IRH Attending School PPM

POLICY

Those people in detention who are parents of school aged children will be encouraged by Serco to send their children to local government schools as required under relevant State and territory laws.

Serco will arrange transport and escort services to enable parents and their children to participate in school activities. Serco will ensure that schooling and other relevant activities are reflected in parents'/families' individual management plans.

ATTENDING SCHOOL

1) All school aged children in Immigration Residential Housing (IRH) will be given the opportunity to attend a local government school or pre-school
2) The Team Leader in liaison with the parents of the child and DIAC Regional Manager, will coordinate enrollment at a relevant local school
3) The Team leader will arrange for the purchase of any uniforms
4) Parents and children will be given access as required to attend school related activities, including:
    - School registration
    - Parents and teacher sessions
    - School based sporting activities; and
    - Excursion activities
5) Arrangements will be made for school drop offs and pick ups, and for transporting parents and children to school activities

NON-ATTENDANCE

Serco staff must inform the DIAC Regional Manager when:

- School aged children are not attending school, or when parents have not enrolled their children at a school or pre-school; and
- When a Person in Detention requests to send their children to a different school or pre-school.

_____

Serco Team Leader

Immigration Residential Housing
Working with Minors Procedures

Contents

1 INTRODUCTION
1.1 Purpose
1.2 Scope
1.3 Legislative and Policy Framework
1.4 Applies To
1.5 Principles and Values
2 PROCEDURES
2.1 Reception
2.2 Induction
3 FILES AND RECORDS
3.1 Individual Management Plan
3.2 Minor's Role in the IMP
3.3 Record Keeping and Storage
3.4 Identifiers
4 GUARDIANSHIP
4.1 Parental Rights and Responsibilities
4.2 Immigration (Guardianship of Children) Act 1946
4.3 Changes in Guardianship
5 HEALTH AND WELLBEING OF MINORS
5.1 Health Checks
5.2 Medications
5.3 Child Welfare
5.4 Allowance Points
5.5 Food and Cooking
6 FAMILIES
6.1 Maintaining the Family Unit
6.2 Parental Authority
6.3 Family Autonomy
6.4 Information about Family
6.5 Contact from Family
7 RECREATION AND PROGRAMS
7.1 Toys and Equipment
7.2 Social Activities
7.3 Living Skills Programs
7.4 Excursions
7.5 Computer Access
8 EDUCATION
8.2 Preschool
8.3 Parent Refusal
8.4 Child Refusal
9 SAFETY OF MINORS IN THE IRH
9.1 Living in a Safe Environment
9.2 Living Arrangements/Placement
9.3 Curfew

9.4 Safe Transport
9.5 Occupational Health and Safety (OH&S)
9.6 Searching Minors
9.7 Use of Force/Restraint
10 INAPPROPRIATE BEHAVIOUR OF MINORS
11 INCIDENTS
12 COMPLAINTS
13 VISITORS FOR MINORS
13.1 Visits with Minors
13.3 Supervision of Visits with Minors
13.4 Visits by Approved Volunteers and Community Group Representatives
14 CHILD PROTECTION AND MANDATORY REPORTING PROCEDURE
14.1 Identifying Signs of Abuse and Neglect
14.2 Reporting of Abuse/Neglect
14.3 Notifying the Child Protection Service
14.4 Cooperating with Investigations
15 STAFF TRAINING
15.1 Working with Minors Clearance
15.2 Staff Training
15.3 Child Welfare Worker
Attachment One
Draft Child Safety Checklist

1 INTRODUCTION

1.1 Purpose

The purpose of this procedure is to clearly outline the rights, needs and entitlements of minors and minors in Immigration Residential Housing (IRH) and to provide guidance to Serco staff on their responsibilities in relation to minors in the IRHs.

It is noted that DIAC will only place families with minors in an IRH where this is the most appropriate detention placement option and where there are no alternative options within the immigration detention network.

1.2 Scope

This procedure applies to all IRH sites.

1.3 Legislative and Policy Framework

- Migration Act 1958
- United Nations Convention on the Rights of the Child 1988
- Immigration (Guardianship of Children) Act 1946
- State child protection legislation

1.4 Applies To

All minors under the age of 18, including minors in the care of their families and unaccompanied minors.

1.5 Principles and Values

Serco will work to support the best interests of minors in the operation of the IRH. This will require that all minors will:

1) be treated with respect and dignity
2) be treated with an understanding of their age, gender, culture and life experiences
3) be provided with a safe and supportive living environment
4) have access to health and welfare services
5) have access to education
6) have access to age appropriate recreational activities
7) be supported in their culture and religion
8) be consulted about the progress of their case or management plans
9) be encouraged to engage with the wider community
10) have access to family, friends and other social supports
11) have the right to information about their family members

12) have the right to complain about their treatment

In addition:

1) Family units will be maintained and supported whenever it is appropriate
2) The role of parents and family members in the lives of minors will be respected and supported.

1.6 References to other Serco Procedures

This procedure provides the information and requirements immediate to the management of minors. Aspects of the operational processes mentioned will be covered in greater depth in topic specific procedures to those functions and processes.

This procedure should be read in conjunction with the referenced procedures for the full information on all requirements.

Procedures that are referenced and should be read in conjunction with this procedure are:

- Reception, Induction, Accommodation, Transfer and Discharge Procedure
- Searching and Screening Procedure
- Personal Officer Procedure
- Duty of Care Procedure
- Incident Management Reporting Procedure
- Safety and Security Procedure
- Visitor Management Procedure

2 PROCEDURES

2.1 Reception

The reception and induction processes are regarded as critical in the effective and appropriate management of People in Detention. These processes will be very person centred, with the needs of individual People in Detention and minors, where applicable, being the focus of attention.

The Serco Team Leader will make certain that where there is a mother and minor being received, the reception process will be conducted by a female CSW with accreditation in managing minors.

Where the minor is unaccompanied, the reception will be conducted by two CSWs of the same gender as the minor. At least one of these CSWs will be accredited in the management of minors.

Further referenced information on the reception process is provided in the Serco, *Reception, Induction, Accommodation, Transfer and Discharge Procedure.*

The Serco Team Leader will ensure that all minors or families with minors will be given priority in the reception and induction into the IRH. All receptions will be conducted immediately upon arrival or no later than 12 hours after arrival.

The placement of the minor and or his/her family within the IRH will be made with the minor's safety and best interests as the key consideration. The minor and his/her family will be actively consulted and, where appropriate, offered a choice in their placement within the IRH.

All minors/families will be offered a health assessment with the Health Services Provider (HSP) upon reception.

Minors are entitled to retain their property within the IRH subject to the provisions of the *Migration Act 1958* (the Act) and relevant rules of the IRH.

Further referenced information on the property is provided in the Serco*, Safety and Security Procedure.*

Upon reception to the IRH, families and minors will be issued with initial hygiene, clothing and food supplies to ensure their comfort during the first few days of accommodation, as required.

Further referenced information on the entry processes to the IRH is provided in the Serco *Searching and Screening Procedure.*

2.2 Induction

The Serco Team Leader will have appropriate induction processes in place. These processes will be conducted by CSWs. Where a minor is involved the induction will be carried out by a female CSW with accreditation in managing minors.

Where the minor is unaccompanied, the induction will be carried out by a CSW of the same gender and with accreditation in managing minors.

Induction provides key information on how the IRH operates and aims to help the child/family settle into their new environment. Induction will be conducted as soon as practicable after arrival and within two days. Where appropriate, induction will occur in groups to assist in the development of relationships and support.

Minors over the age of 12 will be provided with information about the site, the house rules, services and supports available to minors. Minors over the age of 12 will be given a specially designed IRH Induction Handbook for Young People.

The CSW conducting the induction will ensure that a health check is carried out as part of the of the induction process.

A key component of induction is taking the child/family to the internal canteen or local shops in order to buy food and other supplies. Unaccompanied minors will receive active guidance on the purchasing of food and supplies.

Further referenced information on the induction process is provided in the Serco Procedure, *Reception, Induction, Accommodation, Transfer and Discharge Procedure.*

During the induction process, the accompanied minor will have a Personal Officer assigned to the parent and the minor. Unaccompanied minors will have a Personal Officer assigned to the minor.

Where a minor is accompanied, the Personal Officer will be of the same gender as the parent. The CSW will be required to have accreditation in managing minors.

Where the minor is unaccompanied, the assigned Personal Officer will be of the same gender as the minor and will have accreditation in managing minors.

Further referenced information on the Personal Officer is provided in the Serco Procedure, *Personal Officer Procedure.*

Further referenced information on the searching and screening processes is provided in the Serco Procedure, *Searching and Screening Procedure.*

3 FILES AND RECORDS

3.1 Individual Management Plan

During reception, the Serco CSWs will conduct a Security Risk Needs Assessment of each Person in Detention placed into the IRH. The needs assessment forms the basis of the Serco Individual Management Plan (IMP). The IMP's overarching goal is to plan and prepare the family and/or minor for independent living within the IRH.

The IMP will identify the care, support, training, education, health, recreational and social needs of the minor and will make appropriate plans to address these needs given the time available.

Minors may have their own IMP, or may be included in a family IMP. Within a family IMP each minor will be separately assessed and planned for.

3.2 Minor's Role in the IMP

The extent to which minors are consulted about their needs and are active in decision making will depend upon their age and maturity. A minor's IMP will be overseen by the assigned Personal Officer for the minor.

1) All minors will be active participants in the development of their IMP

2) Minors over the age of 10 will be actively consulted about their needs, and their opinions must be considered in planning
3) Minors over the age of 15 will be encouraged to make positive decisions for themselves.

3.3 Record Keeping and Storage

All files, records and IMPs are to be kept confidential and stored securely. All Serco files, records and IMPs on minors will be forwarded to the Department when the minor leaves the IRH site permanently.

3.4 Identifiers

A minor under the age of 15 years will not be asked to provide personal identifiers other than a photograph/image of their face.

A parent, guardian or independent person must be present when collecting any identifiers from minors.

No photographs, images or video footage can be taken of any minors in an IRH site under any circumstances without the permission of DIAC.

4 GUARDIANSHIP

4.1 Parental Rights and Responsibilities

Serco acknowledges the duty of care incumbent to People in Detention and, in particular, to minors.

The Serco Team Leader has a noted responsibility for the provision of a duty of care to all minors within the IRH.

Further referenced information on the provision of duty of care is provided in the Serco, *Duty of Care Procedure.*

Within the concept of this duty of care and responsibility owed by the Team Leader to all People in Detention within the IRH, Minors in Detention are the responsibility of their parents and or primary caregivers. Parents will be supported by Serco staff to exercise their parental responsibilities. These include, but are not limited to:

1) Responsibility for the child's health, welfare and wellbeing
2) Providing permissions and consent
3) Making decisions about education and recreation
4) Ensuring access to culture and religion.

