

# Youth detention centre

## OPERATIONAL POLICY

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**Title:** YD-4-6 Youth detention – Use of surveillance technology and client privacy

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**Policy statement:**

The department is committed to protecting the safety of young people and staff in youth detention. To this end, youth detention centres employ a range of dynamic, procedural and physical security measures to minimise incident risks. This includes the use of static and dynamic surveillance technology.

Surveillance technology provides youth detention centres with an additional mechanism to maintain accurate and transparent incident records, allowing for enhanced review and quality assurance processes to foster an environment of continual practice improvement.

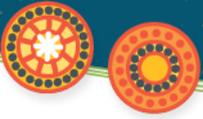
In utilising surveillance technology, the department recognises that young people's privacy and dignity may be affected.

Accordingly, the department will:

- ensure these systems are actioned in a way that upholds young people's right to privacy as far as possible
- minimise the use of surveillance technology to situations where there is an identified risk
- establish systems and procedures to ensure stored audio and visual surveillance footage is protected against misuse, loss and unauthorised access, use and disclosure
- provide young people with a range of opportunities to have their views taken into account regarding the application of this policy
- strictly prohibit the covert use of surveillance footage
- train and support staff to comply with this policy.

To remove any doubt, surveillance technology does not replace or minimise in any way the need for staff to conduct regular observations and physical checks on young people. Vigilant and attentive supervision of young people is not only paramount to maintaining the security of the centre; but it also allows staff to build respect and trust with young people. Building trusting and respectful relationships with young people better enables staff to manage and respond to young people's need for privacy.

Surveillance technology must also not replace or minimise the importance of strategies used by staff to assist in preventing and managing the potential for incidents. Rather, surveillance technology may be used as an additional tool to assist staff in the de-escalation process to ensure the safety and security of young people, staff, visitors and the centre.



## Principles:

### 1. General principles

1.1 There will be signs notifying all people entering the centre that they may be under camera surveillance at the entrance of each centre. These signs must be clearly visible.

1.2 Upon induction, young people will be provided with information about:

- the purpose of the camera surveillance in detention
- CCTV including:
  - if their allocated accommodation room has CCTV
  - if they will be monitored and what times the cameras will be on
  - reasons why they may be monitored by (e.g. what behaviour will result in the room cameras being turned on).
- body worn cameras including:
  - the purpose of body worn cameras
  - what behaviour will result in the cameras being activated
  - that audio and video content will be captured when the camera is activated
  - what happens to the footage captured
  - who has access to the footage and why.
- their right to make a complaint at any time to any staff member about the use of surveillance technology.

### 2. Accommodation room surveillance

2.1 Live monitoring from accommodation room camera surveillance must not be displayed<sup>1</sup> unless there is an identified risk. Risks must be identified and documented by at least one of the following processes:

- suicide risk assessment
- special interest young person (SIYP)
- behavioural observations
- room sharing arrangement.

2.2 The risk management processes noted in 2.1 will determine the appropriate level of camera surveillance and supervision and observations commensurate to the level of risk identified.

2.3 Live monitoring of accommodation room surveillance may be accessed by authorised officers during an incident or to check on the wellbeing of a young person in separation.

2.4 Privacy screens and shower curtains must be accessible by young people at all times while in their accommodation room, unless a risk assessment has determined otherwise.

2.5 Where accommodation rooms are fitted with multiple cameras, bathroom camera surveillance will not be displayed, unless a risk assessment has determined otherwise.

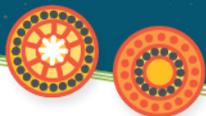
2.6 Where risk assessed as appropriate, live monitoring from accommodation room surveillance must only be viewable to relevant section and control room staff. During shower and hygiene break times, section and control room staff must consider turning off monitors and conducting observations and physical checks, based on a dynamic assessment of risk<sup>2</sup>.

2.7 A young person must not cover their camera under any circumstances<sup>3</sup>. Such circumstances present a safety risk. If this occurs, operational staff must rectify the situation immediately. As

<sup>1</sup> This means that it must not be viewable on any camera monitors throughout the centre.

<sup>2</sup> Refer to Step 1, Chapter 3 Incident Management, Youth Detention Centre Operations Manual.

<sup>3</sup> To be clear, this includes a young person using clothing or other materials from their accommodation rooms to cover the camera.



appropriate, the young person's behaviour may be addressed through the use of the behaviour development system. Refer to [Policy YD-1-2: Behaviour development](#).

