COPP 11.2 Social and Inter-facility Visits

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| Principles In context to the [Australasian Juvenile Justice Administrators: Juvenile Justice Standards, 2009](https://www.ayja.org.au/wp-content/uploads/2020/03/2009-AJJA-Juvenile-Justice-Standards-Part-1-and-2.pdf)  Feedback, review and complaints procedures are in place.  Family and community contact is facilitated for children and young people in custody. |

Banksia Hill Youth Detention Centre

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# Scope

This Commissioner’s Operating Policy and Procedure (COPP) applies to all

Custodial Officers and staff employed to work at Banksia Hill Youth Detention Centre (BHYDC).

# Policy

Maintaining social, kinship and familial ties is a key factor in a detainee’s reintegration back into the community as well as supporting the role and responsibilities of parents, caregivers, extended family, or significant others.

Social visits to detainees at BHYDC may include visits from parents, caregivers, friends, extended family members, cultural community or religious leaders, or significant others. All social visits are to have the written permission of the detainee’s responsible adult.

BHYDC shall have designated visiting times available in an information leaflet for visitors. The detainee’s responsible adult shall be informed of visiting times on admission of the detainee to BHYDC. The Department has the BHYDC social visiting information available on their [website](https://www.wa.gov.au/organisation/department-of-justice/banksia-hill-detention-centre-bhdc). Detainees shall be informed of visiting procedures in accordance with [COPP 5.1 – Orientation](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx). A detainee shall be permitted to receive social visits as soon as practical following their admission to the BHYDC.

Ex-detainees or known ex-prisoners are only permitted to visit socially at BHYDC with the prior approval of the Superintendent.

The Superintendent (or authorised officer) may consider a request from a detainee to have a visit with a sentenced or remanded prisoner (inter-facility visit). No more than one inter-facility visitor per social visit shall be considered. Where a detainee is not approved for an inter-facility visit and has significant relationships with prisoners and extended family members in prison, consideration shall be given for access to ‘e-visit facilities’ to maintain ongoing positive relationships and welfare.

All visitors to BHYDC shall be processed through the Gatehouse and provide valid identification prior to admittance. The Superintendent (or authorised officer) has the right to refuse entry to any visitor who may impact the security, good order, and management of BHYDC.

Official visits shall be managed in accordance with [COPP 11.3 – Official Visitors](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx). Searches shall be in accordance with [COPP 9.6 - Searching](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

# Social Visits

## Approval of visitors

### Visitors shall apply to visit by telephoning BHYDC Gatehouse. Visits need to be booked 24 hours in advance. Visitors shall be made aware of information outlined in [Appendix A – Visitor Information](#_Appendix_A:_) by the Custodial Officer receiving the telephone call.

### Visitors shall only be approved to visit subject to the written permission of the detainee’s responsible adult, using the [Parental Permission Visitor Under 18 Years](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx). Refer to section 3.2.

### The Custodial Officer booking the visit shall record the visit on the Total Offender Management Solution (TOMS). Refer to section 3.4.

### Each detainee shall be allowed a maximum of four visitors per session.

### Each visit session shall have a maximum number of eight detainees and 32 visitors in the visitor centre.

### Additional visitors may only be approved at the discretion of the Senior Officer Gatehouse.

### Visitors under 18 years old shall have the written permission from their own responsible adult to visit BHYDC, using the [Parental Permission Visitor Under 18 Years](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx). Written permission shall include permission for Custodial Officers to conduct a search (in accordance with [COPP 9.6 - Searching](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx)).

### All visitors under the age of 18 years shall be accompanied by an adult who also has approval to visit.

## Permission from detainee’s responsible adult

### The Custodial Officer shall ensure the BHYDC permission slip from the responsible adult is requested and returned to BHYDC. In some circumstances, and where approved by the responsible Senior Officer, verbal permission may be obtained and recorded in TOMS.

### The permission shall include the full name and date of birth of the applicant, the full name of the detainee and relationship to the applicant and the name, signature, and date of the detainee’s responsible adult.

### The visit shall not be booked until permission has been granted and returned to the YDC and documented on TOMS.

### The Custodial Officer receiving the completed permission slip shall document it on TOMS and retain the hardcopy on the detainee’s file in the Gatehouse.

### In exceptional circumstances (for example, visitors arriving without notice from regional areas) the Superintendent may approve visits in the absence of a responsible adult. A record of the request and outcome shall be recorded on TOMS by the Custodial Officer.

