including TOMS ID (if known)
6. audio visual details; and
7. confirmation of the incident report.

## Incident Descriptions

### The Superintendent or Officer in Charge shall direct an Officer not involved in the incident to manage the separation of all involved Officers to ensure accurate, thorough and timely reporting.

### With the exception of Court Security and Custodial Services (CS&CS) contractors, all officers and staff, including Health Services (HS) staff involved in, or who witnessed an incident, shall independently complete an Incident Description.

### HS staff shall record basic medical information including a brief description of injuries. HS staff shall not provide detailed medical information or treatment provided on the Incident Report. Details of injuries and/or medical treatment shall be recorded in the detainee’s medical record.

### CS&CS Contractor personnel shall prepare individual report descriptions in the approved movements reporting system (i.e., Electronic Prisoner Escort Management System (ePEMS)). One staff member shall then submit an Incident Report on TOMS, which provides a summary of the incident and the relevant ePEMS reference number.

### All Incident Descriptions shall be completed prior to ceasing duty unless in exceptional circumstances as approved by the Superintendent/Officer in Charge (OIC).

### The Incident Description should start with the following statement:

### *‘on (day) (month) (year), I (state your name) was on duty as (status/rostered position) at (the ‘Detention Centre’/ Perth Children’s Court), commencing shift at (shift start time). At approximately (time of incident) hours…..’*

### Incident Descriptions must be factually accurate and include:

1. details of what started the incident, if known
2. facts in sequence, including details of all persons involved
3. actions taken by witnesses and attending officers etc.
4. where the incident involved medical assessment or treatment, the following shall be included:

* attendance of HS staff
* name of the Medical Practitioner
* time of arrival
* description of involvement and
* time of departure

1. any obvious injuries
2. de-escalation techniques used at each stage throughout the incident
3. legislative powers/policy utilised to manage the incident
4. how the incident was managed or controlled
5. decision making process used during the incident, e.g., why decisions were made and the rationale
6. any recommendations for further actions, e.g., loss of privileges, charges or further investigation required, refer to [COPP 6.3 – Behaviour Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx) and [COPP 6.5 – Offences and Charges](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).
   * 1. All Incident Descriptions shall be completed prior to Officers ceasing duty, unless in exceptional circumstances, approved by the Superintendent/Officer in Charge (OIC).

### Incident Descriptions shall be submitted to the Senior Officer or Unit Manager.

### The Senior Officer or Unit Manager is responsible for approving Incident Descriptions.

### If the Senior Officer or Unit Manager was involved in the incident, then another Senior Officer or Unit Manager, not involved in the incident, shall approve the Incident Descriptions.

## Review

### The Assistant Superintendent Operations shall review all TOMS incidents, tags and incident statistics and add notes on each TOMS report acknowledging the review of the incident.

### The Assistant Superintendent Operations shall review the Incident Descriptions and complete the Incident Minutes.

* + 1. The Assistant Superintendent Operations shall:

1. be vigilant and reasonably satisfied that Incident Descriptions have been completed independently and not plagiarised
2. ensure the correct incident tags and categorisations have been completed for the incident.

## Incident Minutes

* + 1. Where a Senior Officer or Assistant Superintendent was involved in the incident, an independent Senior Officer or Assistant Superintendent shall submit an additional Incident Minute prior to finalisation.
    2. Incident Minutes shall conclude the Incident Report, with information including:

1. a summary of the incident and any additional information
2. confirmation that all Incident Descriptions have been read and approved
3. actions taken following the incident
4. outcomes as a result of the incident and the reviewing officer’s support of them
5. confirmation of contact with the detainee’s parent/caregiver/responsible adult to advise of their involvement in an incident.

### The Senior Officer or Unit Manager shall review the Incident Report for compliance against Department and national reporting requirements, ensuring incident statistics and categorisations are correctly completed for each incident.

### The Senior Officer receiving the detainee shall minute and finalise incidents created and submitted by the CS&CS Contractor. The Incident Minutes shall:

1. acknowledge receipt of the incident summary details recorded by the CS&CS Contractor
2. record any actions taken following the handover of the detainee from the CS&CS Contractor; and
3. record any outcomes as a result of the incident.

### The Senior Officer or Unit Manager shall submit the Incident Minutes.

## Summary

### A summary of the incident shall be included with any findings, actions, and outcomes.

## Assurance and national reporting

* + 1. Accurate reporting assists the Department in its operational management and meeting state and national reporting requirements.
    2. The Superintendent shall authorise the Assistant Superintendent Operations to review all incident statistics, incident summaries and categorisations, providing regular assurance that the Detention Centre is accurately reporting incidents.

# Critical Incident Reporting

## Overview

### Critical incidents have, or may have, significant consequences to individuals and custodial operations.

### Critical incidents may:

1. involve a serious security breach
2. place staff, visitors, or detainees under significant risk
3. place the security of the Detention Centre under significant risk
4. involve the serious injury or death of any person on the Detention Centre property or in custodial service
5. generate significant public or media scrutiny
6. result in an unplanned use of force.

### In addition to compiling an Incident Report on TOMS, critical incidents require an additional level of notification and/or communication.

### The 4 stages of reporting critical incidents are:

1. TOMS Incident Report
2. Critical Incident Brief
3. Critical Incident Notification
4. Ministerial Briefing Note.

## Critical incident assessment

### The Senior Officer shall ensure incidents are assessed in accordance with [Appendix A – Incident categories, tags and definitions](#_Appendix_A_–) to determine if the incident should be classified as critical.

### Critical incidents require immediate escalation to the Superintendent and the OPCEN.

### Where doubts exist whether the incident is critical, the Superintendent/OIC and/or OPCEN should be contacted immediately for advice.