Serco's Team Leader and CSWs recognises that some parents may find it difficult to adjust to parenting their minors in the different culture of an IRH in Australia. Serco staff will support these parents to understand the differences in culture and encourage them to allow their minors access to education, recreation and social activities, however, the final decision remains the parent's or guardian's, unless it breaches Commonwealth or State law or places the child at risk.

Wherever a parent does not consent to a school aged minor attending school, the Team Leader will report this to the DIAC Regional Manager.

4.2 Immigration (Guardianship of Children) Act 1946

The IGOC Act makes provision for unaccompanied minors to be placed under the guardianship of the Minister. Guardianship powers are interpreted to mean all powers and duties usually exercised by a parent over a child.

The Serco Team Leader and the relevant case manager in consultation with the nominated DIAC delegate are responsible for engaging with experts in child welfare to ensure guardianship powers are exercised appropriately.

It is recognised the Serco Team Leader is responsible for the provision of a duty of care and health and wellbeing services to each minor.

It is also recognised that the Minister will not delegate their guardianship powers, enshrined in the Act, to the Serco Team Leader.

4.3 Changes in Guardianship

The Minister can make changes to the guardianship of a minor at the IRH when there is an irretrievable breakdown in the relationship between the minor and the parent or carer and the Minister is satisfied that it is in the best interests of the minor in order to:

1) Protect the minor from injury or harm
2) Protect the minor from moral danger
3) Provide the minor with appropriate care and guidance.

When Serco staff have concerns about the care or guardianship arrangements for a minor in the IRH they will report them to the Team Leader who will immediately advise the Departmental Regional Manager and Case Manager for a review of the arrangements.

Changes in guardianship cannot be made for the purposes of improving the minor's eligibility for financial assistance or support from the Commonwealth or State.

5 HEALTH AND WELLBEING OF MINORS

The health and wellbeing of minors in the IRH is of primary importance in the management and operation of the IRH. An IRH may be the first opportunity for minors who have been detained to have a safe, secure and stable environment in which they can play, learn and develop social and living skills. The health and wellbeing of minors in an IRH site will include the provision of a comprehensive approach that includes health services, trauma services, social activities, education, and living skills programs.

5.1 Health Checks

Minors in immigration detention may have experienced a range of traumatic and harmful experiences that can lead to poor health, anxiety, depression and other symptoms that can interfere with their health and wellbeing. The Serco Team Leader, CSWs and Personal Officers will monitor the symptoms of trauma in minors and seek assistance and support from a clinical practitioner i.e. GP and specialist providers wherever necessary.

The Team Leader and CSWs will ensure that all minors are offered health checks with a clinical practitioner upon reception. Where this is refused, the Team Leader will encourage parents/guardians to reconsider and will explain the benefits of a comprehensive health assessment that includes; general health, immunisation status, mental health, dental health. If the refusal continues, the Team Leader will report this to the DIAC Regional Manager.

The Team Leader or CSWs will arrange an appointment with a clinical practitioner or other specialist health provider upon request or as required.

Wherever there is a requirement for the provision of transport to an appointment, the Team Leader will be responsible for arranging all such transport.

5.2 Medications

Parents/guardians will be responsible for administering medication or treatment to minors. Where the minor is unaccompanied or there are concerns about the parent's comprehension of the administration instructions, medications will be administered by a First Aid trained Serco staff member in accordance with written instructions provided by a clinical practitioner.

Where any concerns exist regarding medication and a minor, the Team Leader will raise these with the clinical practitioner.

5.3 Child Welfare

1) CSWs Assigned to a Minor's Welfare

The Serco Team Leader will ensure that there is at least one staff member with child welfare qualifications onsite at each IRH where minors are housed, at all times. This staff member will also be required to have at least Certificate III in Child Welfare with a

minimum of two years experience and will be responsible for the oversight of the welfare of all minors.

2) Individual Management of Minors

The assigned Personal Officer will be responsible for overseeing the individual management plan (IMP) of each minor assigned to them. This includes identifying any welfare, recreational, social, educational and learning needs of the minor and implementing these requirements, in consultation with DIAC case management.

The Personal Officer and CSWs will conduct regular welfare checks to assess the minor's mental and physical health, identify any recreational or educational needs and make plans to address them.

The Personal Officer and CSWs will liaise between parents and community agencies and institutions such as schools to assist the parents to understand the role of these agencies and make informed choices about their minor's involvement with them. Parents will be encouraged to access the full range of community supports available.

3) Parental Support

The assigned Personal Officer will support parents in their parenting role and assist them to understand the role of schools, community groups, sporting clubs, playgroups, kindergartens, maternal health services.

The Personal Officer will encourage parents and minors to engage with these community groups and will support parents to engage and interact with these institutions.

Where there is an identified need, the CSW may arrange for the provision of parental education in areas such as those outlined below:

a) Food and nutrition for minors
b) Water safety
c) First aid
d) Road safety and road laws
e) Understanding adolescence
f) Child protection and child welfare services
g) Schooling in Australia

4) Special Needs Minors

The assigned Personal Officer in conjunction with the Health Services Provider will arrange community support for any minors with special needs or a disability through the relevant state government department. These minors will be able to access the same supports and services as any other child with the same disability.

5.4 Allowance Points

Parents or guardians will manage and control the allowance program for their minors. The Team Leader will ensure that the CSWs provide guidance on spending the allowance.

Unaccompanied minors will be given responsibility for managing their own allowance program with the guidance from their Personal Officer.

5.5 Food and Cooking

Families will live independently within their unit and will be responsible for their own food shopping and cooking. Support will be available to guide parents to make appropriate food choices for their minors.

Unaccompanied minors will be provided a balanced and nutritional diet, consistent with their culture from the central kitchen.

6 FAMILIES

6.1 Maintaining the Family Unit

The Team Leader will, where possible, have families housed together in appropriate accommodation with sufficient room for all family members. When this is not possible accommodation for additional family members will be arranged as close as possible. The family will be empowered to decide where its members are housed or sleep within these arrangements.

6.2 Parental Authority

All Serco staff will respect the authority of parents to parent their minors according to their cultural norms and within Australian laws. Where necessary Serco staff may coach parents to assist them to take responsibility for their minors. The Team Leader and other Serco staff will only intervene if there are legitimate concerns about the welfare of minors.

6.3 Family Autonomy

The Team Leader will ensure that families will have the right to live independently, autonomously and privately within their unit. Serco staff will not enter family units unless invited in or if they have reasonable concerns about safety or security.

Any cleaning or maintenance work within a residential unit will be negotiated with the family and conducted at a mutually agreed time.

6.4 Information about Family

Minors in IRH sites have the right to information about the welfare or whereabouts of their parents or other family members. Such information will not be withheld from minors.

6.5 Contact from Family

Families and minors are entitled to maintain contact with family and friends overseas or within Australia. Minors (over 10 years of age) will be allowed email accounts to send and receive emails. All mail addressed to minors will be passed on to them. Minors will be allowed access to the telephone for the purpose of making telephone calls at their own expense. Such email and telephone calls will be in accordance with the “Conditions of Use.”

7 RECREATION AND PROGRAMS

7.1 Toys and Equipment

The Serco Team Leader will ensure that minors will have access to age appropriate toys and recreational equipment. Toys and equipment will be safe and in good order and repair. Toys and equipment will be maintained and regularly subjected to safety checks. Helmets will be provided with bicycles and scooters. Damaged and broken equipment will be replaced.

Examples of the types of equipment are provided below:

1) Playground equipment
2) Bikes, scooters, trikes
3) Basketballs, soccer balls, footballs
4) Cricket equipment
5) Tennis racquets
6) DVDs (rated G and PG)
7) Games (rated G & PG where applicable)
8) Toys
9) Books

7.2 Social Activities

The Team Leader will have available, a range of activities to families and minors to develop relationships and increase social support and a sense of community. Families and minors will be encouraged to make suggestions for activities.

Examples of social activities include:

1) Film nights
2) Sporting events
3) BBQs

4) Religious activities
5) Cultural activities

7.3 Living Skills Programs

The Team Leader will ensure that all residents will be offered a range of living skills programs that assist them to adjust to life in Australia and develop independent living skills. Programs can be offered in different ways to suit the learning style of the participant such as: one-on-one sessions, group discussions, incidental learning, workshops, etc.

Living Skills programs that are particularly relevant to minors and families include:

1) English classes
2) Budgeting
3) Healthy Sleep
4) Cleaning and personal hygiene
5) Parenting Skills
6) Other programs offered by specialist community groups.

7.4 Excursions

The Team Leader will ensure that families and minors will be offered a range of age appropriate excursions. Serco staff will be responsible for arranging the activities, arranging transport, and seeking any necessary permission. The role of excursions is to involve the residents in Australian cultural life.

Examples of possible excursions include:

1) Religious events
2) Parks
3) The zoo
4) The museum
5) Sporting events.

7.5 Computer Access

Computer and email access will be available to People in Detention through computers located in common areas fitted with filtering devices to prevent access to inappropriate websites or other services.

Minors will have access to the internet supervised by their parents.

Unaccompanied minors will have access to the internet supervised by Serco CSWs.

The CSWs will make certain that all computer users will be required to sign a computer use policy and share computer use in accordance with the “Conditions of Use.”

7.6 Community Groups and Volunteers

Volunteers and community agencies play an important role in supporting minors and families in IRHs and assisting the establishment of social supports. Volunteers who visit or support minors **must** have the required Working with Minors check in their State. The involvement of all volunteers and community groups will be in accordance with departmental procedures.

8 EDUCATION

8.1 Schooling

The Serco Team Leader will have a program of educational access in place for all minors accommodated within the IRH. The minors will have the right to education and are obliged to attend under the relevant State or Territory laws. Parents will be actively encouraged to send their school aged minors to school.

DIAC will have agreements in place with state departments responsible for education. As a rule, the school will be designated as an alternative place of detention and the child placed into the custody of a designated person (usually the principal) under the Act.

Minors will attend the nearest state school; however, parents have the option to choose a different state school. Any change to the allocated school will require the approval of DIAC for the change to occur. Where such a change of school is requested, the Team Leader will forward this request to the DIAC Regional Manager.

Parents will be responsible for any costs associated with private education.

Where parents provide permission, the Personal Officer or CSW will assist the parents to become familiar with the school. Serco staff will provide transport for the minor and the parents to and from school each day and to any school related activities (such as parent teacher interviews, social events, etc.).

The CSWs who take the minors to school, will make certain that they hand the minor directly to the designated/directed person. Under no circumstances will a minor simply be left at a school.