## Ex-detainee and ex-prisoner visit requests

### Known ex-detainees or ex-prisoners alerted on TOMS are only permitted to visit a detainee with the approval of the detainee’s responsible adult and the Superintendent.

### All applications from known ex-detainees or ex-prisoners must be in writing by letter, email, or by completing an [Ex-Detainee/Ex-Prisoner Visit Approval Form](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx).

### The application must state the full name and date of birth of the applicant and the detainee’s name they are requesting to visit.

### The Assistant Superintendent Security shall assess whether the application from an ex-detainee or ex-prisoner should be approved or denied, and forward to the Superintendent for final consideration.

### The Superintendent shall consider the application and inform the Senior Officer Gatehouse of the outcome.

### The Senior Officer Gatehouse shall place the application in the detainee’s file in the Gatehouse after documenting on TOMS.

## Booking visits

### When it is the visitor’s first visit, the Custodial Officer booking the visit shall request the name, date of birth, contact details of the visitor, and enter their details on TOMS.

### The Custodial Officer booking the visit shall determine the relationship of the visitor and any alerts by checking TOMS and inform the visitor of the permission requirements where appropriate.

### The Custodial Officers shall book visits up until 3:00pm, 24 hours before the intended visit.

### The Custodial Officer shall consider the number of adults and children attending the visit when booking.

### The Custodial Officer shall check TOMS that the visitor has completed a Visitor Declaration form as well as all other permission documentation.

### The Custodial Officer booking the visit shall advise visitors to arrive at least 15 minutes prior to the visit time so they can be processed.

## Visiting times

### Visit sessions are for a one-hour period.

### Visit session starting times are as follows:

1. Monday to Friday: 3:45pm and 5:00pm
2. Saturday and Sunday: 12:45pm, 2:00pm, 3:45pm, and 5:00pm.

### The Superintendent may authorise exceptions to the designated visiting times.

## Refusal of visits by detainees

### A detainee may refuse to see a visitor. If a detainee refuses a visit, the Unit Manager shall enter a file note on TOMS.

### The Unit Manager or responsible Custodial Officer shall inform the Assistant Superintendent Operations or Superintendent of a detainee’s refusal.

## Processing visitors

### The Senior Officer Gatehouse may approve non-booked visits, providing space is available in the Visitor Centre, and adequate permission and approval has been granted.

### Visitors shall register at the Gatehouse on entry to BHYDC. If visitors are unfamiliar or it is a first-time social visit to BHYDC, Custodial Officers shall provide a brief explanation of the process, where appropriate.

### The Senior Officer Gatehouse shall commence processing visitors 15 minutes prior to the commencement of a visit.

### All visitors must complete a Visitor Declaration Form (on TOMS) for the first visit to the BHYDC. Assistance may be provided if the visitor is unable to complete the declaration (i.e., due to language, literacy, or impairment).

### Custodial Officers shall ensure that all relevant information pertaining to a visitor is entered on the Visitor Declaration Form prior to permitting any visit to proceed.

### Visitor Declaration Forms are valid for 12 months and shall be renewed as required once expired. Visitor Declaration Forms also need to be renewed if a detainee is released and then re-admitted to BHYDC.

### The Superintendent or OIC may refuse permission of the visitor to enter the YDC for the following reasons:

1. their presence may cause disruption to the good order, security, and management of BHYDC, or cause distress to the detainee
2. refusal to provide proof of identity
3. refusal to submit to a search or to allow anything in their possession to be searched
4. legal restrictions
5. arrived after the visit commencement time and not alerted BHYDC ahead of time.

### The Senior Officer Gatehouse may refuse entry, or if already in BHYDC, request the visitor to leave, if the visitor has or is behaving in an offensive or abusive manner, or appears to be affected by alcohol or drugs. The Senior Officer Operations shall be informed.

### Custodial Officers observing unacceptable behaviour and requesting the termination of a visit shall submit a TOMS incident report.

### The Superintendent shall ensure the dress standard requirements for visitors is displayed at the entrance of BHYDC, and that a process is in place if a visitor does not understand English.

### Visitors shall be dressed appropriately; clothing is to be non-offensive, non- revealing and appropriate footwear shall be worn at all times.