## Immediate Critical Incident Notifications

### Critical incidents are to be escalated through the chain of command. Where an officer cannot be contacted, the next officer in the chain of command shall be contacted immediately.

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|  | **Procedure** | **Responsibility** |
| **1.** | Contact the Superintendent or OIC and advise a critical incident has occurred. | Senior Officer |
| **2.** | Immediately notify the OPCEN verbally on 1300 000 327 within 1 hour of discovery of the critical incident, providing the following information (if known):   * overview of incident * who is/was involved * place of incident * when the incident occurred or was identified * why the incident occurred, were there any triggers * what happened or is happening * use of de-escalation techniques or other options adopted * any identified injuries, issues, or ongoing concerns * external agency involvement * security, safety, or operational impacts * medical and/or At Risk Management System (ARMS) status of detainee * contact person for the incident and telephone number * other relevant information, as required. | Superintendent/OIC |
| **3.** | Verbally notify the Deputy Commissioner Women and Young People or Duty Deputy Commissioner. | Superintendent/OIC |
| **4.** | Notify relevant internal and external stakeholders (including the Director General and Commissioner) of the critical incident, in accordance with approved OPCEN incident notification procedures. | Operations Centre |
| **5.** | Provide ongoing updates to the OPCEN, as required. | Superintendent/OIC/  Senior Officer |

## Critical Incident Reporting on TOMS

### The reporting procedures for recording critical incidents on TOMS, with the exception of a death in custody incident, are the same as required for Incident Reporting.

### In the case of a death in custody, further incident information shall be recorded in accordance with the procedures detailed in [COPP 8.3 – Death of a Detainee](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

## Written critical incident briefing

### The Superintendent/OIC shall ensure the completion of a written critical incident briefing following a critical incident on TOMS. This follows the immediate verbal notifications the Superintendent has provided to the relevant Deputy Commissioner Women and Young People or Duty Deputy Commissioner and the OPCEN. The written critical incident briefing will be utilised to provide further notifications to senior internal staff and communications to relevant external stakeholders.

### The written critical incident briefing shall include information utilised in the notification to senior internal staff and the communication provided to relevant external stakeholders.

### The written critical incident briefing shall be emailed to the OPCEN and the relevant Deputy Commissioner’s Executive Team within 3 hours of the incident occurrence, or as otherwise directed. In the case of a lengthy critical incident event, written critical incident briefings may be requested (i.e., hourly briefings), to provide regular situational updates.

## Post incident debrief

### All incidents irrespective of their severity can be traumatic for staff.

### Where necessary, practical and reasonable, staff members involved in a critical incident shall be provided the option to complete the remainder of their shift in a different location or unit as to where the incident occurred.

### The Superintendent/OIC shall apply the Department’s [Organisational Debriefing Guidelines](https://dojwa.sharepoint.com/sites/security-intelligence/security-response/Pages/emf.aspx) when conducting a debrief following an incident.

* + 1. The Superintendent/OIC shall determine the requirement for an immediate and formal debrief for all incidents. At a minimum, the Superintendent/OIC shall conduct an immediate debrief after all critical incidents. This debrief provides staff with the opportunity to discuss support post incident, without analysis or re-living the incident and is an important part of the recovery process. In any debrief, the following points shall be considered:

1. review of the incident
2. good practice identified
3. employee welfare
4. any concerns
5. lessons learned
6. any other relevant information.
   * 1. A report summarising the debrief session shall be documented and stored locally at the Detention Centre, in accordance with the Department’s [Organisational Debriefing Guidelines](https://dojwa.sharepoint.com/sites/security-intelligence/security-response/Pages/emf.aspx).
     2. Detention Centre staff unable to attend the formal debrief shall be followed up as either a group or individually by the Superintendent or OIC.

# Critical Incident Review and Communications

## Superintendent’s Review

### The Superintendent shall coordinate a review of all critical incidents.

### The ‘Superintendent’s Review’ comments shall be recorded on TOMS as part of the incident reporting module, within 5 days of the critical incident, or as otherwise directed by the Deputy Commissioner Women and Young People Executive Team.

### The Superintendent shall consider information that covers any:

1. issues identified
2. actions taken
3. findings
4. lessons learned
5. improvements identified
6. support provision for staff and detainee(s)
7. other relevant information.

### The Superintendent shall conduct further reviews and/or communications as set out in this COPP or as directed by the Deputy Commissioner Women and Young People.

## Communication requirements

### The Deputy Commissioner Women and Young People shall coordinate the preparation of a written Ministerial Briefing, or other formal communications, where advised by the Office of the Commissioner.

### In the case of the following critical incidents, formal communications are to be completed as set out in this COPP and/or as advised:

1. assaults
2. death of a detainee (refer [COPP 8.3 – Death of a Detainee](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx))
3. escape or attempted escape (refer [COPP 8.6 Escape](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)).

### Communication with the media shall not be undertaken by any employee of the Department. All media enquiries are to be directed to the Department’s Public Affairs business area.

## Assaults

### The Superintendent or OIC shall ensure every assault on a detainee or staff member is reported to the Western Australian (WA) Police Force within 24 hours. This occurs by either calling the nearest police station, or the WA Police Operations on 131 444. If known, indicate to the WA Police Force if the victim intends to pursue criminal charges and record details in the relevant Incident Report.

### The Senior Officer/Unit Manager shall contact the Detention Centre staff support officers in the event of an assault on a staff member, irrespective of the severity of the injury. Staff support officers shall provide the staff member with information pertaining to the Department’s Employee Assistance Program.

### The Senior Officer/Unit Manager shall contact the detainee’s parent/caregiver/responsible adult to advise an assault against the detainee has occurred and an update on the detainee’s welfare. This contact shall be recorded on TOMS in the Incident Minutes.