- 2.8 Body worn cameras must not record footage in accommodation rooms, except where prescribed or where a staff member enters a young person's room and there is a considered threat to safety and security. Refer to Chapter 4 – Security management.
- 2.9 Access to historical footage from accommodation room surveillance images is restricted to detention centre staff authorised to view the surveillance images as part of their normal duties. Refer to section 3.2 below.

### 3. Access to, review, extraction and storage of CCTV footage

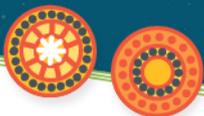
- 3.1 All CCTV surveillance recordings will be stored in a secure network location for a period of 30 days. Images will then be overwritten with new footage unless:
- retention is required for the purpose of incident review, an investigation or court proceeding (criminal or civil), or
  - retention has been authorised by the executive director, deputy director or delegate for another purpose<sup>4</sup>.

Strict control must be maintained over CCTV records. Review, download and save<sup>5</sup> responsibilities for CCTV footage are restricted to the following officers at the discretion of the executive director or deputy director:

Review CCTV footage	As per incident management review procedures, only the following officers can review CCTV footage and authorise a download: <ul style="list-style-type: none"> <li>• executive director</li> <li>• deputy director</li> <li>• manager, practice support</li> <li>• manager, client relations</li> <li>• senior intelligence officer</li> <li>• intelligence officer</li> <li>• unit manager operations</li> <li>• other officers may request and obtain footage on a case by case basis for an authorised purpose at the discretion of an authorised officer.</li> </ul>
Download and save CCTV footage	Only the following officers are authorised to download and save CCTV footage: <ul style="list-style-type: none"> <li>• executive director</li> <li>• deputy director</li> <li>• manager, practice support</li> <li>• manager, client relations</li> <li>• senior intelligence officer</li> <li>• intelligence officer</li> <li>• unit manager operations</li> <li>• other staff following approval from the executive director or deputy director</li> </ul>

<sup>4</sup> Including desktop review to inform practice or training purposes. Consent from individual officers must also be sought as relevant.

<sup>5</sup> Downloading footage refers to the extraction of CCTV footage, which is saved locally. Saving refers to the transfer of CCTV footage to a removable storage device (i.e. CD, DVD or USB).



#### 4. Body worn cameras

4.1 Where safe and practicable, the following events must be recorded with a body worn camera:

- operational incidents and behavioural issues
- when a staff member is required to enter a young person's room and there is a considered threat to safety or security
- when a staff member is conducting a targeted search of a young person's room, detention centre grounds, or vehicle where there is suspicion of restricted or prohibited articles.

4.2 Where BWC footage was not recorded for an incident, justification must be provided in the respective occurrence report.

4.3 Body worn cameras must not be used in the following circumstances:

- in places where a reasonable expectation of privacy exists
- during a partially clothed search of a young person or a cavity search of a young person approved by the executive director and conducted by a medical practitioner.<sup>6</sup>
- in staff toilets, shower facilities, or locker rooms<sup>7</sup>
- during conversations between youth detention staff, visitors or young people that are unrelated to an incident
- during cultural visits or ceremonies (e.g. Sorry Business or Sad News)
- general surveillance or covert recording
- during routine visitor screening.

4.4 Wherever possible, staff will make all reasonable efforts to advise other staff, young people and visitors when a body worn camera has commenced recording.

#### 5. Access to, categorisation and review of body worn camera footage

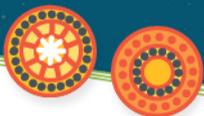
5.1 Strict control must be maintained over body worn camera records. View only, categorise and review<sup>8</sup> responsibilities for body worn camera footage are restricted to the following officers at the discretion of the executive director or deputy director:

View only body worn camera footage	<p>Only the following officers can view allocated body worn camera footage:</p> <ul style="list-style-type: none"> <li>• executive director</li> <li>• deputy director</li> <li>• manager, practice support</li> <li>• manager, client relations</li> <li>• senior intelligence officer</li> <li>• intelligence officer</li> <li>• unit manager operations</li> <li>• unit manager accommodation</li> <li>• team leader, behaviour support</li> <li>• team leader, casework</li> </ul>
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<sup>6</sup> Staff must turn off and remove their body worn camera during these search practices and turn them back on when the search is complete.