### The Custodial Officer assigned to the Gatehouse shall ensure all visitors are recorded in the TOMS movements/visitor’s module at the time of entry and exit to BHYDC.

### Custodial Officers need to be satisfied as to the identity of a visitor. General entry requirements and identification shall be in accordance with [COPP 9.1 – Gatehouse](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

### Custodial Officers may request a minor to provide proof of age where doubt exists. Examples of acceptable proof of age are:

1. valid student concession card
2. valid student library card
3. valid Western Australian drivers’ licence with photo
4. valid learner’s permit.

### Custodial Officers assigned to the Gatehouse shall be responsible for taking photographs of visitors and storing the photographs on TOMS.

### Photographs shall be taken of visitors on the following occasions:

1. first visit, prior to entry
2. upon significant changes in appearance
3. one year from the date of the last photo.

### Accompanied minors shall not be photographed.

* + 1. In the event a visitor is wearing headwear for cultural or religious purposes, the following shall apply when taking photographs:

1. where a headwear item covers the face, the visitor shall be required to remove the item for the purposes of the photograph in a private area
2. headwear that does not obscure a person’s face for identification does not have to be removed (i.e., turban or hijab)
3. the photographs shall be taken by a Custodial Officer of the same gender
4. the visitor shall be permitted to reapply the headwear before entering.

### The Custodial Officer shall contact the Assistant Superintendent Security where a visitor refuses to remove their headwear per section 3.7.18 (a).

### The Custodial Officer assigned to the Gatehouse shall ensure the escorting Custodial Officer is informed of the visitors who have been assigned a non-contact visit.

### Custodial Officers shall apply a coloured security bracelet to all visitors prior to entering BHYDC.

### Security shall ensure coloured security bracelets and removal tool are available at the Gatehouse for all visit sessions. The colour of the bracelets shall change randomly.

### Visitors are not permitted to bring any personal items or consumables into BHYDC other than a bottle of baby formula and one additional nappy for infants included in the visiting party.

### Custodial Officers shall ensure visitors deposit personal items in the lockers provided in the reception area.

## Escorting visitors to the visitors’ centre

### The Senior Officer Gatehouse shall allow visitors through the Gatehouse once the visitor is processed.

### The Senior Officer Gatehouse shall organise Custodial Officers to escort all visitors from the Gatehouse to the Visitor Centre and return to the Gatehouse upon completion of the visit.

### Access to any area other than the Visitor Centre must be authorised by the Senior Officer Operations.

### The Custodial Officer shall escort visitors who are on non-contact visits to the appropriate booth.

## Visits in the visitor centre

### The Senior Officer Gatehouse shall ensure Custodial Officers are assigned to facilitate visit session in the Visitor Centre.

### The Custodial Officers assigned to the Visitor Centre shall search the centre prior to the visit and at the completion of each session and document the searches on TOMS.

### The Recovery Team shall be available to assist Custodial Officers in the Visitor Centre as required.

### Visits may be integrated with male and female detainees.

### During visiting times detainees and visitors shall remain in the designated areas, as authorised by the Senior Officer Operations.

### The detainee entrance and exit to the Visitor Centre shall be separate to the entrance and exit for visitors.

### The Senior Officer Gatehouse in consultation with the Senior Officer Operations may limit the number of detainees during visiting times.

### Tables in the visitor centre has seating for four persons. The Custodial Officer in charge of visits shall designate seating and tables for each detainee.

### The Custodial Officer assigned to visits shall maintain a ‘population count’ of the number of detainees in the visitor centre in accordance with [COPP 6.8 – Population Counts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

### Detainees shall be dressed in clean and tidy clothing when attending visits and are expected to be polite and courteous to all visitors. Behaviour that is aggressive, abusive, or offensive shall result in the termination of the visit.

### The Custodial Officer terminating the visit shall complete a TOMS incident report and inform the Senior Officer Operations.

### Detainees shall be permitted to bring unopened food purchased from the canteen into the Visitor Centre on request and with the approval of their Unit Manager or responsible Senior Officer.

### The Unit Manager shall inspect the food and inform the Senior Officer Gatehouse that the food items are approved. All non-consumed food shall be disposed of in the Visitor Centre at the end of the visit.

### Custodial Officers shall conduct supervision of all visits in the Visitor Centre by direct observation and monitoring of Close Circuit Television (CCTV).