### An automated TOMS notification will be sent to the Manager of Case Planning, Youth Psychological Services, Aboriginal Welfare Officers, and Youth Justice Services (Community) when an assault is on a staff member.

### Ongoing detainee support shall be managed in consultation with Case Planning.

### The Senior Officer/Unit Manager shall email Case Planning where the incident is not assessed as critical.

### The Senior Officer/Unit Manager shall confirm contact with the detainee’s parent/caregiver/responsible adult and provide the information to engage additional support.

### Case Planning, Aboriginal Welfare Officers, Psychologist, Youth Justice Services (Community) shall provide additional support as required.

### An assault committed by a staff member must be reported to the Professional Standards Division, Integrity and Accountability Directorate who will assess the incident and if required, refer the matter to the WA Police Force.

### Where an allegation of assault has been made against a staff member or detainee refer to [COPP 8.5 – Allegations](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx) for procedures and additional notification processes.

## Death of a detainee

### The death of a detainee shall be managed and reported in accordance with this COPP and [COPP 8.3 – Death of a Detainee](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

## Escape

### The escape or attempted escape of a detainee shall be managed and reported in accordance with this COPP and [COPP 8.6 – Escape](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

## Use of force

### The review of any use of force incident shall be reported in accordance with this COPP and in accordance with [COPP 8.2 – Use of Force and Restraints](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

# Post Incident Detainee Debrief and Notifications

## Detainee debrief

### All incidents, irrespective of their severity can be traumatic or cause distress for detainees involved. The Senior Officer or Unit Manager shall debrief with the detainee post incident and document in the relevant Incident Minutes.

## Notifications

### The Senior Officer or Unit Manager shall notify the detainee’s responsible adult or another approved family member to advise of their involvement in an incident and document this in the relevant Incident Minutes.

### Following all critical and use of force incidents, an automated notification from TOMS will be sent to the Manager of Case Planning, Youth Psychological Services, Aboriginal Welfare Officers and Youth Justice Services who shall provide support for the detainee post incident in consultation with Case Planning.

### The Senior Officer has discretion to relay information to Case Planning to provide oversight and coordinate the release of relevant information to internal and external approved support services in incidents that are not critical or where use of force has been applied.

# Reporting Suspected Staff Misconduct

### Staff are responsible for reporting every suspected misconduct. (refer to [A Guide for Reporting Misconduct](https://dojwa.sharepoint.com/sites/intranet/department/Pages/code-conduct.aspx)).

### Staff reporting suspected misconduct and/or alleged criminal activity can report such incidents via:

1. email Misconduct Reporting [DOJMisconductReporting@justice.wa.gov.au](mailto:DOJMisconductReporting@justice.wa.gov.au)
2. the Safeline number: 1300 880 532 where information can be supplied to a Custodial Officer or provided anonymously
3. making a disclosure under the *Public Interest Disclosure Act 2003.*

### Staff may also report suspected misconduct directly to the [Public Sector Commission](https://publicsector.wa.gov.au/) and or the [Corruption and Crime Commission](https://www.ccc.wa.gov.au/).

# Security Reports

### Security Reports report intelligence not incidents. Security Reports are the primary means for reporting intelligence relevant to security and safety.

### The creation and submission of Security Reports shall be in accordance with Security Reporting Writing Guidelines available to the Detention Centre Security Team.

### Members of the Detention Centre Security Team may contact [intelligenceservices@justice.wa.gov.au](mailto:intelligenceservices@justice.wa.gov.au) for access.

# Annexures

## Related COPPs and other documents

### **Related COPPs**

* [COPP 3.3 – Voluntary Starvation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.3 – Behaviour Management](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.5 – Offences and Charges](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 8.2 – Use of Force and Restraints](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 8.3 – Death of a Detainee](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 8.5 – Allegations](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 8.6 – Escape](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)

### **Other documents**

* [A Guide for Reporting Misconduct](https://dojwa.sharepoint.com/sites/intranet/department/Pages/code-conduct.aspx)
* [Australasian Youth Justice Administrators Standards, 2009](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx)
* [Australian Human Rights Commission National Principles for Child Safe Organisations, 2018](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/ops-standards.aspx)
* [Emergency Management Framework](https://dojwa.sharepoint.com/sites/security-intelligence/security-response/Pages/Emergency-Management.aspx)
* [Organisational Debriefing Guidelines](https://dojwa.sharepoint.com/sites/security-intelligence/security-response/Pages/emf.aspx)

