

Guide to assessing the inspection standards for Queensland watch-houses

Introduction

The purpose of the *Inspector of Detention Services Act 2022* (IDS Act) is to promote the improvement of detention services and places of detention, including watch-houses. Areas of focus include promoting and upholding the humane treatment of detainees and preventing them from being subjected to harm.

To achieve its purpose, the IDS Act authorises the Inspector of Detention Services to inspect places of detention, and report to Parliament about the outcomes of the inspections. This preventative focus will examine the systems and the lived experiences of people who are deprived of their liberty.

The inspection standards for Queensland watch-houses aim to ensure transparency in the outcomes that will be assessed during inspections. An additional goal for the Standards is to establish a set of best practice principles that watch-houses should meet to ensure the humane treatment of prisoners and prevent prisoners being subjected to harm while detained.

The preparation and publication of these Standards is required by the IDS Act.

Each standard also has several indicators which contribute to the Inspector's assessment of how well a standard is achieved. These indicators are contained, and discussed further, in this document.

The Standards recognise the vulnerability and specific needs of people who are deprived of their liberty and the importance of a trauma-informed operating philosophy. The Standards also recognise and highlight the importance of understanding and providing culturally appropriate services for the needs of Aboriginal and Torres Strait Islander prisoners.

The Queensland Standards are informed by the IDS Act, relevant Queensland legislation relating to prisoners, international rules that establish best practice, and other standards in other jurisdictions. Consultation was undertaken with Queensland government agencies, community organisations and the community.

Principles

These standards are underpinned by the following basic principles:

- All detainees are treated with respect for their inherent dignity and value as human beings.
- Detention in a watch-house should be for the minimum time possible. Watch-houses are not designed to hold detainees for extended periods of time and are not appropriate places for children to be housed.
- No detainee is subjected to, and all detainees are protected from, torture and other cruel, inhuman or degrading treatment or punishment.
- Detainees identified as victims of torture or other cruel, inhuman or degrading treatment or punishment are supported to address their specific needs and seek redress if they wish to do so.

- Every person in a watch-house is safe and secure, including detainees, staff, service providers and visitors.
- Detainees are not discriminated against on the grounds of race, colour, gender, gender identity, intersex status, sexuality, disability, language, religion, political opinion, national or social origin, property, birth or any other status.
- Detainees' individual needs are catered for without discrimination, with particular focus on the most vulnerable cohorts of the population.
- Given the overrepresentation of Aboriginal and Torres Strait Islander people, watchhouses should have a culturally appropriate operating philosophy and be oriented to understanding and being responsive to the needs of Aboriginal and Torres Strait Islander people.

Note: The QPS Operational Procedures Manual, Chapter 16 relates to the detention of people in watch-houses. This is the primary policy document to be used as a reference source.