### The Superintendent or Assistant Superintendent Security may withdraw any authority to visit where a visitor behaves improperly or inappropriately. The visitor shall be required to leave immediately.

### If a visitor or a detainee use the toilet facilities in the Visitor Centre the Custodial Officer shall move the visitor and detainee to a booth and conduct the remainder of the visit as a non-contact visit.

### Visitors are not permitted to remove any item belonging to BHYDC.

### Custodial Officers assigned to the Visitor Centre shall ensure detainees remain seated at the conclusion of the visit until they are authorised to leave.

## Documentation

### The Senior Officer Gatehouse shall maintain records of detainee visits and visitors. The following detail is to be recorded on TOMS and in the Gatehouse occurrence book:

1. date of each visit
2. name of each visitor
3. name of the detainee visited
4. relationship of the visitor to the detainee.

### Specific numbers of visitors shall be recorded in the Gatehouse occurrence book detailing the number of adults and children.

## Exit at end of visit

### On completion of the visit the Custodial Officer in the Visitor Centre shall notify the Senior Officer Gatehouse.

### Custodial Officers shall escort visitors to the Gatehouse.

### Coloured security bracelets shall be removed at the Gatehouse by Custodial Officers prior to the visitor leaving BHYDC.

### The Custodial Officer assigned to the Gatehouse shall remind visitors to collect their belongings from the lockers and return the key.

# Additional Requirements

## Visitor concerns relating to detainee safety and wellbeing

### Posters and brochures detailing how families and friends may raise concerns about the safety and wellbeing of a detainee shall be displayed in visit areas and at visitors point of entry to BHYDC.

### Custodial officers shall ensure they are familiar with the process of raising concerns to be able to provide guidance to families and friends.

### BHYDC staff shall advise the Superintendent/OIC of any verbal concerns raised by any visitor regarding a detainee at-risk of self-harm, bullying, victimisation, concerns for safety etc. The concern shall be documented on TOMS and actioned accordingly.

## Visitor complaints

### The Superintendent shall ensure signage is placed in visit areas detailing the process for family/friends of detainees to contact the Department of any complaints in relation to a detainee, staff member or service.

# Other Visits

## Non-contact visits

### All efforts shall be made to facilitate contact visits for detainees, unless the Superintendent/OIC or Assistant Superintendent Security determines that to preserve the good order and security of BHYDC the visit be a non-contact visit.

### Non-contact visits are conducted in the Visitor Centre in a booth where physical contact is prohibited.

### The Superintendent or Assistant Superintendent Security may approve or direct a non-contact visit by a detainee or visitor. The parties shall be informed, and decision shall be recorded on TOMS.

### Removal of a contact visit may be as a result of:

1. detainee or visitor using the toilet facilities during a visit session
2. unacceptable behaviour by a visitor
3. unacceptable physical contact between a visitor and detainee
4. items of contraband being identified on the visitor or detainee
5. detainee being found in possession, or under the influence of an illegal substance, or refusing to undergo drug testing after being suspected of being involved in the use of an illegal substance
6. positive indication from the Drug Detection Unit (Canine Section)
7. arrived after the visit commencement time and not alerted BHYDC ahead of time.

### The Custodial Officer shall escort the detainee to the non-contact visit booth prior to commencement of the visit or as required during the session.

## E-visits

### Detainees who would otherwise be disadvantaged by way of distance or unavailability of family or significant others shall have opportunity to maintain contact by an E-visit.

### The standard of behaviour and dress during a video conference shall be the same as that expected for visit at BHYDC.

### Visitors can book an E-visit in the same way as booking a face-to-face visit, with approval, permissions and processes for visiting in accordance with section 3, and the addition of completing the [Code of Conduct for E-visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx) prior to attending the E-visit.

### E-visits via video conferencing can be facilitated in a Youth Justice Office, a Prison or from a Visitor’s home using the approved software platform (Skype). Visitors will need to create a Skype account in order to access E-visits. Visitors will be required to provide their Skype name and associated email address in order to book and participate in an E-visit.

### There are a number of video conferencing stations around BHYDC which can be used for E-visits. The Assistant Superintendent Security can advise the current locations to be used for bookings.

### Custodial Officers shall advise detainees that E-visits shall be recorded and viewed to check content. E-visits will be conducted in a room which has CCTV surveillance where available.

### Custodial Officers shall supervise the detainee for the duration of the E-visit. The keyboard and mouse will be removed once a video link is established.