## Definitions and Acronyms

| Term | Definition |
| --- | --- |
| ARMS | At Risk Management System |
| Assistant Superintendent | Custodial Officers designated by the Superintendent to be an Assistant Superintendent of a Youth Detention Centre. |
| Commissioner’s Operating Policy and Procedure (COPP) | COPPs are policy documents that provide instructions to staff as to how the relevant legislative requirements are implemented. |
| Contractor | Means the organisation engaged to provide the Services under the *Court Security and Custodial Services Act 1999.* |
| Corrective Services | A division of the Department of Justice that provides support to the justice system and the community of Western Australia by ensuring the security and safety of detainees and prisoners as well as offenders on community-based orders, with a focus on rehabilitation. |
| Custodial Officer | An officer with custodial functions, appointed under s.11(1) of the *Young Offenders Act 1994*; or a person who is appointed under s.11(1a)(a) as a Custodial Officer. This includes but is not limited to Youth Custodial Officers, Unit Managers and Senior Officers. |
| Deputy Commissioner Women and Young People | The position designated by the Commissioner as responsible for the management of the Women and Young People. Directorate, including the Youth Detention Centres within the Corrective Services Division of the Department. |
| Detainee | Means a person who is detained in a detention centre as defined in s.3 of the *Young Offenders Act 1994*. |
| 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 s. 13 *Young Offenders Act 1994.* |
| DTS | Detainee Telephone System |
| Emergency Management Plans | Emergency Management Plans provide Department (Corrective Services) staff with the procedures by which an emergency will be dealt with. |
| Loss of Privilege | The losing of selected privileges, associated with a detainee’s level of management, following reported misconduct or poor behaviour. |
| Misconduct | Misconduct refers to public officers, such as staff working in the Detention Centre, taking action that involve corrupt and/or criminal conduct as described in s.4 of the *Corruption, Crime and Misconduct Act 2003*.  Serious misconduct occurs when a public officer:  acts corruptly or corruptly fails to act in the course of their duties; or  corruptly takes advantage of their position for the benefit or detriment to any person; or  commits an offence, while acting or purporting to act in his or her official capacity, which carries a penalty of 2 or more years’ imprisonment.  Minor misconduct occurs when a public officer:  adversely affects the honest or impartial performance of the functions of a public authority or public officer, whether or not the public officer was acting in their official capacity at the time of engaging in the conduct; or  constitutes or involves the performance of functions in a manner that is not honest or impartial; or  constitutes or involves a breach of the trust placed in the public officer; or  constitutes or involves the misuse of information or material that the public officer has acquired in connection with their functions as a public officer, whether the misuse is for the benefit of the public officer or the benefit or detriment of another person; or  constitutes, or could constitute, a disciplinary offence providing reasonable grounds for termination of a person's office or employment. |
| Officer in Charge (OIC) | The officer, as designated by the Superintendent or their delegate, who is at the relevant time the Officer in Charge of a detention centre. |
| Officers and Employees of Particular Classes | The following descriptions of classes of officers and employees are prescribed for the purpose of s.11(1a)(b) of the *Young Offenders Act 1994*, in r.49(2) of the *Young Offender Regulations 1995*:   * Medical staff persons who have undergone medical, nursing or health training and hold qualifications indicating successful completion of that training. * Teaching staff persons who provide recreation or sports supervision, teachers, vocational trainers, and social trainers. * Program support staff counsellors, program facilitators and librarians. * Centre support staff cleaning staff, laundry staff, gardening staff, vehicle driving staff, maintenance staff and hairdressers. |
| Operations Centre (OPCEN) | A branch of Security and Response Services within Operational and Support Services of the Corrective Services Division in the Department. |
| 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. |
| Security Report | A tool for staff to report observations, associations, anything that appears unusual or out of the ordinary in relations to the security of safety of the Department’s staff, clients, people in custody or members of the community. |
| 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 s.11 of the *Young Offenders Act 1994.* |
| Serious Injury | An injury that requires medical treatment, involving:   * overnight hospitalisation; or * on-going medical treatment. |
| Staff | Any employee or officer of the Department, including a Public Service Officer, Custodial Officer, or an employee of a particular class; and any contractor who provides services to the Department. |
| Superintendent | In accordance with s.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 for the management of offenders 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 with reference to s.11 of the *Young Offenders Act 1994*. |
| Wearable Camera | A video camera that is worn by a person who is appointed under s.11(1) or (1) (a) of the *Young Offenders Act 1994*, as a Youth Custodial Officer. |

## Related legislation

* *Corruption, Crime and Misconduct Act 2003*
* *Public Interest Disclosure Act 2003*
* *Public Sector Management Act 1994*
* *Young Offenders Regulations 1995*
* *Young Offenders Act 1994*

# Assurance

It is expected that:

* The Detention Centre will undertake local compliance in accordance with the [Compliance Manual](https://dojwa.sharepoint.com/sites/intranet/department/standards/Pages/monitoring.aspx).
* 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/sites/intranet/department/standards/Pages/monitoring.aspx).
* Independent oversight will be undertaken as required.

# Document Information

## Document version history

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version no | Primary author(s) | Description of version | Date completed | Date effective |
| 1.0 | Operational Policy | Approved by A/Director Operational Policy, Compliance and Contracts | 7 May 2020 | 31 May 2020 |
| 2.0 | Operational Policy | Approved by Commissioner  CM: S23/101052 | 20 July 2023 | 1 December 2023 |
| 3.0 | Operational Policy | Approved by Commissioner | 15 November 2023 | 15 December 2023 |
| 4.0 | Operational Policy | Approved by Commissioner  CM: D23/1059978 | 01 December 2023 | 4 January 2024 |
| 5.0 | Operational Policy | Minor Amendment  Approved by A/Principal Project Officer  CM: S24/7527 | 18 January 2024 | 22 January 2024 |

# Appendix A – Incident Categories, Tags and Definitions

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**Misconduct**

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| **Behaviour – threatening** |  |
| **Definition:** | A detainee behaves in a threatening manner which may include threats to seriously injure or kill another person and the threat has created a fear that it would be carried out. |
| **When to report it as critical:** | When the threat is considered to indicate harm is likely to occur to the victim and the WA Police Force has been contacted and the threat reported. |

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| **Behaviour – indecent exposure** | |
| **Definition:** | A detainee who offends against decency by the exposure of a body part of his or her person without touching another person, or in a place within the view of a person. Indecent exposure does not have to involve the genitals it could involve the baring of the buttocks or other parts of the body.  The incident is reported as an Assault – sexual or Assault – indecent where the incident involves touching. |
| **When to report it as critical:** | Where the officer believes, the exposure may lead to an assault and has been reported to WA Police Force |

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| **Misconduct** – **other** | |
| **Definition:** | Every detainee misconduct incident not covered by other incidents in the category. |
| **When to report it as critical:** | When the incident:   1. may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or 2. jeopardises the good order and security of custodial operations or any person; or 3. relates to any current media or political issues relating to the Department specifically, or the government generally. |

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| **Cell damage** | |
| **Definition:** | Where a detainee has intentionally damaged their cell or items within their cell. |
| **When to report it as critical:** | When:  a) significant damage has occurred to cell infrastructure/furniture rendering the cell unusable; or  b) damage has compromised the security of the cell. |