The Team Leader will check with the CSWs on return, to make certain that the minor(s) were handed to the designated/directed person on the return of the CSWs.

Unaccompanied minors will be required to attend school. The Personal Officer or CSW will be the primary support for the minor and the primary contact for the school. Unaccompanied minors will be supported to participate in all school related activities.

Serco staff will actively support the minor and the parents to adapt to the school environment by:

1) Providing/arranging English classes
2) Providing a homework club or homework support
3) Teaching parents to prepare appropriate lunches
4) Organising interpreters to attend meetings with the school
5) Proving access to computers and other learning aids
6) Providing school uniforms, shoes and bags as required
7) Providing sufficient stationery and other resources.

8.2 Preschool

Parents will also be encouraged to allow their preschool minors to attend pre-school, kindergarten or play group, however, this is not mandatory and non attendance will not be reported.

8.3 Parent Refusal

Where parents refuse to send their minors to school this will be reported to the Department by the Team Leader.

8.4 Child Refusal

For some minors, leaving their parents to attend school is distressing and potentially traumatic and the adjustment to school overwhelming. In such instances, where there is a refusal to attend school, the Team Leader will advise the Departmental Regional Manager so that expert support can be implemented to support the minor and the parents through transition.

9 SAFETY OF MINORS IN THE IRH

9.1 Living in a Safe Environment

The Serco Team Leader will make certain that all minors residing in the IRH feel safe and supported. Where it became known, or acknowledged, that a minor might not feel safe, the Team Leader will intervene immediately.

This right to feel safe includes, but is not limited to:

- The duty of care owed to the minor
- The minor's physical well being
- The minor's emotional well being.

Any threat to a minor's safety may constitute a child protection issue and may be subject to mandatory reporting.

Further referenced information on the processes for the reporting of incident is provided in the Serco Procedure*, Incident Management Reporting Procedure*

9.2 Living Arrangements/Placement

The Team Leader will be personally responsible for the allocation of accommodation for minors within the IRH. Where a minor is in the IRH, the Team Leader will regularly, in both formal and informal discussions with the CSWs check and test that there are no issues with the placement of any minors.

If at any time the Team Leader becomes aware, or suspects that, the current placement or management of the minor is contrary to the minor's best interests, the Team Leader will immediately advise the DIAC Regional Manager.

The Team Leader will as a first preference, ensure that minors are placed within the IRH with their parent or guardian.

The Team Leader will, before placing a minor or family in the IRH, have the Child Safety Checklist completed (See section 9.5 OH&S).

If there are any safety issues identified on the Child Safety Checklist they will be considered by the Team Leader prior to placement of the minor/family in the unit.

In addition, to the Child Safety Checklist the Team Leader must also consider the following:

1) Are there any individuals within the facility that may present a risk to the minor
2) Is the unit physically safe and clean for the minor
3) Does the unit present any hazards to the minor
4) Are the furniture and toys age appropriate for the minor.

A copy of the Child Safety Checklist is provided as Attachment One to this document.

Minors must not be accommodated in an IRH in which People in Detention who have a history of violence or other activities that may place a minor at risk are being housed without risk mitigators being in place. Where there is a chance of such co-location, the matter will be referred by the Team Leader to the Departmental case management who will determine the best accommodation options for either party.

9.3 Curfew

Curfews for IRH are strictly from 11pm nightly to 7am each day. This is for all residents. In the instance of a minor it is the parent or guardian's responsibility to ensure the child adheres to this curfew, or another earlier curfew as determined by themselves.

Parents or guardians should be supported in exercising their parental responsibilities. In the instance of an unaccompanied minor the minor will be managed in accordance with DIAC instructions.

9.4 Safe Transport

It is acknowledged that minors and families will require transport in Serco vehicles for a range of activities such as schooling, shopping, church, sport, recreation. The Serco Team Leader and CSWs will make certain that all passengers wear seat belts and minors must be transported in accordance with the state's road safety legislation and requirements for child restraints outlined below.

All child restraints, car seats and booster seats will comply with *the Australian New Zealand Standard 1754*.

All child restraints will be properly fitted into the vehicle and adjusted to fit the child.

Child Car Restraint Requirements	
Victoria, Queensland & Western Australia	
Under 6 months	• Cannot travel in front seat if another seat is available • Must be in a rear facing child seat that is properly fitted to the vehicle and adjusted to size.
6 months to under 4 years	• Cannot travel in front seat if another seat is available • Must use EITHER an approved rearward-facing child restraint OR a forward-facing approved child restraint with an inbuilt harness that is properly fitted to the vehicle and adjusted to fit the child's body correctly.
Minors aged 4 to under 7 years:	• Cannot travel in front seat unless all other seats are occupied by minors also under 7 • Must use EITHER an approved forward-facing approved child restraint with an inbuilt harness or an approved booster seat and be restrained with a properly fastened and adjusted seatbelt or child safety that is adjusted to fit the child's body correctly.
New South Wales	
0 – 6 months	• Babies up to the age of 6 months must be restrained in the rearward-facing restraint.
6 months – 12 months	• For young minors from 6 months to 1 year of age a rearward or forward facing restraint must be used.
12 months – 4 year	• From 1 to 4 years of age the child must be restrained in a forward facing restraint.
4 years – 7 years	• From 4 years to 7 years of age, a booster seat must be used

9.5 Occupational Health and Safety (OH&S)

Serco is committed to the health and safety of People in Detention and staff in the IRH. The Serco Team Leader will actively encourage the identification and reporting of OH&S issues and will respond to all reports.

1) **Compliance with Safety Standards**: All minor's furniture, toys, car restraints, bikes and other equipment will comply with the relevant safety standards and will be regularly inspected and maintained to ensure it is in safe working order.

2) **OH&S Committee**: The IRH will have an OH&S committee that includes People in Detention representation. Consideration of a minor's representative will be made in sites that have a proportion of minors between the ages of 12 and 18 years.
All People in Detention, including minors will be actively encouraged to raise health and safety concerns with the OH&S committee.

3) **Child Safety Checks**: Child safety checks using the IRH Child Safety Checklist will be conducted to ensure the ongoing safety of minors within the IRH. These checks take into consideration the physical safety of the accommodation units and the surrounding areas. The Child Safety Check is conducted with reference to the age of the minor, such that an environment that is not safe for a baby may be assessed as safe for an older child.

   A child safety check should be conducted every time a new family or minor is received into an IRH site and before they are placed within a unit. A family or minor cannot be placed in a unit that has been assessed as unsafe.

   The Child Safety Checklist also identifies safety training needs that should be provided to parents or minors as part of their IMP.

A copy of the Child Safety Checklist is provided as Attachment One to this document.

9.6 Searching Minors

There are strict provisions controlling the searching of minors in the Migration Act 1958. These powers are further captured in the document, Statement of Works – IRH for this contract. The requirements of the Act and this contract document have been captured in the Serco *Searching and Screening Procedure*.

The Team Leader will make certain that searches of minors are in strict accordance with the Serco *Searching and Screening Procedure*.

Searching a child constitutes a reportable Incident and must be reported in accordance with the procedural requirements.

Further referenced information on the searching and screening processes is provided in the Serco *Searching and Screening Procedure*.

Further referenced information on the processes for the reporting of incident is provided in the Serco, *Incident Management Reporting Procedure.*

9.7 Use of Force/Restraint

The Serco Team Leader will ensure that the use of force or restraint devices should only be applied to minors in exceptional circumstances then in strict accordance with the Migration Act 1958. There is a Serco procedure, *Safety and Security Procedure* and any such use of force or restraint devices will be in strict accordance with this procedure.

A minor is deemed by the Department as a person of special consideration and so staff must use greater care than would otherwise be required should reasonable force be warranted and permitted by the *Searching and Screening Procedure*.

The use of force or restraint on a child constitutes an Incident and must be reported in accordance with the Serco, *Incident Management and Reporting Procedure*. All instances of the use of force or restraint on a child will be investigated by the National Manager.

Further referenced information on the use of force and restraint devices is provided in the Serco *Safety and Security Procedure.*

Further referenced information on the processes for the reporting of incident is provided in the Serco *Incident Management Reporting Procedure.*

10 INAPPROPRIATE BEHAVIOUR OF MINORS

Parents and guardians are expected to manage the behaviour of their minors and apply appropriate discipline. Parents who have difficultly managing their minors will be given coaching and support to manage more effectively. However, the safety and security of the site for all People in Detention is paramount.

All minors are expected to behaviour in accordance with the House Rules.

Where a minor's behaviour exceeds the control of their parent or guardian and repeatedly breaks the rules, the Team Leader will consider the following steps:

1) Informal Counselling – an informal session that outlines the problematic behaviour to the minor and the expected behaviours.
2) A Behaviour Management plan – a structured intervention developed by a child worker that monitors behaviour and using behaviour modification techniques develops more appropriate behaviours.
3) Dispute Resolution – a dispute resolution process with the aggrieved party which may involve facilitation or mediation.
4) Relocation – if the behaviour continues to be problematic, the minor and his/her family will be relocated to another facility.
5) The Team Leader will consult with the DIAC case management where further referral and case plan amendments may be required.

11 INCIDENTS

Any incidents involving minors will be reported in accordance with the Incident Management Reporting (IRH) Procedure. Incidents involving minors are generally considered more serious than those involving adults and have more stringent reporting requirements.

Incidents involving minors also have to be considered with a view to State Child Welfare and Protection legislation.

Further referenced information on the processes for the reporting of incident is provided in the Serco *Incident Management Reporting Procedure.*

12 COMPLAINTS

Minors in Detention have the right to make a complaint about any aspect of their care or accommodation within the IRH. The Serco Team Leader will ensure there are provisions whereby a minor can access and action a complaint to the Team Leader.

The Team Leader will also have in place provisions whereby minors can request assistance from Serco staff to make their complaint. When such support is requested the Serco staff member is to maintain their objectivity, must not attempt to influence the complaint and must relay the facts of the complaint as made by the minor.

A minor has the right to make a complaint confidentially.

All complaints made by minors will be documented and investigated by the Team Leader.

13 VISITORS FOR MINORS

Minors are permitted and encouraged to have visitors while residing within the IRH. Visitors play an important role in establishing family and social relationships, developing support networks and normalising the IRH experience.

The visiting processes are covered in the Serco, *Visitor Management Procedure*.

Further referenced information on the visits processes are provided in the Serco Procedure*, Visitor Management Procedure.*

13.1 Visits with Minors

Visits will occur during specified visiting times unless otherwise approved by the Team Leader.

All visitors will be advised of the conditions of entry and will have to sign in and out of the facility.

All visits will occur in a pre-approved place within the IRH.