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Reception

Standard	Indicators	Evidence source	References
<p>1. Detainees are safely transferred between police custody and watch-houses.</p>	<ul style="list-style-type: none"> • Policies and procedures govern the transport of detainees to a watch-house. • Transport arrangements have regard for the vulnerability, care and wellbeing of the detainee. • There are processes in place for information exchange relating to identified risks. 	<ul style="list-style-type: none"> • Observation of arriving detainees • Engage detainees • Test sample - custody records • Engage with transport staff onsite • Engagement with officers transporting detainees to the watch-house • Observation of a prisoner being received 	<ul style="list-style-type: none"> • European Prison Rules 15.1 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 26
<p>2. Authorisation for the detainee's custody is obtained and is explained to the detainee</p>	<ul style="list-style-type: none"> • Alternatives to custody are considered for children and vulnerable detainees. • Documents confirming the right to hold a detainee in custody are retained and explained to detainees in a way that is easily understood. The detainees understanding is confirmed. • The processing of detainees into the watch-house occurs in a confidential manner. • Each watch-house has access to police custody records to ensure previously known information and risks are identified early. • Translation and interpreting services are used to ensure detainees and staff fully understand the information sought and provided. Reception processes are delayed for a reasonable time to allow for interpreting service access. • Watch-house staff are supported to identify detainees with known vulnerabilities and have access to specialist advice. • A record is created of each detainee's details including the authority to hold the detainee, identification, physical characteristics, any existing guardianship authority, religious and dietary requirements. 	<ul style="list-style-type: none"> • Observation of the arrival process • Attachments to the custody report including warrants, charge sequencing reports, objections to bail • Test sample - custody records • Engagement with legal representatives • Interview sworn officer in relation to bail considerations • Engagement with staff employed at the watch-house • Engagement with officers' transporting detainees to the watch-house 	<ul style="list-style-type: none"> • Police Powers and Responsibilities Act 2000 s 398 • Human Rights Act 2019 (Qld) s 29 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 6, 7, 8, 54, 55 • European Prison Rules 14 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 12, 14 • Convention on the Rights of the Child 1989 37(b) • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 20, 21 • Universal declaration of human rights (1948) 9
<p>3. Detainees are treated with respect on arrival and are made aware of their rights and obligations.</p>	<ul style="list-style-type: none"> • Detainees are treated with respect during the reception process in an environment that reduces the anxiety of being detained. • The rights and entitlements of detainees are clearly explained to them on arrival and their understanding of these is checked. Rights and entitlements that a detainee requests to exercise are acted on promptly. • Detainees are provided with information about rules and behavioural expectations in various formats to ensure they understand. • Translation and interpreting services are used to ensure detainees and staff fully understand the information sought and provided. 	<ul style="list-style-type: none"> • Observation of reception processes • Review of information provided on admission to a watch-house • Engagement with staff • Engagement with detainees • Test sample - custody records • Interview allocated cell visitor • Review QPS complaints data 	<ul style="list-style-type: none"> • Human Rights Act 2019 (Qld) ss 17, 27, 28, 30 • European Prison Rules 15, 30.1 • Queensland Police Service Watch-house Review (2025) 27 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 6, 13, 14, 29, 33

Standard	Indicators	Evidence source	References
	<p>Reception processes are delayed for a reasonable time to allow for interpreting service access.</p> <ul style="list-style-type: none"> • Detainees are supported to see the Community Visitor or Cell Visitor in an environment that has regard for their privacy. • Communication with all Aboriginal detainees and Torres Strait Islander detainees is culturally appropriate. • Aboriginal detainees and Torres Strait Islander detainees can request a Police Liaison Officer or an Australian First Nations police officer be present for these processes. • Detainees who are hearing or visually impaired or require translation or interpreter services are supported to access services prior to being provided with this information to ensure their understanding. 		<ul style="list-style-type: none"> • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 2 • Convention on the Rights of the Child (1989) Article 3, 37 (a), 40 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 25 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 56, 57 • Code of conduct for Law Enforcement Officials (1979) 2, 5 • Convention on the Rights of Persons with Disabilities (2006) 4, 14, 15 • Royal Commission into Aboriginal Deaths in Custody (1991) 176
<p>4. Detainees are assessed and managed for their urgent needs and risks.</p>	<ul style="list-style-type: none"> • Assessments are specific to adult and child detainees. • Staff are trained on the completion of these assessments to ensure the detainee understands what they are being asked. • Assessments are conducted to ensure the detainee's immediate and ongoing safety while detained in a watch-house and to ensure their risk of self-harm and/or suicide is identified. • Assessments are conducted in a way that is gender-responsive, trauma informed, guided by cultural considerations and has regard for known disabilities. • The identified needs and risks including the action required are documented accurately. • The mandatory minimum observations required for children are at evidence-based frequencies. • The mandatory minimum observations for children are conducted, documented and reviewed by a senior officer. • Aboriginal and Torres Strait Islander status is sought in a culturally safe manner and recorded accurately. Where a detainee declines to identify this is respected. 	<ul style="list-style-type: none"> • Observation of reception processes • Review of information provided on admission to a watch-house • Engagement with staff • Engagement with detainees • Sample custody reports • Review observation data 	<ul style="list-style-type: none"> • Human Rights Act 2019 (Qld) ss 27, 28 • Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 5 • Code of conduct for Law Enforcement Officials (1979) 6 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 24 • European Prison Rules 16 • Royal Commission into Aboriginal Deaths in Custody (1991) Rec 174