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| **Fighting** | |
| **Definition:** | A confrontation between two or more detainees resulting in physical violence.  An incident is reported as a fight where:   1. willing participation was given by all participants; and 2. did not result in serious injury (it is considered that willing participation is not present where infliction of serious injury occurs).   The incident is reported as Assault – physical when a serious injury occurs. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | All fights where a weapon was used. |
| **Note:** | Fights resulting in a detainee requiring:   1. external hospitalisation: Admitted as an in-patient for medical treatment at an external medical facility; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results. |

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| **Graffiti** | |
| **Definition:** | Where a detainee writes or draws on a wall or other Departmental property without permission and within view of others. |
| **When to report it as critical:** | When the graffiti is likely to jeopardise the good order and security of custodial operations, for example, where the graffiti relates to gangs, racist or radical ideological statements, messages, or symbols. |

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| **Inciting others** | |
| **Definition:** | Encouraging or urging others to engage or behave in an indecent and/or violent way. |
| **When to report it as critical:** | When inciting others is likely to jeopardise the good order and security of custodial operations. |

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| **Property or Infrastructure damage (outside of a cell)** | |
| **Definition:** | Wilful damage to property or infrastructure by a detainee, contractor, or visitor. |
| **When to report it as critical:** | When the damage jeopardises the:   1. integrity of a building; or 2. good order and security of custodial operations. |

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| **Out of bounds** | |
| **Definition:** | A detainee is out of bounds if they are in an area they are not authorised to be. This does not include elevated areas, for example, fences etc (refer to Roof top or elevated structure). Out of bounds may include a detainee retrieving property between perimeter fences but without the intent to escape. |
| **When to report it as critical:** | When the behaviour or incident jeopardises the good order and security of custodial operations. |

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| **Disobeying an order** | |
| **Definition:** | Where a detainee does not obey a rule or lawful order from a Custodial Officer or other staff. |
| **When to report it as critical:** | Not applicable |

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| **Secretion** | |
| **Definition:** | The act of hiding or concealing an item. Typically, items are internally secreted or concealed on their person. |
| **When to report it as critical:** | Not applicable |

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| **Smoking** | |
| **Definition:** | The Detention Centre is a smoke free facility. Smoking is to be reported where a detainee, visitor or Custodial Officer is smoking. |
| **When to report it as critical:** | Not applicable |

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| **Behaviour – abusive** | |
| **Definition:** | A detainee uses abusive, obscene, offensive, or indecent language. |
| **When to report it as critical:** | Not applicable |

**Environmental**

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| **Airborne contaminant** | |
| **Definition:** | A potentially harmful airborne substance/material that can affect the health of staff or detainees (not a communicable disease). |
| **When to report it as critical:** | When an airborne contaminant has:   1. affected the health of a staff member or detainee requiring that person to receive external medical assessment and/or treatment; or 2. significantly disrupts custodial operations. |

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| **Explosion** | |
| **Definition:** | A sudden explosive action, the cause of which may include: an incendiary device; over pressurised, compromised, or ruptured gas lines/bottles, fuel storage containers, electrical devices/systems, chemical supplies, water pipes or an improvised explosive device. |
| **When to report it as critical:** | When the explosion, or the material/chemical released from the explosion, is:   1. considered hazardous; or 2. significantly disrupts custodial operations. |

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| **External fire** | |
| **Definition:** | An uncontrolled fire external to the Detention Centre, including a bush fire. |
| **When to report it as critical:** | When there is a significant threat to:   1. custodial infrastructure; or 2. the good order and security of custodial operations. |

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| **Flood** | |
| **Definition:** | Excess water affecting the operation of the Detention Centre. |
| **When to report it as critical:** | When the flood:   1. restricts the operation of the Detention Centre; or 2. causes significant damage to building infrastructure; or 3. creates a dangerous or hazardous environment on Departmental property. |

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| **Hazardous material spill** | |
| **Definition:** | Every spilt substance or material that could adversely affect the health or safety of staff, detainees, or any other person. |
| **When to report it as critical:** | When a hazardous spilt material has:   1. significantly affected the health and/or safety of any person; or 2. caused, or is likely to cause, significant or ongoing disruption to custodial operations. |

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| **Interrupted/damaged Detention Centre utilities** | |
| **Definition:** | An interruption, deliberate or not, to the Detention Centre water, sewage, electrical, gas or communication infrastructure. |
| **When to report it as critical:** | When the interruption causes, or is likely to cause, significant or ongoing disruption to custodial operations. |

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| **Storm/cyclone damage** | |
| **Definition:** | Damage caused as a direct result of severe storm or cyclone activity such as high winds, hail, or excess rain. |
| **When to report it as critical:** | When damage:   1. creates a hazardous environment or weakens the integrity of buildings and/or infrastructure; or 2. is likely to cause, significant disruption to custodial operations. |

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| **Environmental incident – other** | |
| **Definition:** | Every environmental incident not covered by other incidents in the category. |
| **When to report it as critical:** | When the incident:   1. may cause significant public scrutiny of staff policies, procedures, business units or stakeholder; or 2. jeopardises the good order of custodial operation or any person. |

**Assault**

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| **\*Assault – sexual** | |
| **Definition:** | A person commits or attempts to commit sexual penetration against a person without consent,  or where consent:   1. is given as a result of intimidation or fraud; or 2. is unlawful, such as:  * the person is legally deemed incapable of giving consent because of youth, mental incapacity, or * there is a familial relationship; or * where consent could not be given freely and voluntarily (for example if the victim was unconscious or intoxicated).   A sexual assault incident includes allegations of this type, for example where the victim reports that any person in any manner has sexually assaulted him/her and there is no obvious reason to doubt this claim, or there is clear evidence of such an assault having occurred. |
| **When to report it as critical:** | Every sexual assault is a critical incident. |