The minor's parent or guardian will be responsible for exercising control over their minor and his/her visitors within the IRH. In the case of unaccompanied minors, Serco staff will be responsible for applying the required level of supervision.

13.3 Supervision of Visits with Minors

There are different levels of supervision for visits with minors. Serco will provide the lowest level of supervision required to ensure the safety of the child.

Visits with minors may be:

1) Supervised – a Serco staff member will be present at the visit
2) Unsupervised – Serco staff will not provide any more supervision to the visit than would normally be exercised over all activities within the site. In this case the parents or guardians are responsible for overseeing the visit.

The Team Leader is responsible for determining the level of supervision required for a visit with a minor. When determining the level of supervision, the Team Leader will consider the following:

1) The age of the visitor
2) The age and maturity of the minor
3) The relationship of the visitor to the minor
4) Where the proposed the visit will take place
5) Any vulnerabilities of the minor
6) Any issues or concerns about the visitor.

13.4 Visits by Approved Volunteers and Community Group Representatives

Where a relevant volunteer or community service has been identified to regularly visit or work with a minor they will be subject to a state-specific "Working with Minors Check" that involves a minimum of a recent Police Records check.

Anyone regularly visiting a minor within a paid or volunteering position will not be permitted into the site without the Blue Card or Working with Children Check.

Further referenced information on the visits processes are provided in the Serco Procedure, *Visitor Management Procedure.*

14 CHILD PROTECTION AND MANDATORY REPORTING PROCEDURE

Minors in Detention have the same rights to protection from abuse and harm as any other minor living in Australia. Child Protection Services are a State or Territory responsibility and any allegations or reporting of abuse or neglect of a minor must comply with the relevant State or Territory legislation.

Serco staff have a duty of care to all minors in IRHs. This duty of care extends to having the CSWs monitor the safety and well being of minors and reporting any concerns, however small, about their welfare to the Team Leader and any concerns related to abuse or neglect as outlined below.

Any concerns reported to the Team Leader will be immediately passed on to the Departmental Case Manager and the Departmental Regional Manager, by the Team Leader.

14.1 Identifying Signs of Abuse and Neglect

Abuse may include physical, emotional, or sexual abuse, or neglect. Potential signs of child abuse may include but not limited to:

1) **Physical**: fractures or broken bones, bruises, burns, poor hygiene, constant hunger
2) **Behavioural**: caution with parents or guardians, age-inappropriate sexualised behaviour, wearing excessive clothing to hide bruises, burns, displaying minimal emotion or excessive friendliness toward strangers, inappropriate social relationships, significant changes in behaviour or attitude
3) If the minor discloses they have been abused.

14.2 Reporting of Abuse/Neglect

Under Departmental guidelines all instances of suspected minor abuse or neglect are to be reported to the relevant state authority, whether or not that state has a mandatory reporting requirement.

Where a Serco staff member believes on reasonable grounds, that a child requires protection from abuse or neglect, the staff member will immediately report their concerns to the Team Leader.

The Team Leader will immediately:

- Make the notification to the relevant State Child Protection Authority.
- Advise the Departmental Regional Manager
- Report the incident in accordance with the Serco, Incident Management and Reporting Procedure.

There is no requirement to substantiate the claim of abuse or neglect when making a notification to child protection.

The Team Leader will ensure that staff do not conduct their own investigations into the suspected abuse/neglect. It is the responsibility of the child protection team to assess the notification and make any relevant investigations to ensure the child's safety.

The issues of concerns and the notification to child protection are to be recorded in the child's IMP file.

14.3 Notifying the Child Protection Service

To make a notification for an at-risk minor, the Team Leader will contact the state Child Protection Service and speak with a worker who may request the following information:

1) The minor's name, location, contact information and age
2) Indicators of harm – your observations of abuse or neglect
3) Safety assessment – details of any immediate danger to the minor
4) Your involvement with the minor
5) Family information – any other relevant information known about the family.
6) Cultural characteristics – any specific cultural information, needs for interpreter, or disability needs.

A notification should still be made regardless of whether all the above information is known.

Contact numbers for making a notification are:

Contact number - QLD
Contact number - NSW
Contact number – Victoria
Contact number – Western Australia

14.4 Cooperating with Investigations

All Serco staff will be required to fully cooperate with any investigations conducted by State Child Protection Authorities.

15 STAFF TRAINING

All Serco staff will treat People in Detention with dignity and respect. They will maintain professional and supportive relationships with People in Detention and will work to provide an open and friendly environment within the IRH. Serco staff will operate with an awareness of the culture and experience of the People in Detention and will be culturally sensitive within the IRH.

15.1 Working with Minors Clearance

The Team Leader will ensure that all Serco staff working within the IRH have the relevant state approval for working with minors.

Staff deemed unsuitable to work with minors will not work within the IRH and the Departmental Regional Manager will be advised of the outcome of the Working With Children checks.

Organising the clearance check will be the responsibility of the Team Leader.

15.2 Staff Training

The team Leader will ensure that all Serco Staff working at the IRH have the following training:

1) First Aid Training
2) Cultural Awareness Training
3) Mental Health Awareness Training
4) Human Rights Training
5) Human Interactions Training
6) Engaging Minors and Adolescents Training
7) Recognising Signs of abuse and trauma training
8) Child Protection Procedure Training

15.3 Child Welfare Worker

In all IRHs in which there are minors at least one CSW with Child Welfare Qualifications will be employed. This worker will have a minimum of Certificate III in Child Welfare and at least 2 years experience working with minors.

_____

Serco Team Leader

Attachment One
Draft Child Safety Checklist

IRH Working with Minors PPM

ATTACHMENT 1 - Draft Child Safety Checklist

Date_____ Officer _____ Child/Family_____

Age of child(ren)_____ Facility _____ Unit _____

Child Safety Checklist				
Kitchen	**Y**	**N**	**N/A**	**Comments**
Oven bolted to the wall and floor to prevent it tipping over				
Back burners used on the stove and pot handles always turned away from the front of the stove to avoid scalds				
Power point covers fitted to avoid electrocution				
Fire blanket and/or fire extinguisher available in case of fire				
Power boards not overloaded				
Electrical appliances in good working order				
Fire extinguisher and fire blanket in the kitchen				
Fire escape route on display				
Matches and lighters out of reach of minors				
Hot water in kettles kept out of reach				
Placemats used instead of tablecloths				
Highchair is stable and fitted with a five point harness to prevent serious fall injuries				
All cleaning products kept in a locked cupboard				
Plastic bags kept out of reach of minors				

Appliances located within close range of each other, i.e. between sink, stove, fridge and workbenches				
Microwave positioned out of minors' reach				
Other –				
Living areas				
Corner covers on sharp edges of furniture				
Large objects (TVs, cabinets) secured to the wall				
Blind cords out of reach to avoid strangulation				
Fire and heater guards securely attached				
Matches and lighters kept out of reach of minors				
Heater at least one metre away from curtains or other flammable materials				
Toys stored within minors' reach				
Toys in good condition				
Toys for under 3 year olds have no buttons, beads ribbons or small parts				
Furniture kept away from windows				
Safety glass or shatter-resistant film fitted to low-level windows or glass doors				
Safety barriers on steps and stairs				
Layout and placement of furniture in each room allows a clear pathway to avoid tripping and collisions				
Power boards used instead of double adaptors				
Other –				
Bathroom and laundry				
All medications and cleaning products stored in locked cupboards				
All poisonous substances kept in their original containers				

Electrical appliances removed from the bathroom				
Nappy bucket has a firm fitting lid and placed off the floor				
Non-slip surface on bath or non-slip bath mat				
Power point covers installed to avoid electrocution				
Hot water delivered to the bathroom at a maximum 50°C to prevent serious scalds				
Bath taps inaccessible to young minors				
Other –				
Balconies				
Balcony entry points locked to avoid balconies being used as a play area				
Minors supervised on balconies at all times				
Heavy furniture that minors cannot move to climb on railings				
Height of railing at least 1000mm (1 metre), but if balcony is higher than 3 metres off the ground, railing to be at least 1200mm high				
Railing is vertical so minors cannot climb railing like a ladder, with gaps between railing no wider than 100mm				
Balcony surface is non-slip to prevent falls, and all tripping hazards removed				
Other –				
Bedroom				
Cots are Australian Standards approved for safer design to avoid serious injury				
Cot mattress fits snugly to avoid entrapment				
No mobiles, bumpers or pillows in cot to avoid suffocation				
Cot away from windows and blinds to avoid strangulation from cords				
Change table fitted with body harness, or baby changed on				

the floor to prevent serious fall injuries				
Toddlers over 90cms tall sleep in a bed				
No electric blankets on minors' beds to avoid fire and electrocution				
'Low Fire Danger' minors' nightwear worn to reduce fire risk				
Clothing not dried too close to heaters				
Smoke alarms fitted outside each bedroom with batteries checked regularly and replaced annually.				
Only minors over the age of 9 years permitted on the top of an Australian Standards approved bunk bed to avoid serious fall injuries				
Other –				
Garage and sheds				
Locks on garage and storage shed doors to prevent access				
Poisonous substances kept in original containers				
Paints, flammable liquids and poisonous substances in locked cupboards				
All power tools stored in locked cupboard				
Small objects (e.g. nails, screws etc.) stored up high				
Minors not permitted to play around machinery				
Other –				
Outdoors				
Prams and strollers fitted with a five point harness				
A safe fenced area provided for minors to play				
Fences checked regularly and in good condition				
Minors encouraged to play in shade, wear hats and protective clothing to avoid sunburn				
SPF30+ sunscreen available				
Play equipment checked regularly and in good condition				

IRH Working with Minors PPM

Soft surface under playground equipment maintained at a depth of 300mm				
Minors always supervised near dogs				
Grounds checked for poisonous plants				
No tree branches at child's eye level to avoid injury				
Other –				
On the road				
First aid kit and fire extinguisher checked in each unit				
Minors always travel in an Australian Standards approved child restraint				
Child restraints properly fitted and used at all times				
Child safety locks on car doors				
Minors always get in and out of the car on the kerb side				
Gate to the road kept closed				
Driveway separated from play areas				
Toddler's hand always held when near a road				
Traffic lights or pedestrian crossings used when available				
Helmets always worn when riding bicycles				
Wrist guards, knee and elbow pads, closed-toe shoes and helmets worn when riding skateboards, scooters and in-line skates				
Other –				

IRH Working with Minors PPM

Safety Lessons provided/required				
Parents taught to use kitchen appliances				
Parents taught to use fire extinguisher				
Parents/minors taught to be sunsmart				
Parents /minors taught to “stop look listen” when crossing roads				
Other –				

This Child Safety Checklist was developed from the Home Safety Checklist (2008) developed by Safety Centre of the Royal Minors Hospital, Melbourne and the Home Safety Fact Sheet (2004) developed by the Minors’ Hospital at Westmead, Sydney.