Standard	Indicators	Evidence source	References
	<ul style="list-style-type: none"> • Detainees who identify as an Aboriginal person or Torres Strait Islander person are provided with appropriate cultural support upon admission including notification/referral to relevant support services. • Detainees are supported to resolve any immediate family, domestic, economic or cultural issues. This includes, but is not limited to, arranging for the care of children or dependents, pets or property. • Consular and diplomatic representative support is obtained for foreign nationals, where required. 		
5. Detainee's personal property is recorded, stored securely and returned on release.	<ul style="list-style-type: none"> • Property is reviewed and documented in the presence of the detainee. • Valuables are stored in an appropriate safe under CCTV. Access to the valuables is recorded in a register. • On discharge, property and the documents are reviewed in front of the detainee. 	<ul style="list-style-type: none"> • Test sample - custody records • Observe property storage areas within watch-houses • Observe the process of documenting and storing detainee property • Review available complaints data • Observe discharge or transfer process 	<ul style="list-style-type: none"> • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 67
6. Detainees are examined and assessed by a qualified health practitioner on arriving at a watch-house. Immediate mental and physical health care needs are met.	<ul style="list-style-type: none"> • Health care is available 24 hours a day and is provided by qualified health professionals in a timely and confidential manner. • All detainees undergo a physical and mental health assessment to determine their fitness for watch-house custody, with particular attention paid to children, and vulnerable detainees. • Health assessments are tailored specifically to identify adult and children's needs. • Assessments are conducted in a way that is gender-responsive, trauma informed, guided by cultural considerations and has regard for known disabilities. • Access to a cultural health worker is provided to Aboriginal detainees and Torres Strait Islander detainees, with the detainee's agreement. • The assessment occurs in a private space in the watch-house dedicated to conducting health assessments or is conducted by telehealth. • Where the detainee presents with drug or alcohol intoxication, appropriate medical care is provided immediately. • Where a detainee is violent, aggressive or uncooperative, the detainee is closely monitored until the assessment or testing can be conducted safely. • Medication prescribed in the community is confirmed and continues to be issued in the watch-house. • Immediate arrangements are made for detainees who are deemed unfit for custody to be transferred to a more suitable facility. 	<ul style="list-style-type: none"> • Test sample - custody records • Review local agreements with service providers • Review local health procedures. • Observation of assessment • Observe medication issue • Interview health services staff 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld) s 37</i> • <i>Queensland Police Service Watch-house Review (2025) 22</i> • <i>Inquest into the death of Shiralee Deanne Tilberoo and Vlasta Wylucki 2024) Rec 3</i> • <i>Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 24</i> • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 2, 11, 39</i> • <i>Code of Conduct for law enforcement officials 1979 6</i> • <i>Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 4.</i> • <i>European Prison Rules 16</i>

Standard	Indicators	Evidence source	References
	<ul style="list-style-type: none"> • Detainees who require mobility aids are assessed for their need to retain them in the watch-house. These assessments are documented. • Female detainees who are lactating and wish to continue breastfeeding are supported to do so. • Detainees with a disability are supported to have their needs met. • Health staff advise watch-house staff as soon as possible if a detainee's life or health is at risk. • A record of the detainee undergoing the health assessment is made. 		
<p>7. Detainees are provided with the opportunity to make a free phone call on arrival.</p>	<ul style="list-style-type: none"> • For child detainees, parents, guardians and any third-party notifications must be made on admission of the child to the watch-house if not completed prior. • For detainees subject to guardianship arrangements, the guardian is notified of the admission into watch-house custody. • A free telephone call is given to the detainee to inform family or supports of their detention. Where contact cannot be made, reasonable repeated efforts are allowed until contact can be made. If necessary, watch-house staff make contact on the detainee's behalf. • Aboriginal detainees and Torres Strait Islander detainees from remote communities are given cultural support and additional assistance to contact family and community. 	<ul style="list-style-type: none"> • Observation of admission process • Test sample - custody records • Engage detainees • Interview staff • Interview community visitor 	<ul style="list-style-type: none"> • European Prison Rules 15.3, 24.9 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 62, 68 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 16, 19 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 22 • International Convention for the Protection of All Persons from Enforced Disappearance (2006) 17