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| **\*Assault – indecent** | |
| **Definition:** | A person commits or attempts to commit an indecent assault against a person, including the touching of someone else’s body in a sexual manner (including kissing, inappropriately touching someone’s breasts, buttocks, or genitals) without consent. An indecent assault incident includes allegations of this type, for example where the victim reports that any person in any manner has indecently assaulted him/her and there is no obvious reason to doubt this claim, or there is clear evidence of such an assault having occurred. |
| **When to report it as critical:** | Every indecent assault is a critical incident. |

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| **Assault – physical** | |
| **Definition:** | A person strikes, touches, moves, or otherwise applies force of any kind to another person, either directly or indirectly without consent and includes physical contact with bodily fluid if the actions were deliberate.  A physical assault is carried out where consent:   1. is given because of intimidation or fraud; or 2. where consent could not be given freely and voluntarily (for example if the victim was unconscious or intoxicated).   A physical assault may also arise from administering a drug to another person with an intent to assault.  A physical assault includes, allegations of this type, for example where the victim reports that any person has assaulted them and there is no obvious reason to doubt this claim.  A physical assault includes incidents where a detainee is seriously injured as a result of a fight.  Note:If a victim’s condition is later determined to require overnight hospitalisation, the incident shall be escalated to critical and immediately reported in accordance with this COPP once the determination has been made. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | Where a weapon was used and/or when the victim of the assault requires medical treatment, involving:   1. overnight hospitalisation: Admitted overnight as an in-patient for medical treatment at a medical facility (the Detention Centre Health Centre, or hospital), where overnight is considered being from one day to another.; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results.   All assaults on staff, contractors, volunteers, or visitors where the victim received a physical injury are to be reported as critical regardless of severity or if external medical assessment and/or treatment was required. |

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| **Assault – attempted** | |
| **Definition:** | A person attempts, unsuccessfully, to strike, touch, move, or otherwise apply force of any kind to another person, without consent. |
| **When to report it as critical:** | All assault attempts where a weapon was used are to be reported as critical. |

**Unauthorised/Unlawful Items**

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| **Firearm/ammunition** | |
| **Definition:** | Every firearm/ammunition found in a detainee’s possession or within the Detention Centre perimeter. |
| **When to report it as critical:** | Every incident of this type is a critical incident. |

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| **Unauthorised/ Unlawful Items** | |
| Definition: | Every item/article/object that was not lawfully introduced into the custodial facility or not authorised to be in a detainee’s possession. |
| Items: | * Data storage device (e.g., USB) * Drug paraphernalia (e.g., syringes or other implements directly related to illicit drug use) * Makeshift tool (e.g., an item fashioned to act as a standard tool) * Mobile phone * SIM card * Suspected alcoholic brew (greater than 5 litres is considered a critical incident) * Suspected Illicit substance(s) * Tattoo gun or tattoo paraphernalia * Weapon (e.g., an item fashioned to be used as a weapon) * Other: Every unauthorised/unlawful item not covered in these examples   **Note: A phone call to the OPCEN is also required for discovery of unauthorised items listed in red** |
| **When to report as critical:** | When the incident:   1. may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or 2. jeopardises the good order and security of custodial operations or any person. |

**Administrative**

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| **Detained in error** | |
| **Definition:** | When a detainee has been held in custody beyond the date they were lawfully entitled to be released. |
| **When to report it as critical:** | Every incident when a detainee is detained in error. |

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| **Released in error** | |
| **Definition:** | When a detainee is released from custody before the date they are lawfully entitled to be released, including being released without signing relevant papers. |
| **When to report it as critical:** | Every incident when a detainee is released in error. |

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| **Industrial action** | |
| **Definition:** | Typically, action taken by staff in protest of existing workplace arrangements, conditions, or processes; however, industrial action can be defined as to include:   1. staff performing work in a manner different to how it is normally performed; or 2. staff adopting a practice that restricts, limits, or delays the performance of work; or 3. a ban, limitation, or restriction by staff on performing or accepting work; or 4. a failure or refusal by staff to attend for work or perform any work; or 5. the lockout of staff from their employment by their employer. |
| **When to report it as critical:** | Every industrial action incident is critical. |

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| **Administrative incident – other** | |
| **Definition:** | Every administrative incident not covered by other incidents in the category. |
| **When to report it as critical:** | When the incident:  may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or   1. jeopardises the good order and security of custodial operations or any person; or 2. relates to any current media or political issues relating to the Department specifically, or the government generally. |

**Medical Emergency**

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| **\*Attempted suicide** | |
| **Definition:** | An act performed by a detainee/where the circumstances indicate there was an intent of the act was to take their own life through:   1. self-inflicted injury; or 2. self-asphyxiation or hanging; or 3. intentional self-poisoning (including drug overdose); or 4. other intentional acts intended to take one’s own life.   For acts of self-injury without suicidal intention refer to Self-harm – actual. |
| **When to report it as critical:** | Every attempted suicide is a critical incident. |

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| **Death of a detainee** | |
| **Definition:** | When a detainee dies in the legal custody of the Department and while in the care of contractors providing a service for the Department such as transporting a detainee. |
| **When to report it as critical:** | Every death in custodial operations is a critical incident. |

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| **Death of a person other than a detainee** | |
| **Definition:** | When a person, other than a detainee, dies while on Departmental property or while performing authorised duties or a contracted service for the Department. |
| **When to report it as critical:** | Every death in custodial operations is a critical incident. |

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| **Voluntary starvation** | |
| **Definition:** | Where a detainee is observed as missing 3 consecutive meals or refuses food or fluids for more than 2 consecutive shifts (including night shift) they are deemed as voluntarily starving or;  where a detainee has verbally informed the Custodial Officer that they are voluntarily starving themselves. |
| **When to report it as critical:** | Every voluntary starvation is considered a critical incident. |