ITA Attending School PPM

POLICY

Those people in detention who are parents of school aged children will be encouraged by Serco to send their children to local government schools as required under relevant State and Territory laws.

Serco will arrange transport and escort services to enable parents and their children to participate in school activities. Serco will ensure that schooling and other relevant activities are reflected in parents'/families' individual management plans.

ATTENDING SCHOOL

1. All school aged children in Immigration Transit Accommodation (ITA) will be given the opportunity to attend a local government school or pre-school
2. The Team Leader in liaison with the parents/guardian of the child and DIAC Regional Manager, will coordinate enrollment at a relevant local school
3. The Team leader will arrange for the purchase of any uniforms
4. Parents and children will be given access as required to attend school related activities, including:
    - School registration
    - Parents and teacher sessions
    - School based sporting activities
    - Excursion activities
5. Arrangements will be made for school drop offs and pick ups, and for transporting parents and children to school activities

NON-ATTENDANCE

Serco staff must inform the DIAC Regional Manager when:

- School aged children are not attending school, or when parents/guardian have not enrolled their children at a school or pre-school
- When a Person in Detention requests to send their children to a different school or pre-school

_____

Serco Team Leader

Immigration Transit Accommodation
Working with Minors Procedures

Contents

1 INTRODUCTION
- 1.1 Purpose
- 1.2 Scope
- 1.3 Legislative and Policy Framework
- 1.4 Applies to
- 1.5 Principles and Values

2 PROCEDURES
- 2.1 Reception
- 2.2 Induction

3 FILES AND RECORDS
- 3.1 Individual Management Plan
- 3.2 Minor's role in the IMP
- 3.3 Record keeping and Storage
- 3.4 Identifiers

4 GUARDIANSHIP
- 4.1 Parental rights and responsibilities
- 4.2 Immigration (Guardianship of Children) Act 1946
- 4.3 Changes in Guardianship

5 HEALTH AND WELLBEING OF MINORS
- 5.1 Health Checks
- 5.2 Medications
- 5.3 Child Welfare
- 5.4 Allowance points
- 5.5 Food and Cooking

6 FAMILIES
- 6.1 Maintaining the Family Unit
- 6.2 Parental Authority
- 6.3 Family Autonomy
- 6.4 Information about Family
- 6.5 Contact from Family

7 RECREATION AND PROGRAMS
- 7.1 Toys and Equipment
- 7.2 Social Activities
- 7.3 Living Skills Programs
- 7.4 Excursions
- 7.5 Computer Access

8 EDUCATION
- 8.2 Preschool
- 8.3 Parent Refusal
- 8.4 Child Refusal

9 SAFETY OF MINORS IN THE ITA
- 9.1 Living in a Safe Environment
- 9.2 Living Arrangements/Placement
- 9.3 Safe Transport

9.4 Occupational Health and Safety (OH&S)
9.5 Searching Minors
9.6 Use of force/restraint
10 INAPPROPRIATE BEHAVIOUR OF MINORS
11 INCIDENTS
12 COMPLAINTS
13 VISITORS FOR MINORS
13.1 Visits with Minors
13.3 Supervision of Visits with Minors
13.4 Visits by Approved Volunteers and Community Group Representatives
14 CHILD PROTECTION AND MANDATORY REPORTING PROCEDURE
14.1 Identifying Signs of Abuse and Neglect
14.2 Reporting of abuse/neglect
14.3 Notifying the Child Protection Service
14.4 Cooperating with Investigations
15 STAFF TRAINING
15.1 Working with Minors Clearance
15.2 Staff Training
15.3 Child Welfare Worker
Attachment One
Draft Child Safety Checklist

1 INTRODUCTION

1.1 Purpose

The purpose of this procedure is to clearly outline the rights, needs and entitlements of minors and minors in Immigration Transit Accommodation (ITA) and to provide guidance to Serco staff on their responsibilities in relation to minors in the ITAs.

It is noted that DIAC will only place families with minors in an ITA where this is the most appropriate detention placement option and where there are no alternative options within the immigration detention network.

1.2 Scope

This procedure applies to all ITA sites.

1.3 Legislative and Policy Framework

Migration Act 1958
United Nations Convention on the Rights of the Child 1988
Immigration (Guardianship of Children) Act 1946
State child protection legislation

1.4 Applies to

All minors under the age of 18, including minors in the care of their families and unaccompanied minors.

1.5 Principles and Values

Serco will work to support the best interests of minors in the operation of the ITA. This will require that all minors will:

1) be treated with respect and dignity
2) be treated with an understanding of their age, gender, culture and life experiences
3) be provided with a safe and supportive living environment
4) have access to health and welfare services
5) have access to education
6) have access to age appropriate recreational activities
7) be supported in their culture and religion
8) be consulted about the progress of their case or management plans
9) be encouraged to engage with the wider community
10) have access to family, friends and other social supports
11) have the right to information about their family members
12) have the right to complain about their treatment

In addition:

1) Family units will be maintained and supported whenever it is appropriate
2) The role of parents and family members in the lives of minors will be respected and supported.

1.6 References to other Serco Procedures

This procedure provides the information and requirements immediate to the management of minors. Aspects of the operational processes mentioned will be covered in greater depth in topic specific procedures to those functions and processes.

This procedure should be read in conjunction with the referenced procedures for the full information on all requirements.

Procedures that are referenced and should be read in conjunction with this procedure are:

- Reception, Induction, Accommodation, Transfer and Discharge Procedure
- Searching and Screening Procedure
- Personal Officer Procedure
- Duty of Care Procedure
- Incident Management Reporting Procedure
- Safety and Security Procedure
- Visitor Management Procedure

2 PROCEDURES

2.1 Reception

The reception and induction processes are regarded as critical in the effective and appropriate management of People in Detention. These processes will be very person centred, with the needs of individual People in Detention and minors, where applicable, being the focus of attention.

The Serco Team Leader will make certain that where there is a mother and minor being received, the reception process will be conducted by a female CSW with accreditation in managing minors.

Where the minor is unaccompanied, the reception will be conducted by two CSWs of the same gender as the minor. At least one of these CSWs will be accredited in the management of minors.

Further referenced information on the reception process is provided in the Serco, *Reception, Induction, Accommodation, Transfer and Discharge Procedure.*

The Serco Team Leader will ensure that all minors or families with minors will be given priority in the reception and induction into the ITA. All receptions will be conducted immediately upon arrival or no later than 12 hours after arrival.

The placement of the minor and or his/her family within the ITA will be made with the minor's safety and best interests as the key consideration. The minor and his/her family will be actively consulted and, where appropriate, offered a choice in their placement within the ITA.

All minors/families will be offered a health assessment with the Health Services Provider (HSP) upon reception.

Minors are entitled to retain their property within the ITA subject to the provisions of the *Migration Act 1958* (the Act) and relevant rules of the ITA.

Further referenced information on the property is provided in the Serco*, Safety and Security Procedure.*

Upon reception to the ITA, families and minors will be issued with initial hygiene and clothing supplies to ensure their comfort during the first few days of accommodation, as required.

Further referenced information on the entry processes to the ITA is provided in the Serco *Searching and Screening Procedure*

2.2 Induction

The Serco Team Leader will have appropriate induction processes in place. These processes will be conducted by CSWs. Where a minor is involved the induction will be carried out by a female CSW with accreditation in managing minors.

Where the minor is unaccompanied, the induction will be carried out by a CSW of the same gender and with accreditation in managing minors.

Induction provides key information on how the ITA operates and aims to help the child/family settle into their new environment. Induction will be conducted as soon as practicable after arrival and within two days. Where appropriate, induction will occur in groups to assist in the development of relationships and support.

Minors over the age of 12 will be provided with information about the site, the house rules, services and supports available to minors. Minors over the age of 12 will be given a specially designed ITA Induction Handbook for Young People.
The CSW conducting the induction will ensure that a health check is carried out as part of the of the induction process.

A key component of induction is taking the child/family to the internal canteen or local shops in order to buy food and other supplies. Unaccompanied minors will receive active guidance on the purchasing of food and supplies.

Further referenced information on the induction process is provided in the Serco Procedure, *Reception, Induction, Accommodation, Transfer and Discharge Procedure.*

During the induction process, the accompanied minor will have a Personal Officer assigned to the parent and the minor. Unaccompanied minors will have a Personal Officer assigned to the minor.

Where a minor is accompanied, the Personal Officer will be of the same gender as the parent. The CSW will be required to have accreditation in managing minors.

Where the minor is unaccompanied, the assigned Personal Officer will be of the same gender as the minor and will have accreditation in managing minors.

Further referenced information on the Personal Officer is provided in the Serco Procedure, *Personal Officer Procedure.*

Further referenced information on the searching and screening processes is provided in the Serco Procedure, *Searching and Screening Procedure.*

3 FILES AND RECORDS

3.1 Individual Management Plan

During reception, the Serco CSWs will conduct a Security Risk Needs Assessment of each Person in Detention placed into the ITA. The needs assessment forms the basis of the Serco Individual Management Plan (IMP). The IMP's overarching goal is to plan and prepare the family and/or minor for independent living within the ITA.

The IMP will identify the care, support, training, education, health, recreational and social needs of the minor and will make appropriate plans to address these needs given the time available.

Minors may have their own IMP, or may be included in a family IMP. Within a family IMP each minor will be separately assessed and planned for.

3.2 Minor's role in the IMP

The extent to which minors are consulted about their needs and are active in decision making will depend upon their age and maturity. A minor's IMP will be overseen by the assigned Personal Officer for the minor.

1) All minors will be active participants in the development of their IMP
2) Minors over the age of 10 will be actively consulted about their needs, and their opinions must be considered in planning
3) Minors over the age of 15 will be encouraged to make positive decisions for themselves.

3.3 Record keeping and Storage

All files, records and IMPs are to be kept confidential and stored securely. All Serco files, records and IMPs on minors will be forwarded to the Department when the minor leaves the ITA site permanently.

3.4 Identifiers

A minor under the age of 15 years will not be asked to provide personal identifiers other than a photograph/image of their face.

A parent, guardian or independent person must be present when collecting any identifiers from minors.

No photographs, images or video footage can be taken of any minors in an ITA site under any circumstances without the permission of DIAC.

4 GUARDIANSHIP

4.1 Parental rights and responsibilities

Serco acknowledges the duty of care incumbent to People in Detention and, in particular, to minors.

The Serco Team Leader has a noted responsibility for the provision of a duty of care to all minors within the ITA.