### Following an E-visit session by a detainee, any identified loss or damage to the equipment is to be immediately acted upon.

### All sessions are to be overseen by the designated Custodial Officer, as determined by the Senior Officer.

### The designated Custodial Officer is responsible for commencing the E-visit session. Unit Managers and Custodial Officers will be required to provide the detainee movement to the relevant E-visit location and return the detainee at the conclusion of their E-visit.

### The designated Custodial Officer will establish the E-visit via Skype and will need to connect the mouse and keyboard. Once the link is established the designated Custodial Officer will remove the keyboard and mouse and allow the detainee to participate in the E-visit.

### Once all visit parties are present, the designated Custodial Officer is to read aloud the Code of Conduct to both the detainee and the social visitor to ensure they understand the expectations for the video link (refer to [Code of Conduct for E-visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx)). Should any of the conditions outline in the Code of Conduct be breached, the E-visit may be terminated.

### At the conclusion of the session and prior to the detainee leaving the area, the Custodial Officer is to shut down the computer and conduct an inspection of the E-visit station to ensure all equipment is in order, with no damage or interference. The detainee is then permitted to leave the E-visits area.

### The designated Custodial Officer is required to clean the E-visit station with appropriate PPE and cleaning products.

### **Inter-facility E-visits**

### Detainees who have significant relationships with prisoners including extended family members, may have access to video conferencing for the purpose of maintaining ongoing positive contact.

### Inter-facility E-visits shall be organised through BHYDC Case Planning/Aboriginal Welfare Officer (AWO).

### The detainee shall submit an [Inter-prison Video Call Request Form](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx) to their Unit Manager or responsible Senior Officer for consideration.

### The Unit Manager or responsible Senior Officer shall consider the request and forward to Case Planning for processing.

### The Superintendent or OIC shall determine the duration and frequency of approved visits available via video conferencing.

### Case planning shall inform the relevant facility an E-Visit is required and request completion of the [Code of Conduct for E-Visits](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx).

## External hospital visits

### The Superintendent or Assistant Superintendent Security may approve social visits to the detainee while they are admitted to hospital.

### External hospital visits shall be booked, and visitors processed as per section 3.

### The Senior Officer Operations shall be informed of the pending visit in order to advise the Custodial Officers on escort duties and Hospital Security.

### Custodial Officers on escort duties shall inform the Senior Officer Operations of any visitors attending the hospital and record them in the occurrence book.

### The Senior Officer Operations shall notify the Superintendent/OIC of the visit and ensure the visit is documented on TOMS.

## Inter-facility visits

### An inter-facility visit is when a detainee receives a visit from an adult prisoner at BHYDC. The detainee shall inform their Unit Manager or responsible Senior Officer they wish to be considered for a face-to-face visit with a sentenced or remanded prisoner.

### The Unit Manager or responsible Senior Officer/AWO shall apply on the detainee’s behalf by completing the [Visits Between Detainees and Prisoners Application Form](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx).

### If the application is from an Aboriginal detainee, information shall be sought from the AWO where applicable.

### The AWO shall consider and communicate the following additional information for the application including (but not limited to):

1. the relationship with a mother, father, sister or brother or other significant kinship relationship
2. historical, cultural, or social importance of the relationship (including a history of other forms of communication including the previous use of e-visits)
3. marriage relationship including de facto or ceremonial
4. location considerations (for detainees who are significantly isolated from their normal community or country).

### The completed application form shall be sent to the Superintendent for consideration.

### The Superintendent/OIC and Assistant Superintendent Security shall consider all requests from a detainee for a face-to-face visit with a family member or significant other sentenced or remanded prison at an adult prison. No more than one inter-facility visitor per visit shall be considered, unless in exceptional circumstances (e.g., a Parent visiting two of their children held at BHYDC at the time).

### The Superintendent shall consider applications from detainees who would otherwise be disadvantaged by way of distance or availability to family or significant others. Where video technology can be used, then a face-to-face visit may not be necessary (refer to section 4.2).

### The Superintendent/OIC or Assistant Superintendent Security shall also consider security requirements, cost of the visit and vehicle availability.