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| **Body fluid contact** | |
| **Definition:** | Where a person’s bodily fluid (such as blood, urine, saliva, faeces, and semen) comes into contact with another person. Contact can include a person’s clothing or footwear but also covers needle stick (or other sharps) injury and biting and when bodily fluid contacts another person’s open wound, eye, or mouth.  This incident should also be tagged Assault – physical if the actions were deliberate. |
| **When to report it as critical:** | When medical advice recommends the person obtain a blood test. Body fluid contact is not reported as critical when body fluid contacts with footwear or clothing. |

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| **Communicable disease** | |
| **Definition:** | Every disease transmitted from one person to another; also called a contagious disease. These diseases can be transmitted by:   1. direct contact (body fluid); or 2. indirect (airborne) means. |
| **When to report it as critical:** | When the communicable disease has been identified by a Medical Practitioner and when the quarantine of a person is required to prevent spread of the disease to others.  Note: Positive COVID-19 results are not to be reported as a critical incident |

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| **Injury** | |
| **Definition:** | An injury is when an officer/staff member considers an injury sustained by a detainee requires first aid or medical assessment to be rendered.  The incident is reported in the assault category if the injury is the result of an assault. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | When the injury requires medical treatment, involving:   1. external hospitalisation: Admitted as an in-patient for medical treatment at an external medical facility; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results. |

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| **Sudden illness** | |
| **Definition:** | A sudden illness occurs because of a sudden and unexpected deterioration of health. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | When the sudden illness requires medical treatment, involving:   1. external hospitalisation: Admitted as an in-patient for medical treatment at an external medical facility; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results. |

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| **Self-harm – actual** | |
| **Definition:** | Acts of self-injury by which a detainee has purposely harmed themselves, such as self-laceration, self-battering or deliberate recklessness and are carried out without suicidal intentions. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | When the self-harm incident requires medical treatment, involving:   1. overnight hospitalisation: Admitted overnight as an in-patient for medical treatment at a medical facility (the Detention Centre Health Centre, or hospital), where overnight is considered being from one day to another; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results.   \*Note - A detainee who commits and act of actual self-harm shall be managed in line with COPP 7.4 – Detainees at Risk of Self-Harm or Requiring additional Support and Monitoring. |

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| **Medical incident/emergency – other** | |
| **Definition:** | Every medical incident/emergency not covered by other incidents in the category. |
| **Note:** | The Operations Centre shall be immediately notified by phone (1300 000 327) and email ([operationscentre@justice.wa.gov.au](mailto:operationscentre@justice.wa.gov.au)) of all unscheduled external escorts of a detainee. |
| **When to report it as critical:** | When the incident requires medical treatment, involving:   1. external hospitalisation: Admitted as an in-patient for medical treatment at an external medical facility; or 2. on-going medical treatment: Treatment provided by a medical practitioner on multiple occasions. Note: medical treatment does not include medical assessment only or awaiting test results; or   When the incident:   * may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or * jeopardises the good order and security of custodial operations or any person; or * relates to any current media or political issues relating to the Department specifically, or the government generally. |

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| **\*Suicide – threat** | |
| **Definition:** | The threat to commit an act of suicide or communicating or suggesting that a suicidal act or other suicide related behaviour might occur in the near future.  \*Note: report as Attempted Suicide where the circumstances indicate the detainee’s intent of the act was to take their own life through:   1. self-inflicted injury; or 2. self-asphyxiation or hanging; or 3. intentional self-poisoning (including drug overdose); or 4. other intentional acts intended to take one’s own life.   For acts of self-injury without suicidal intention refer to Self-harm – actual. |
| **When to report it as critical:** | Not recorded as critical.  \*Note – A detainee who threatens to commit an act of suicide shall be managed in line with COPP 7.4 – Detainees at Risk of Self-Harm or Requiring Additional Support and Monitoring. |

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| **Self-harm – threat** | |
| **Definition:** | The threat to commit acts of self-harm or the act of a detainee deliberately causing pain or injury to themself without wanting to die. |
| **When to report it as critical:** | Not recorded as critical.  \*Note – A detainee who threatens to commit an act of self-harm shall be managed in line with COPP 7.4 – Detainees at Risk of Self-Harm or Requiring Additional Support and Monitoring. |

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| **Coronavirus (COVID-19)** | |
| **Definition:** | COVID-19 has been confirmed by a positive Rapid Antigen Test (RAT) result (done for screening or when tested for symptoms) or a positive Polymerase Chain Reaction (PCR). |
| **When to report it as critical:** | Not applicable. |

**Use of Force and Restraints**

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| **Cell extraction** | |
| **Definition:** | The removal of a non-compliant detainee from a cell. The cell extraction shall be conducted using the Department’s approved control, restraint, and physical force techniques to maintain security and good order. |
| **When to report it as critical:** | When a staff member or detainee receives an injury requiring external medical assessment or treatment during the cell extraction. |

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| **Use of force and restraints – defence and control, chemical agent, firearm, conducted energy weapon (CEW, e.g., Taser)** | |
| **Definition:** | The application of one of the above use of force and/or restraints. The use of force shall be applied using the Department’s approved control, restraint, and physical force techniques to maintain security and good order. |
| **When to report it as critical:** | When the incident involves the following use of force options:   1. firearm (draw, cover, or discharge); or 2. CEW (e.g., Taser) (only discharge); or 3. chemical agent (only discharge); or   Or when a staff member or a detainee/receives an injury requiring external medical assessment or treatment. |