Further referenced information on the provision of duty of care is provided in the Serco, *Duty of Care Procedure.*

Within the concept of this duty of care and responsibility owed by the Team Leader to all People in Detention within the ITA, Minors in Detention are the responsibility of their parents and or primary caregivers. Parents will be supported by Serco staff to exercise their parental responsibilities. These include, but are not limited to:

1) Responsibility for the child's health, welfare and wellbeing
2) Providing permissions and consent
3) Making decisions about education and recreation
4) Ensuring access to culture and religion.

Serco's Team Leader and CSWs recognises that some parents may find it difficult to adjust to parenting their minors in the different culture of an ITA in Australia. Serco staff will support these parents to understand the differences in culture and encourage them to allow their minors access to education, recreation and social activities, however, the final decision remains the parent's or guardian's, unless it breaches Commonwealth or State law or places the child at risk.

Wherever a parent does not consent to a school aged minor attending school, the Team Leader will report this to the DIAC Regional Manager.

4.2 Immigration (Guardianship of Children) Act 1946

The IGOC Act makes provision for unaccompanied minors to be placed under the guardianship of the Minister. Guardianship powers are interpreted to mean all powers and duties usually exercised by a parent over a child.

The Serco Team Leader and the relevant case manager in consultation with the nominated DIAC delegate are responsible for engaging with experts in child welfare to ensure guardianship powers are exercised appropriately.

It is recognised the Serco Team Leader is responsible for the provision of a duty of care and health and wellbeing services to each minor.

It is also recognised that the Minister will not delegate their guardianship powers, enshrined in the Act, to the Serco Team Leader.

4.3 Changes in Guardianship

The Minister can make changes to the guardianship of a minor at the ITA when there is an irretrievable breakdown in the relationship between the minor and the parent or carer and the Minister is satisfied that it is in the best interests of the minor in order to:

1) Protect the minor from injury or harm
2) Protect the minor from moral danger
3) Provide the minor with appropriate care and guidance.

When Serco staff have concerns about the care or guardianship arrangements for a minor in the ITA they will report them to the Team Leader who will immediately advise the Departmental Regional Manager and Case Manager for a review of the arrangements.

Changes in guardianship cannot be made for the purposes of improving the minor's eligibility for financial assistance or support from the Commonwealth or State.

5 HEALTH AND WELLBEING OF MINORS

The health and wellbeing of minors in the ITA is of primary importance in the management and operation of the ITA. An ITA may be the first opportunity for minors who have been detained to have a safe, secure and stable environment in which they can play, learn and develop social and living skills. The health and wellbeing of minors in an ITA site will include the provision of a comprehensive approach that includes health services, trauma services, social activities, education, and living skills programs.

5.1 Health Checks

Minors in immigration detention may have experienced a range of traumatic and harmful experiences that can lead to poor health, anxiety, depression and other symptoms that can interfere with their health and wellbeing. The Serco Team Leader, CSWs and Personal Officers will monitor the symptoms of trauma in minors and seek assistance and support from the Health Services Provider and specialist providers wherever necessary.

The Team Leader and CSWs will ensure that all minors are offered health checks with the Health Services Provider (HSP) upon reception. Where this is refused, the Team Leader will encourage parents/guardians to reconsider and will explain the benefits of a comprehensive health assessment that includes; general health, immunisation status, mental health, dental health. If the refusal continues, the Team Leader will report this to the DIAC Regional Manager.

The Team Leader or CSWs will arrange an appointment with the HSP or other specialist health provider upon request or as required.

Wherever there is a requirement for the provision of transport to an external health provider, the Team Leader will be responsible for providing all such transport.

5.2 Medications

Parents/guardians will be responsible for administering medication or treatment to minors. Where the minor is unaccompanied or there are concerns about the parent's comprehension of the administration instructions, medications will be administered by a First Aid trained Serco staff member in accordance with written instructions provided by the HSP.

Where any concerns exist regarding medication and a minor, the Team Leader will raise these with the Health Services Provider.

5.3 Child Welfare

1) CSWs assigned to a minor's welfare

The Serco Team Leader will ensure that there is at least one staff member with child welfare qualifications onsite at each ITA where minors are housed, at all times. This staff member will also be required to have at least Certificate III in Child Welfare with a minimum of two years experience and will be responsible for the oversight of the welfare of all minors.

2) Individual Management of Minors

The assigned Personal Officer will be responsible for overseeing the individual management plan (IMP) of each minor assigned to them. This includes identifying any welfare, recreational, social, educational and learning needs of the minor and implementing these requirements, in consultation with DIAC case management.
The Personal Officer and CSWs will conduct regular welfare checks to assess the minor's mental and physical health, identify any recreational or educational needs and make plans to address them.

The Personal Officer and CSWs will liaise between parents and community agencies and institutions such as schools to assist the parents to understand the role of these agencies and make informed choices about their minor's involvement with them. Parents will be encouraged to access the full range of community supports available.

3) Parental Support

The assigned Personal Officer will support parents in their parenting role and assist them to understand the role of schools, community groups, sporting clubs, playgroups, kindergartens, maternal health services.

The Personal Officer will encourage parents and minors to engage with these community groups and will support parents to engage and interact with these institutions.

Where there is an identified need, the CSW may arrange for the provision of parental education in areas such as those outlined below:

a) Food and nutrition for minors
b) Water safety
c) First aid
d) Road safety and road laws
e) Understanding adolescence
f) Child protection and child welfare services
g) Schooling in Australia

4) **Special Needs Minors**

The assigned Personal Officer in conjunction with the Health Services Provider will arrange community support for any minors with special needs or a disability through the relevant state government department. These minors will be able to access the same supports and services as any other child with the same disability.

5.4 Allowance points

Parents or guardians will manage and control the allowance program for their minors. The Team Leader will ensure that the CSWs provide guidance on spending the allowance.

Unaccompanied minors will be given responsibility for managing their own allowance program with the guidance from their Personal Officer.

5.5 Food and Cooking

All People in Detention, including minors will be provided with balanced and nutritional meals, consistent with their culture.

6 FAMILIES

6.1 Maintaining the Family Unit

The Team Leader will, where possible, have families housed together in appropriate accommodation with sufficient room for all family members. When this is not possible accommodation for additional family members will be arranged as close as possible. The family will be empowered to decide where its members are housed or sleep within these arrangements.

6.2 Parental Authority

All Serco staff will respect the authority of parents to parent their minors according to their cultural norms and within Australian laws. Where necessary Serco staff may coach parents to assist them to take responsibility for their minors. The Team Leader and other Serco staff will only intervene if there are legitimate concerns about the welfare of minors.

6.3 Family Autonomy

The Team Leader will ensure that families will have the right to live independently, autonomously and privately within their unit. Serco staff will not enter family units unless invited in or if they have reasonable concerns about safety or security.

Any cleaning or maintenance work within a residential unit will be negotiated with the family and conducted at a mutually agreed time.

6.4 Information about Family

Minors in ITA sites have the right to information about the welfare or whereabouts of their parents or other family members. Such information will not be withheld from minors,

6.5 Contact from Family

Families and minors are entitled to maintain contact with family and friends overseas or within Australia. Minors (over 10 years of age) will be allowed email accounts to send and receive emails. All mail addressed to minors will be passed on to them. Minors will be allowed access to the telephone for the purpose of making telephone calls at their own expense. Such email and telephone calls will be in accordance with the"Conditions of Use."

7 RECREATION AND PROGRAMS

7.1 Toys and Equipment

The Serco Team Leader will ensure that minors will have access to age appropriate toys and recreational equipment. Toys and equipment will be safe and in good order and repair. Toys and equipment will be maintained and regularly subjected to safety checks. Helmets will be provided with bicycles and scooters. Damaged and broken equipment will be replaced.

Examples of the types of equipment are provided below:

1) Playground equipment
2) Bikes, scooters, trikes
3) Basketballs, soccer balls, footballs
4) Cricket equipment
5) Tennis racquets
6) DVDs (rated G and PG)
7) Games (rated G & PG where applicable)
8) Toys
9) Books

7.2 Social Activities

The Team Leader will have available, a range of activities to families and minors to develop relationships and increase social support and a sense of community. Families and minors will be encouraged to make suggestions for activities.

Examples of social activities include:

1) Film nights
2) Sporting events
3) BBQs
4) Religious activities
5) Cultural activities

7.3 Living Skills Programs

The Team Leader will ensure that all residents will be offered a range of living skills programs that assist them to adjust to life in Australia and develop independent living skills. Programs can be offered in different ways to suit the learning style of the participant such as: one-on-one sessions, group discussions, incidental learning, workshops etc.

Living Skills programs that are particularly relevant to minors and families include:

1) English classes
2) Budgeting
3) Healthy Sleep
4) Cleaning and personal hygiene
5) Parenting Skills
6) Other programs offered by specialist community groups.

7.4 Excursions

The Team Leader will ensure that families and minors will be offered a range of age appropriate excursions. Serco staff will be responsible for arranging the activities, arranging transport, and seeking any necessary permission. The role of excursions is to involve the residents in Australian cultural life.

Examples of possible excursions include:

1) Religious events
2) Parks
3) The zoo
4) The museum
5) Sporting events.

7.5 Computer Access

Computer and email access will be available to People in Detention through computers located in common areas fitted with filtering devices to prevent access to inappropriate websites or other services.

Minors will have access to the internet supervised by their parents.

Unaccompanied minors will have access to the internet supervised by Serco CSWs.

The CSWs will make certain that all computer users will be required to sign a computer use policy and share computer use in accordance with the “Conditions of Use.”

7.6 Community Groups and Volunteers

Volunteers and community agencies play an important role in supporting minors and families in ITAs and assisting the establishment of social supports. Volunteers who visit or support minors **must** have the required Working with Minors check in their State. The involvement of all volunteers and community groups will be in accordance with departmental procedures.

8 EDUCATION

8.1 Schooling

The Serco Team Leader will have a program of educational access in place for all minors accommodated within the ITA. The minors will have the right to education and are obliged to attend under the relevant State or Territory laws. Parents will be actively encouraged to send their school aged minors to school.

DIAC will have agreements in place with state departments responsible for education. As a rule, the school will be designated as an alternative place of detention and the child placed into the custody of a designated person (usually the principal) under the Act.

Minors will attend the nearest state school; however, parents have the option to choose a different state school. Any change to the allocated school will require the approval of DIAC for the change to occur. Where such a change of school is requested, the Team Leader will forward this request to the DIAC Regional Manager.

Parents will be responsible for any costs associated with private education.

Where parents provide permission, the Personal Officer or CSW will assist the parents to become familiar with the school. Serco staff will provide transport for the minor and the parents to and from school each day and to any school related activities (such as parent teacher interviews, social events, etc).