### Where the Superintendent/OIC approves a visit by a prisoner to BHYDC the following shall apply:

1. approval for the visit shall be sought from the detainee’s responsible adult
2. the Superintendent of the visiting prisoner must be informed, and permission granted
3. the Assistant Superintendent Security from both facilities must approve the visit with due regard to alerts and incidents
4. the Superintendent of the prison shall be requested to send a minimum of two escorting officers to accompany the prisoner during the visit at BHYDC
5. all prisoner visits shall occur in the Visitor Centre.

### Escorts shall be scheduled and managed in accordance with [COPP 10.1 – Scheduling Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx) and [COPP 10.2 – External Detainee Escorts](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copps.aspx).

### The Superintendent and Assistant Superintendent Security shall maintain a record of all visit applications between detainees and prisoner.

## Appealing a declined inter-facility visit

### The detainee may appeal a declined application by completing an [Appeal Against Visits between a Detainee and a Prisoner Form](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx). Assistance may be provided due to language, literacy, or impairment.

### An appeal shall be considered as follows:

1. where the decision was made by an Assistant Superintendent the appeal will be considered by the Superintendent
2. where the decision was made by the Superintendent the appeal will be considered by the relevant Assistant Commissioner.

### The outcome of the appeal shall be communicated to the Unit Manager or responsible Senior Officer who shall inform the detainee.

## Inter-Unit Visits

### Detainees who wish to have a visit with another detainee may submit a request for consideration, however visits are restricted to immediate siblings.

### Inter-unit visits shall be held in the Visitor Centre on Saturday during the allocated time, for strictly one hour. Detainees are restricted to one visit per fortnight. Standard visit procedures apply per section 3.

### Detainees are to submit their request in writing to their Unit Manager or responsible Senior Officer using the [Detainee Request, Complaints and Feedback Form](https://dojwa.sharepoint.com/sites/intranet/prison-operations/Pages/bhdc-copp-forms.aspx).

### Unit Managers or responsible Senior Officer will confirm the relationship of the siblings and check for any TOMS alerts. The request form is to be sent to Security for review and approval.

### Approved Inter-Unit visits shall be scheduled for the next available Saturday time slot. Approved forms shall be retained on both the detainee’s files and recorded in both detainee’s TOMS Notes.

### In exceptional circumstances, exceptions to the ‘sibling rule’ (section 4.6.1) may be considered and approved by the Assistant Superintendent Security and Assistant Superintendent Operations.

# Annexures

## Appendix

* [Appendix A – Visitor Information Sheet](#_Appendix_A:_)

## Related COPPs

* [COPP 5.1 – Orientation](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 6.8 – Population Counts](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 9.1 – Gatehouse](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 9.6 – Searching](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 10.1 – Scheduling Escorts](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 10.2 – External Detainee Escorts](https://justus/intranet/prison-operations/Pages/bhdc-copps.aspx)
* [COPP 11.3 – Official Visitors](https://justus/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 the Youth Detention Centre. |
| Assistant Superintendent Operations (ASO) | Officer designated by the Superintendent to be responsible for Operations functions at Banksia Hill Detention Centre. |
| Assistant Superintendent Security | Officer designated by the Superintendent to be responsible for the security functions at the Youth Detention Centre . |
| Authorised Officer | An officer authorised by the Superintendent to conduct a function / or activity from this COPP. This authorisation will be made in writing and recorded. |
| Banksia Hill Youth Detention Centre (BHYDC) | A gazetted Detention Centre declared by the Minister to be a Detention Centre to accommodate male and female or male remanded or sentenced detainees. Refer to section 13 of *Young Offenders Act 1994.* |
| Basic search | Means to quickly and methodically run the hands over the outside of the person’s clothing. This may include removing a person’s headwear to facilitate the basic search. |
| 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. |
| Department | The department of the Public Service principally assisting the Minister in the administration of the *Young Offenders Act 1996* |
| Detainee | Means a person who is detained in a detention centre as defined in s3 of the *Young Offenders Act 1994*. |
| E-Visit | A visit that is facilitated by telecommunications application that specialises in providing video chat, voice calls and instant messaging between enabled electronic devices (eg computers, tablets, mobile phones). |
| Gatehouse | The area located at the front of a Corrective Services facility. |
| Officer in Charge (OIC) | The person in charge of a detention centre in the absence of the Superintendent |
| 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*:  (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.  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. |
| Pat search | A pat search is a search of a person's outer clothing by a Custodial Officer who runs their hands firmly along the outer garments of a person to detect any concealed or unauthorised items. |
| 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. |
| Responsible Adult | In accordance with the *Young Offender Act 1994,* in relation to a young person, means a parent, guardian, or other person having responsibility for the day to day care of the young person but does not include a person who the regulations may provide is not a responsible adult. |
| Senior Officer | A Custodial Officer who is substantive to this rank, or a Unit Manager, or Custodial Officer acting in the capacity of Senior Officer, appointed by the Chief Executive Officer with reference to s11 of the *Young Offenders Act 1994.* |
| Staff | Any employee or officer of the Department of Justice, including a Public Service Officer, 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’ |
| Unit Manager | A Custodial Officer substantive to this rank or Custodial Officer acting in the capacity of Unit Manager, appointed by the Chief Executive Officer with reference to s11 of the *Young Offenders Act 1994*. |
| Yeeda | The female detainee units at Banksia Hill Detention Centre |