<sup>7</sup> Staff must turn off their body worn camera in these locations and turn them back on when returning to their duties.

<sup>8</sup> View only refers to the access of allocated body worn camera footage and the ability to make case notes. Categorise refers to modifying the title, tagging/flagging, marking and reassigning the footage. Review refers to all view only and categorise functions and also includes the ability to share externally, restricting access and generating reports.



	<ul style="list-style-type: none"> <li>• safety advisor</li> <li>• records officer</li> <li>• other officers may request and obtain footage on a case by case basis for an authorised purpose at the discretion of an authorised officer.</li> </ul>
Categorise body worn camera footage	<p>Only the following officers are authorised to categorise body worn camera footage:</p> <ul style="list-style-type: none"> <li>• manager, practice support</li> <li>• manager, client relations</li> <li>• senior intelligence officer</li> <li>• intelligence officer</li> <li>• records officer</li> <li>• other staff following approval from the executive director or deputy director</li> </ul>
Review body worn camera footage	<p>Only the following officers are authorised to review body worn camera footage:</p> <ul style="list-style-type: none"> <li>• manager, practice support</li> <li>• manager, client relations</li> <li>• senior intelligence officer</li> <li>• other staff following approval from the executive director or deputy director</li> </ul>

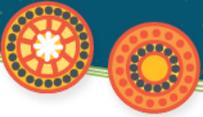
## 6. Retention and disposal of surveillance footage

- 6.1 Retention and disposal of surveillance records will be authorised by the executive director in accordance with Policy YD-4-4: Retention and disposal of evidence relevant to an incident.
- 6.2 Permission to dispose of the relevant footage must be actioned in accordance with the [Queensland State Archives approved retention and disposal schedules](#). In accordance with the guidance provided in the retention and disposal schedules, the executive director will approve practices for the disposal of surveillance records.
- 6.3 Any attempt to alter or intentionally delete any part of any surveillance recording without prior approval will be considered as suspected misconduct. Such actions may also constitute a criminal offence. These matters will be referred to the Professional Standards Unit and/or Queensland Police Service for further investigation.

## 7. Sharing surveillance footage

7.1 When CCTV and body worn camera footage requires further distribution:

- the footage is managed by relevant staff, depending on the nature of the footage and at the discretion of the executive director or deputy director:
  - footage as it relates to prohibited or illegal articles is managed by the senior intelligence officer for subsequent referral to QPS
  - complaint-related footage is managed by the client relations manager for subsequent referral to the Professional Standards Unit and/or QPS
  - footage requested by the internal and external oversight bodies and/or other departmental business units is managed by the practice support manager and/or the client relations manager
  - the distribution of footage for any other purpose must be authorised by the executive director or deputy director.



## 8. De-identifying surveillance footage

8.1 If there is a requirement for people captured on surveillance footage to have their identity removed, blurred or de-identified, advice will be sought from the department's Right to Information, Privacy and Screening Unit.

## 9. Young people's views and complaints

9.1 Young people's views regarding the use of surveillance and the impacts on privacy and dignity will be taken into account. Youth detention centres must have established mechanisms (e.g. consultative committees) to facilitate this.

9.2 The young person has the right to make a complaint at any time in relation to any decision made about retention of any images created from scanning upon admission to the centre and the use of camera surveillance.

9.3 Young person related complaints will be managed in accordance with the complaints management process outlined in [Policy YD-1-9: Complaints management](#).

9.4 Staff and other person complaints will be managed in accordance with the department's [complaints management policy](#).

## 10. Reporting responsibilities

9.1 A record must be made on the relevant incident report (on the review tab) that surveillance footage was downloaded, noting who downloaded the footage, when, and why by the officer downloading the footage.

9.2 Refer to Policy YD-4-4: Retention and disposal of evidence to an incident for more information.

### Objectives:

This policy sets out the framework to ensure the use of surveillance technology and other search technologies in youth detention centres:

- operates and is used in a way that upholds young people's right to privacy as far as possible
- complies with all relevant legislative requirements, and
- is used and monitored in accordance with this policy.

### Scope:

This policy applies to the use of surveillance technologies in a youth detention centre.