The CSWs who take the minors to school, will make certain that they hand the minor directly to the designated/directed person. Under no circumstances will a minor simply be left at a school.

The Team Leader will check with the CSWs on return, to make certain that the minor(s) were handed to the designated/directed person on the return of the CSWs.

Unaccompanied minors will be required to attend school. The Personal Officer or CSW will be the primary support for the minor and the primary contact for the school. Unaccompanied minors will be supported to participate in all school related activities.

Serco staff will actively support the minor and the parents to adapt to the school environment by:

1) Providing/arranging English classes
2) Providing a homework club or homework support
3) Teaching parents to prepare appropriate lunches
4) Organising interpreters to attend meetings with the school
5) Proving access to computers and other learning aids
6) Providing school uniforms, shoes and bags as required
7) Providing sufficient stationery and other resources.

8.2 Preschool

Parents will also be encouraged to allow their preschool minors to attend pre-school, kindergarten or play group, however, this is not mandatory and non attendance will not be reported.

8.3 Parent Refusal

Where parents refuse to send their minors to school this will be reported to the Department by the Team Leader.

8.4 Child Refusal

For some minors, leaving their parents to attend school is distressing and potentially traumatic and the adjustment to school overwhelming. In such instances, where there is a refusal to attend school, the Team Leader will advise the Departmental Regional Manager so that expert support can be implemented to support the minor and the parents through transition.

9 SAFETY OF MINORS IN THE ITA

9.1 Living in a Safe Environment

The Serco Team Leader will make certain that all minors residing in the ITA feel safe and supported. Where it became known, or acknowledged, that a minor might not feel safe, the Team Leader will intervene immediately.

This right to feel safe includes, but is not limited to:

- The duty of care owed to the minor
- The minor's physical well being
- The minor's emotional well being.

Any threat to a minor's safety may constitute a child protection issue and may be subject to mandatory reporting.

Further referenced information on the processes for the reporting of incident is provided in the Serco Procedure*, Incident Management Reporting Procedure*

9.2 Living Arrangements/Placement

The Team Leader will be personally responsible for the allocation of accommodation for minors within the ITA. Where a minor is in the ITA, the Team Leader will regularly, in both formal and informal discussions with the CSWs check and test that there are no issues with the placement of any minors.

If at any time the Team Leader becomes aware, or suspects that, the current placement or management of the minor is contrary to the minor's best interests, the Team Leader will immediately advise the DIAC Regional Manager.

The Team Leader will as a first preference, ensure that minors are placed within the ITA with their parent or guardian.

The Team Leader will, before placing a minor or family in the ITA, have the Child Safety Checklist completed (See section 9.5 OH&S).

If there are any safety issues identified on the Child Safety Checklist they will be considered by the Team Leader prior to placement of the minor/family in the unit.

In addition, to the Child Safety Checklist the Team Leader must also consider the following:

1) Are there any individuals within the facility that may present a risk to the minor
2) Is the unit physically safe and clean for the minor
3) Does the unit present any hazards to the minor
4) Are the furniture and toys age appropriate for the minor.

A copy of the Child Safety Checklist is provided as Attachment One to this document.

Minors must not be accommodated in an ITA in which People in Detention who have a history of violence or other activities that may place a minor at risk are being housed without risk mitigators being in place. Where there is a chance of such co-location, the matter will be referred by the Team Leader to the Departmental case management who will determine the best accommodation options for either party.

9.3 Safe Transport

It is acknowledged that minors and families will require transport in Serco vehicles for a range of activities such as schooling, shopping, church, sport, recreation. The Serco Team Leader and CSWs will make certain that all passengers wear seat belts and minors must be transported in accordance with the state's road safety legislation and requirements for child restraints outlined below.

All child restraints, car seats and booster seats will comply with *the Australian New Zealand Standard 1754*.

All child restraints will be properly fitted into the vehicle and adjusted to fit the child.

Child Car Restraint Requirements	
Victoria, Queensland & Western Australia	
Under 6 months	• Cannot travel in front seat if another seat is available • Must be in a rear facing child seat that is properly fitted to the vehicle and adjusted to size.
6 months to under 4 years	• Cannot travel in front seat if another seat is available • Must use EITHER an approved rearward-facing child restraint OR a forward-facing approved child restraint with an inbuilt harness that is properly fitted to the vehicle and adjusted to fit the child's body correctly.
Minors aged 4 to under 7 years:	• Cannot travel in front seat unless all other seats are occupied by minors also under 7 • Must use EITHER an approved forward-facing approved child restraint with an inbuilt harness or an approved booster seat and be restrained with a properly fastened and adjusted seatbelt or child safety that is adjusted to fit the child's body correctly.
New South Wales	
0 – 6 months	• Babies up to the age of 6 months must be restrained in the rearward-facing restraint.
6 months – 12 months	• For young minors from 6 months to 1 year of age a rearward or forward facing restraint must be used.
12 months – 4 year	• From 1 to 4 years of age the child must be restrained in a forward facing restraint.
4 years – 7 years	• From 4 years to 7 years of age, a booster seat must be used

9.4 Occupational Health and Safety (OH&S)

Serco is committed to the health and safety of People in Detention and staff in the ITA. The Serco Team Leader will actively encourage the identification and reporting of OH&S issues and will respond to all reports.

1) **Compliance with Safety Standards**: All minor's furniture, toys, car restraints, bikes and other equipment will comply with the relevant safety standards and will be regularly inspected and maintained to ensure it is in safe working order.

2) **OH&S Committee**: The ITA will have an OH&S committee that includes People in Detention representation. Consideration of a minor's representative will be made in sites that have a proportion of minors between the ages of 12 and 18 years.
All People in Detention, including minors will be actively encouraged to raise health and safety concerns with the OH&S committee.

3) **Child Safety Checks**: Child safety checks using the ITA Child Safety Checklist will be conducted to ensure the ongoing safety of minors within the ITA. These checks take into consideration the physical safety of the accommodation units and the surrounding areas. The Child Safety Check is conducted with reference to the age of the minor, such that an environment that is not safe for a baby may be assessed as safe for an older child.

A child safety check should be conducted every time a new family or minor is received into an ITA site and before they are placed within a unit. A family or minor cannot be placed in a unit that has been assessed as unsafe.

The Child Safety Checklist also identifies safety training needs that should be provided to parents or minors as part of their IMP.

A copy of the Child Safety Checklist is provided as Attachment One to this document.

9.5 Searching Minors

There are strict provisions controlling the searching of minors in the Migration Act 1958. These powers are further captured in the document, Statement of Works – ITA for this contract. The requirements of the Act and this contract document have been captured in the Serco *Searching and Screening Procedure*.

The Team Leader will make certain that searches of minors are in strict accordance with the Serco *Searching and Screening Procedure*..

Searching a child constitutes a reportable Incident and must be reported in accordance with the procedural requirements.

Further referenced information on the searching and screening processes is provided in the Serco *Searching and Screening Procedure*.

Further referenced information on the processes for the reporting of incident is provided in the Serco, *Incident Management Reporting Procedure*

9.6 Use of force/restraint

The Serco Team Leader will ensure that the use of force or restraint devices should only be applied to minors in exceptional circumstances then in strict accordance with the Migration Act 1958. There is a Serco procedure, *Safety and Security Procedure* and any such use of force or restraint devices will be in strict accordance with this procedure.

A minor is deemed by the Department as a person of special consideration and so staff must use greater care than would otherwise be required should reasonable force be warranted and permitted by the *Searching and Screening Procedure*.

The use of force or restraint on a child constitutes an Incident and must be reported in accordance with the Serco, *Incident Management and Reporting Procedure*. All instances of the use of force or restraint on a child will be investigated by the National Manager.

Further referenced information on the use of force and restraint devices is provided in the Serco *Safety and Security Procedure*

Further referenced information on the processes for the reporting of incident is provided in the Serco *Incident Management Reporting Procedure*

10 INAPPROPRIATE BEHAVIOUR OF MINORS

Parents and guardians are expected to manage the behaviour of their minors and apply appropriate discipline. Parents who have difficultly managing their minors will be given coaching and support to manage more effectively. However, the safety and security of the site for all People in Detention is paramount.

All minors are expected to behaviour in accordance with the House Rules.

Where a minor's behaviour exceeds the control of their parent or guardian and repeatedly breaks the rules, the Team Leader will consider the following steps:

1) Informal Counselling – an informal session that outlines the problematic behaviour to the minor and the expected behaviours.
2) A Behaviour Management plan – a structured intervention developed by a child worker that monitors behaviour and using behaviour modification techniques develops more appropriate behaviours.
3) Dispute Resolution – a dispute resolution process with the aggrieved party which may involve facilitation or mediation.
4) Relocation – if the behaviour continues to be problematic, the minor and his/her family will be relocated to another facility.
5) The Team Leader will consult with the DIAC case management where further referral and case plan amendments may be required.

11 INCIDENTS

Any incidents involving minors will be reported in accordance with the Incident Management Reporting (ITA) Procedure. Incidents involving minors are generally considered more serious than those involving adults and have more stringent reporting requirements.

Incidents involving minors also have to be considered with a view to State Child Welfare and Protection legislation.

Further referenced information on the processes for the reporting of incident is provided in the Serco *Incident Management Reporting Procedure*

12 COMPLAINTS

Minors in Detention have the right to make a complaint about any aspect of their care or accommodation within the ITA. The Serco Team Leader will ensure there are provisions whereby a minor can access and action a complaint to the Team Leader.

The Team Leader will also have in place provisions whereby minors can request assistance from Serco staff to make their complaint. When such support is requested the Serco staff member is to maintain their objectivity, must not attempt to influence the complaint and must relay the facts of the complaint as made by the minor.

A minor has the right to make a complaint confidentially.

All complaints made by minors will be documented and investigated by the Team Leader

13 VISITORS FOR MINORS

Minors are permitted and encouraged to have visitors while residing within the ITA. Visitors play an important role in establishing family and social relationships, developing support networks and normalising the ITA experience.

The visiting processes are covered in the Serco, *Visitor Management Procedure*.

Further referenced information on the visits processes are provided in the Serco Procedure, *Visitor Management Procedure*

13.1 Visits with Minors

Visits will occur during specified visiting times unless otherwise approved by the Team Leader.

All visitors will be advised of the conditions of entry and will have to sign in and out of the facility.

All visits will occur in a pre-approved place within the ITA.

The minor's parent or guardian will be responsible for exercising control over their minor and his/her visitors within the ITA. In the case of unaccompanied minors, Serco staff will be responsible for applying the required level of supervision.

13.3 Supervision of Visits with Minors

There are different levels of supervision for visits with minors. Serco will provide the lowest level of supervision required to ensure the safety of the child.