## Related legislation

* *Young Offender Act 1994*
* *Young Offender Regulations 1995*

# Assurance

It is expected that:

* BHYDC 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 Branch 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 Version History

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| --- | --- | --- | --- | --- |
| Version no | Primary author(s) | Description of version | Date completed | Effective date |
| 1.0 | Operational Policy | Approved by A/Director Operational Policy Compliance and Contacts | 29 January 2021 | 8 March 2021 |
| 2.0 | Operational Policy | Approved by A/Director Operational Policy Compliance and Contacts | 20 April 2023 | 20 April 2023 |
| 3.0 | Operational Policy  Memo Reference:  D23/959552  Content Manager Reference: S23/101341 | Endorsed by the  A/ Assistant Commissioner Women and Young People | 9 November 2023 | 18 December 2023 |
| Approved by the  Deputy Commissioner Operational Support | 15 November 2023 |

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# Appendix A – Visitor Information

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| Behaviour |
| Visitors and detainees are expected to maintain acceptable behaviour to ensure visits are enjoyed by all. |
| Rude or abusive language, inappropriate or offensive behaviour shall result in termination of the visit. |
| Visiting children are expected to behave appropriately. Children playing in the child play area are not permitted to throw or stand on toys. Visitors are responsible for children in their care, including when they are playing in the child play area. |
| Smoking is not permitted. |
| Visitor Requirements Prior to Entry |
| If a visitor is not the detainee’s responsible adult, then written permission shall be requested from the responsible adult prior to booking a visit. |
| Visitors are required to confirm their identity and have their photograph taken. |
| Visitors are required to complete a Visitor Declaration form as well as other Department visit requirements, as requested by Custodial Officers. |
| Clothing is to be non-offensive and non-revealing, and appropriate footwear shall be worn. |
| All visitors are subject to the Department’s Security and Searching Policies and Procedures. |
| Personal belongings shall be placed in a locker prior to entry. Locker keys may be obtained from Gatehouse staff. The visitor shall be permitted to take the locker key with them during the visit. The key must be returned to Gatehouse staff on collection of personal items and prior to exiting. |
| Visitors may leave a maximum of 10 appropriate photographs for detainees, for example, photographs of pets and family members. |
| No gifts or items are permitted during a visit, however, a total of up to $20.00 cash may be deposited with Gatehouse staff for a detainee’s birthday and at Christmas.  In addition detainees may receive money to the value of an approved stereo which can be purchased through the Detention Centre Canteen. |
| Prams are not permitted. A Department owned pram may be supplied on request at the Gatehouse for the duration of the visit.  Baby changing facilities are available in the Gatehouse area, one additional nappy and baby formula shall be permitted where an infant is part of the visiting party. |
| During a Visit |
| Custodial Officers shall assign a designated table for the visit. |
| All visits shall be monitored at all times.  Suspicious activity may result in termination of the visit. |
| Visitors should note if they or a detainee utilise the toilet facilities in the visitor centre during a visit, the remainder of the visit shall be conducted as a non-contact visit. |
| A greeting and goodbye embrace and kiss is acceptable.  Detainees and visitors may hold hands during the visit. |
| Prolonged physical or intimate contact is not permitted. Custodial Officers may terminate the visit or move the visit to a non-contact booth where this occurs. |
| Children are not to be seated or rested on the tables. |
| No documents are to be signed during visits without prior approval of the Superintendent. |
| No articles of any description are to be passed between detainees and visitors. |
| No items belonging to the Detention Centre shall be removed. |