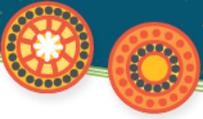
This policy is to be read in conjunction with:

- Chapter 1: Care and management of young people, Youth Detention Centre Operations Manual
- Chapter 2: Admission, external movement, transfer and release, Youth Detention Centre Operations Manual
- Chapter 3: Incident management, Youth Detention Centre Operations Manual
- Chapter 4: Security management, Youth Detention Centre Operations Manual.

The suite of policies that underpin the manual are also relevant.

### Roles and responsibilities:

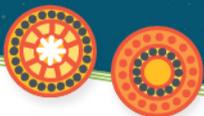
- Youth detention operational staff:
  - participate in risk assessment processes
  - provide young people access to privacy screens and shower screens



- switch off live monitoring as appropriate.
- utilise body worn camera surveillance technology in accordance with procedures
- accurately record incidents where body worn camera footage was recorded.
- Manager, client relations:
  - facilitate the provision of surveillance footage for specified reasons as required to delegated officers
  - access, maintain and manage surveillance footage in accordance with this policy.
- Unit manager (operations):
  - access, maintain and manage surveillance footage in accordance with this policy
  - maintain footage register
  - ensure surveillance footage is not accessed by non-essential staff.
- Intelligence officer:
  - access, maintain and manage surveillance footage in accordance with this policy
  - maintain footage register
  - ensure surveillance footage is not accessed by non-essential staff.
- Senior intelligence officer
  - access, maintain and manage surveillance footage in accordance with this policy
  - facilitate the provision of surveillance footage for specified reasons as required to delegated officers
  - maintain footage register
  - ensure surveillance footage is not accessed by non-essential staff
  - assign retention categories to BWC footage to ensure appropriate retention.
- Practice support manager
  - access, maintain and manage surveillance footage in accordance with this policy
  - facilitate the provision of surveillance footage for specified reasons as required to delegated officers
  - maintain footage register
  - ensure surveillance footage is not accessed by non-essential staff
  - monitor compliance with this policy
  - assign retention categories to BWC footage to ensure appropriate retention
  - ensure disposal of BWC footage according to the assigned retention category within the prescribed timeframe.
- Deputy director
  - access, maintain and manage surveillance footage in accordance with this policy
  - approve retention of evidence in accordance with this policy
  - authorise additional officers to access, review and/or download surveillance footage ensure compliance with this procedure.
- Executive director
  - approve retention and disposal of evidence in accordance with this policy
  - access, maintain and manage surveillance footage in accordance with this policy
  - authorise retention of surveillance footage for another purpose
  - authorise additional officers to access, review and/or download surveillance footage
  - ensure compliance with this policy.

### **Authority:**

*Information Privacy Act 2009*  
*Public Service Act 2008*

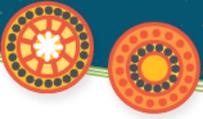


*Youth Justice Act 1992*  
*Youth Justice Regulation 2016*

### **Definitions:**

For the purpose of this policy, the following definitions shall apply:

<b>Term</b>	<b>Definition</b>
Accommodation room surveillance	Live viewing of young people in their accommodation rooms via fixed CCTV or the activation of a body worn camera for prescribed purposes.  Note, not all accommodation rooms are equipped with CCTV.
Authorised officer	For the purpose of this policy refers to the manager, practice support, unit manager operations, deputy director and executive director.
Body worn camera	A small recording device (video and audio) worn by youth detention operational staff. The device enables the user to activate and deactivate recording to capture an incident response. Footage can be viewed, downloaded, stored and analysed for various purposes.
DCOIS	Detention Centre Operational Information System
Detention youth worker	A staff member who has direct care responsibility for young people.
Executive director	The director of the youth detention centre.
Surveillance technology	Surveillance with CCTV and body worn cameras that includes visual and audio capture.



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**Approved by:** 1.0 Assistant Director-General – 27 March 2018  
1.1 Director, Youth Justice Operations  
1.2 Deputy Director-General (2 December 2019)

**Date of operation:** 30 April 2018

**Date to be reviewed:** 2 December 2022

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**Office:** Youth Justice Secure Services Operations and Practice

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**Links:**

[Australasian Youth Justice Administrators \(AYJA\) service standards for juvenile custodial facilities](#)  
[United Nations Rules for the Protection of Young People Deprived of Their Liberty 1990](#)  
[Youth Justice policies](#)

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Bob Gee

Director-General