Visits with minors may be:

1) Supervised – a Serco staff member will be present at the visit
2) Unsupervised – Serco staff will not provide any more supervision to the visit than would normally be exercised over all activities within the site. In this case the parents or guardians are responsible for overseeing the visit.

The Team Leader is responsible for determining the level of supervision required for a visit with a minor. When determining the level of supervision, the Team Leader will consider the following:

1) The age of the visitor
2) The age and maturity of the minor
3) The relationship of the visitor to the minor
4) Where the proposed the visit will take place
5) Any vulnerabilities of the minor

6) Any issues or concerns about the visitor.

13.4 Visits by Approved Volunteers and Community Group Representatives

Where a relevant volunteer or community service has been identified to regularly visit or work with a minor they will be subject to a state-specific "Working with Minors Check" that involves a minimum of a recent Police Records check.

Anyone regularly visiting a minor within a paid or volunteering position will not be permitted into the site without the Blue Card or Working with Children Check.

Further referenced information on the visits processes are provided in the Serco Procedure, *Visitor Management Procedure*

14 CHILD PROTECTION AND MANDATORY REPORTING PROCEDURE

Minors in Detention have the same rights to protection from abuse and harm as any other minor living in Australia. Child Protection Services are a State or Territory responsibility and any allegations or reporting of abuse or neglect of a minor must comply with the relevant State or Territory legislation.

Serco staff have a duty of care to all minors in ITAs. This duty of care extends to having the CSWs monitor the safety and well being of minors and reporting any concerns, however small, about their welfare to the Team Leader and any concerns related to abuse or neglect as outlined below.

Any concerns reported to the Team Leader will be immediately passed on to the Departmental Case Manager and the Departmental Regional Manager, by the Team Leader.

14.1 Identifying Signs of Abuse and Neglect

Abuse may include physical, emotional, or sexual abuse, or neglect. Potential signs of child abuse may include but not limited to:

1) **Physical**: fractures or broken bones, bruises, burns, poor hygiene, constant hunger
2) **Behavioural**: caution with parents or guardians, age-inappropriate sexualised behaviour, wearing excessive clothing to hide bruises, burns, displaying minimal emotion or excessive friendliness toward strangers, inappropriate social relationships, significant changes in behaviour or attitude
3) If the minor discloses they have been abused.

14.2 Reporting of abuse/neglect

Under Departmental guidelines all instances of suspected minor abuse or neglect are to be reported to the relevant state authority, whether or not that state has a mandatory reporting requirement.

Where a Serco staff member believes on reasonable grounds, that a child requires protection from abuse or neglect, the staff member will immediately report their concerns to the Team Leader.

The Team Leader will immediately:

- Make the notification to the relevant State Child Protection Authority.
- Advise the Departmental Regional Manager
- Report the incident in accordance with the Serco, Incident Management and Reporting Procedure.

There is no requirement to substantiate the claim of abuse or neglect when making a notification to child protection.

The Team Leader will ensure that staff do not conduct their own investigations into the suspected abuse/neglect. It is the responsibility of the child protection team to assess the notification and make any relevant investigations to ensure the child's safety.

The issues of concerns and the notification to child protection are to be recorded in the child's IMP file.

14.3 Notifying the Child Protection Service

To make a notification for an at-risk minor, the Team Leader will contact the state Child Protection Service and speak with a worker who may request the following information:

1) The minor's name, location, contact information and age
2) Indicators of harm – your observations of abuse or neglect
3) Safety assessment – details of any immediate danger to the minor
4) Your involvement with the minor
5) Family information – any other relevant information known about the family.
6) Cultural characteristics – any specific cultural information, needs for interpreter, or disability needs.

A notification should still be made regardless of whether all the above information is known.

Contact numbers for making a notification are:

Contact number - QLD
Contact number - NSW
Contact number – Victoria
Contact number – Western Australia

14.4 Cooperating with Investigations

All Serco staff will be required to fully cooperate with any investigations conducted by State Child Protection Authorities.

15 STAFF TRAINING

All Serco staff will treat People in Detention with dignity and respect. They will maintain professional and supportive relationships with People in Detention and will work to provide an open and friendly environment within the ITA. Serco staff will operate with an awareness

of the culture and experience of the People in Detention and will be culturally sensitive within the ITA.

15.1 Working with Minors Clearance

The Team Leader will ensure that all Serco staff working within the ITA have the relevant state approval for working with minors.

Staff deemed unsuitable to work with minors will not work within the ITA and the Departmental Regional Manager will be advised of the outcome of the Working With Children checks.

Organising the clearance check will be the responsibility of the Team Leader.

15.2 Staff Training

The team Leader will ensure that all Serco Staff working at the ITA have the following training:

1) First Aid Training
2) Cultural Awareness Training
3) Mental Health Awareness Training
4) Human Rights Training
5) Human Interactions Training
6) Engaging Minors and Adolescents Training
7) Recognising Signs of abuse and trauma training
8) Child Protection Procedure Training

15.3 Child Welfare Worker

In all ITAs in which there are minors at least one CSW with Child Welfare Qualifications will be employed. This worker will have a minimum of Certificate III in Child Welfare and at least 2 years experience working with minors.

_____

Serco Team Leader

Attachment One
Draft Child Safety Checklist

ITA Working with Minors PPM

ATTACHMENT 1 - Draft Child Safety Checklist

Date_____ Officer _____ Child/Family_____

Age of child(ren)_____ Facility _____ Unit _____

Child Safety Checklist				
Kitchen	**Y**	**N**	**N/A**	**Comments**
Oven bolted to the wall and floor to prevent it tipping over				
Back burners used on the stove and pot handles always turned away from the front of the stove to avoid scalds				
Power point covers fitted to avoid electrocution				
Fire blanket and/or fire extinguisher available in case of fire				
Power boards not overloaded				
Electrical appliances in good working order				
Fire extinguisher and fire blanket in the kitchen				
Fire escape route on display				
Matches and lighters out of reach of minors				
Hot water in kettles kept out of reach				
Placemats used instead of tablecloths				
Highchair is stable and fitted with a five point harness to prevent serious fall injuries				
All cleaning products kept in a locked cupboard				
Plastic bags kept out of reach of minors				
Appliances located within close range of each other, i.e. between sink, stove, fridge and workbenches				
Microwave positioned out of minors' reach				
Other -				

ITA Working with Minors PPM

Living areas				
Corner covers on sharp edges of furniture				
Large objects (TVs, cabinets) secured to the wall				
Blind cords out of reach to avoid strangulation				
Fire and heater guards securely attached				
Matches and lighters kept out of reach of minors				
Heater at least one metre away from curtains or other flammable materials				
Toys stored within minors' reach				
Toys in good condition				
Toys for under 3 year olds have no buttons, beads ribbons or small parts				
Furniture kept away from windows				
Safety glass or shatter-resistant film fitted to low-level windows or glass doors				
Safety barriers on steps and stairs				
Layout and placement of furniture in each room allows a clear pathway to avoid tripping and collisions				
Power boards used instead of double adaptors				
Other -				
Bathroom and laundry				
All medications and cleaning products stored in locked cupboards				
All poisonous substances kept in their original containers				
Electrical appliances removed from the bathroom				
Nappy bucket has a firm fitting lid and placed off the floor				
Non-slip surface on bath or non-slip bath mat				
Power point covers installed to avoid electrocution				
Hot water delivered to the bathroom at a maximum 50°C to prevent serious scalds				
Bath taps inaccessible to young minors				

ITA Working with Minors PPM

Other -				
Balconies				
Balcony entry points locked to avoid balconies being used as a play area				
Minors supervised on balconies at all times				
Heavy furniture that minors cannot move to climb on railings				
Height of railing at least 1000mm (1 metre), but if balcony is higher than 3 metres off the ground, railing to be at least 1200mm high				
Railing is vertical so minors cannot climb railing like a ladder, with gaps between railing no wider than 100mm				
Balcony surface is non-slip to prevent falls, and all tripping hazards removed				
Other -				
Bedroom				
Cots are Australian Standards approved for safer design to avoid serious injury				
Cot mattress fits snugly to avoid entrapment				
No mobiles, bumpers or pillows in cot to avoid suffocation				
Cot away from windows and blinds to avoid strangulation from cords				
Change table fitted with body harness, or baby changed on the floor to prevent serious fall injuries				
Toddlers over 90cms tall sleep in a bed				
No electric blankets on minors' beds to avoid fire and electrocution				
'Low Fire Danger' minors' nightwear worn to reduce fire risk				
Clothing not dried too close to heaters				
Smoke alarms fitted outside each bedroom with batteries checked regularly and replaced annually.				
Only minors over the age of 9 years permitted on the top of an Australian Standards approved bunk bed to avoid serious fall injuries				

ITA Working with Minors PPM

Other -				
Garage and sheds				
Locks on garage and storage shed doors to prevent access				
Poisonous substances kept in original containers				
Paints, flammable liquids and poisonous substances in locked cupboards				
All power tools stored in locked cupboard				
Small objects (e.g. nails, screws etc.) stored up high				
Minors not permitted to play around machinery				
Other -				
Outdoors				
Prams and strollers fitted with a five point harness				
A safe fenced area provided for minors to play				
Fences checked regularly and in good condition				
Minors encouraged to play in shade, wear hats and protective clothing to avoid sunburn				
SPF30+ sunscreen available				
Play equipment checked regularly and in good condition				
Soft surface under playground equipment maintained at a depth of 300mm				
Minors always supervised near dogs				
Grounds checked for poisonous plants				
No tree branches at child's eye level to avoid injury				
Other -				
On the road				
First aid kit and fire extinguisher checked in each unit				
Minors always travel in an Australian Standards approved child restraint				
Child restraints properly fitted and used at all times				
Child safety locks on car doors				

ITA Working with Minors PPM

Minors always get in and out of the car on the kerb side				
Gate to the road kept closed				
Driveway separated from play areas				
Toddler's hand always held when near a road				
Traffic lights or pedestrian crossings used when available				
Helmets always worn when riding bicycles				
Wrist guards, knee and elbow pads, closed-toe shoes and helmets worn when riding skateboards, scooters and in-line skates				
Other -				

ITA Working with Minors PPM

Safety Lessons provided/required	Y	N	N/A	Comments
Parents taught to use kitchen appliances				
Parents taught to use fire extinguisher				
Parents/minors taught to be sunsmart				
Parents /minors taught to “stop look listen” when crossing roads				
Other				

This Child Safety Checklist was developed from the Home Safety Checklist (2008) developed by Safety Centre of the Royal Minors Hospital, Melbourne and the Home Safety Fact Sheet (2004) developed by the Minors’ Hospital at Westmead, Sydney.