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| **Physical control and restraint** | |
| **Definition:** | The application of one of the above use of force agents. The use of force shall be conducted using the Department’s approved control, restraint, and physical force techniques to maintain security and good order.  Note: The planned routine use of restraints for movement purposes is not a reportable incident. |
| **When to report it as critical:** | When a staff member or detainee receives an injury requiring external medical assessment or treatment. |

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| **Reasonable force used to perform a search** | |
| **Definition:** | The Superintendent is authorised to use such force as is reasonably necessary[[2]](#footnote-3)  1. to perform a search; and 2. to take from a detainee in, entering or leaving a detention centre any illegal or unauthorised thing found during a search.   \*Note this is also reported as a level 2 use of force incident. |
| **When to report it as critical:** | When the detainee is female and/or a staff member or detainee receives an injury requiring external medical assessment or treatment. |

**Security**

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| Escape | |
| **Definition:** | When a detainee unlawfully:   1. removes themselves from the lawful control/supervision of an authorised custodian when outside a custodial facility, or 2. leaves a custodial facility through unofficial or illegal means, or 3. leaves an authorised activity whilst external to the Detention Centre.   Note: Situations where a detainee unlawfully breaches the Detention Centre outer perimeter are considered an escape. |
| **When to report it as critical:** | Every escape is considered a critical incident. |

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| Attempted escape | |
| **Definition:** | When a detainee attempts to unlawfully:   1. remove themselves from the lawful control/supervision of an authorised custodian when outside a custodial facility; or 2. leave a custodial facility through unofficial or illegal means, or 3. leaves an authorised activity whilst external to the Detention Centre.   Note: Situations where a detainee unlawfully breaches the Detention Centre outer perimeter are considered an escape. |
| **When to report it as critical:** | Every attempted escape is considered a critical incident. |

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| Bomb threat | |
| **Definition:** | A bomb threat is a statement to detonate an explosive or incendiary device to cause property damage, death, or injury, even though the device may not exist. |
| **When to report it as critical:** | Every bomb threat is a critical incident. |

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| Civil demonstration | |
| **Definition:** | Demonstrations are a form of activism, such as a gathering of people taking place on departmental property by persons other than detainees. |
| **When to report it as critical:** | Every civil demonstration is a critical incident. |

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| Hostage | |
| **Definition:** | Every person who is unlawfully detained, depriving them of their liberty (i.e., a person held against their will). |
| **When to report it as critical:** | Every hostage situation is a critical incident. |

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| Suspect device/package | |
| **Definition:** | Every suspicious article/object at any custodial facility that requires further investigation by external emergency service(s). |
| **When to report it as critical:** | Every suspect device/package is a critical incident. |

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| Roof top or elevated structure | |
| **Definition:** | When a detainee unlawfully climbs onto an elevated structure, for example, a roof of a building or a fence. |
| **When to report it as critical:** | Every roof top or elevated structure incident shall be reported as critical (i.e., Departmental building, fences). |

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| Detainee disturbance | |
| **Definition:** | When multiple detainees are causing significant disruption to custodial operations, or their actions significantly jeopardise the good order and security of the custodial facility. |
| **When to report it as critical:** | Every detainee disturbance is a critical incident. |

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| Security equipment loss/theft/removal | |
| **Definition:** | Any equipment used by staff that, if lost, stolen, or removed from the Detention Centre without the appropriate authorisation, may jeopardise the good order and security of custodial operations.  This includes equipment such as operational key bunches (including vehicle/machinery keys), digital radios, instruments of restraint, mobile duress alarms and protective equipment (riot gear). |
| **When to report it as critical:** | Every loss/theft/removal of security equipment is a critical incident. |

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| Break-in /attempted break-in | |
| **Definition:** | A break-in or attempted break- in of a Departmental vehicle and/or building including buildings on gazetted Departmental property. |
| **When to report it as critical:** | When the incident jeopardises the good order and security of custodial operations. |

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| Fire – cell/internal infrastructure | |
| **Definition:** | When there is a fire:   1. in a detainee’s/ cell; or 2. on Departmental property and causes damage. |
| **When to report it as critical:** | When the fire:   1. causes damage that disrupts unit or custodial operations; or 2. causes damage to a cell rendering it unserviceable; or 3. when external assistance is required to control the fire. |

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| Barricade | |
| **Definition:** | An improvised barrier across an entry/exit or thoroughfare designed to restrict/prevent observation or access. |
| **When to report it as critical:** | When the improvised barricade jeopardises the good order and security of custodial operations. |

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| Intruder | |
| **Definition:** | A person who attempts to gain unauthorised access to a system, place, or building, typically, a breach of perimeter security. |
| **When to report it as critical:** | When the incident:   1. may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or 2. jeopardises the good order and security of custodial operations or any person; or 3. relates to any current media or political issues relating to the Department specifically, or the government generally. |

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| Security system failure/compromise | |
| **Definition:** | When the failure of a custodial facility’s security system compromises the security of the facility.  Security systems include detainee cell call; perimeter CCTV; ground, fence and perimeter sensor detection systems; Fire systems internal or external lighting; electronic door lock failure, door found unsecured or other security systems deemed to be integral to the maintenance of a secure custodial facility. |
| **When to report it as critical:** | When the security system failure or compromise jeopardises the good order and security of custodial operations. |

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| Security incident – other | |
| **Definition:** | Every security incident not covered by other incidents in the category. |
| **When to report it as critical:** | When the incident:   1. may cause significant public or media scrutiny of staff, policies, procedures, business units or stakeholders; or 2. jeopardises the good order and security of custodial operations or any person; or 3. relates to any current media or political issues relating to the Department specifically, or the government generally. |

1. [1] Part 2, Division 2, Section 18 *Court Security and Custodial Services Act 1999* [↑](#footnote-ref-2)
2. s.84 *Young Offenders Regulations 1995* [↑](#footnote-ref-3)