Duty of care

Standards	Indicators	Evidence source	Reference
<p>8. Detainees are held in the watch-house no longer than necessary and for a maximum period of 72 hours.</p>	<ul style="list-style-type: none"> Release or transfer from police custody should occur as soon as possible when detention is no longer required or the detainee is remanded in custody until a later date. Watch-house staff must document engagement with corrective services to ensure remanded detainees are transferred as soon as possible to a detention facility. Where a detainee has been kept in a watch-house for an extended period, accurate records are kept outlining the reasons and any attempts made to transfer the detainee to a detention facility. 	<ul style="list-style-type: none"> Request information relating to duration of stay for a time period Test sample the information provided including the reasons (if any provided) on the delay in movement For any children in the watch-house, request from youth justice the details of the child's prioritisation for movement to a youth detention centre Test sample - custody records. Observe discharge to liberty processes. Observe transfer to prison process Review relevant policies 	<ul style="list-style-type: none"> Coroners Court of Queensland Inquest into the death of Shiralee Deanne Tilberoo and Vlasta Wylucki (Rec 1) Queensland Police Service Watch-house Review (2025) 9 Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 16 Tasmanian National Preventive Mechanism Expectations on the treatment of people deprived of their liberty in police and court custody (2024) 2.6 Women's Safety and Justice Taskforce Hear her voice Report Two, Volume Two 106
<p>9. Children are held in a watch-house for the shortest possible time and only as a last resort. Overnight detention should be avoided.</p>	<ul style="list-style-type: none"> Children are not detained in a watch-house overnight, unless there are exceptional circumstances and no other alternatives. Children held in custody are released, taken to court, or transferred to a suitable facility as soon as possible. Children refused bail by a court are transferred as soon as possible to a youth detention facility. A parent or guardian of a detained child are informed of the grounds of detention at the earliest opportunity. Watch-house staff must document engagement with youth justice to ensure remanded detainees are transferred as soon as possible to a detention facility. Where a child detainee has been kept in a watch-house for an extended period, accurate records are kept outlining the reasons and any attempts made to transfer the child to a youth detention centre. 	<ul style="list-style-type: none"> Request information relating to duration of stay for a time period Test sample the information provided including the reasons (if any provided) on the delay in movement For children in the watch-house, request from youth justice the details of the child's prioritisation for movement to a youth detention centre Test sample - custody records for children who have been in a watch-house for greater than 24 hour. Observe discharge to liberty processes. Observe transfer to youth detention centre process Review relevant policies 	<ul style="list-style-type: none"> Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 19 Tasmanian National Preventive Mechanism Expectations on the treatment of people deprived of their liberty in police and court custody (2024) 2.7 Women's Safety and Justice Taskforce Hear her voice Report Two, Volume Two 106 Children's Court of Queensland Annual Report 2023-2024. Australian Human Rights Commission 'Left Alone: A Review of Solitary Confinement and Similar Practices in Australia's Youth Justice Systems (2025) 2 Coroners Court of Queensland Inquest into the death of Shiralee Deanne Tilberoo and Vlasta Wylucki (Rec 1)

Standards	Indicators	Evidence source	Reference
			<ul style="list-style-type: none"> • Queensland Police Service <i>Watch-house Review (2025)</i> 9 • Standard Minimum Rules for the Administration of Juvenile Justice (1985)(Beijing Rules) 10, 13, 15 • Convention on the Rights of the Child 1989 37(b) • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 21 • Tasmanian National Preventive Mechanism <i>Expectations on the treatment of people deprived of their liberty in police and court custody (2024)</i> 2.7 • Women's Safety and Justice Taskforce <i>Hear her voice Report Two, Volume Two</i> 106 • Children's Court of Queensland <i>Annual Report 2023-2024</i>.
10. The need for detainees to remain in custody is reviewed and reasons documented.	<ul style="list-style-type: none"> • A senior officer reviews the need for detainees to remain in the watch-house at the earliest possible time. • Child and vulnerable detainees are reviewed as a priority. • The factors considered as part of the review should be clearly documented, including the outcome of the review and the identity of the determining officer. • Engagement with other detention services should be clearly documented if it occurred as part of the review. 	<ul style="list-style-type: none"> • Engage staff • Test sample - custody records. • Engage legal representatives. 	<ul style="list-style-type: none"> • European Prison Rules 6, 33.1, 33.2 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 1, 2 • Standard Minimum Rules for the Administration of Juvenile Justice (1985)(Beijing Rules) 13.2
11. Detainees have access to legal representatives and resources and are supported to meet their legal obligations in relation to in person appearances or	<ul style="list-style-type: none"> • As soon as practicable upon admission, a detainee is permitted to contact or meet with their legal representative. • There is a process to engage an Aboriginal and Torres Strait Islander legal service at the earliest opportunity for Aboriginal detainees and Torres Strait Islander detainees. • Where the detainee is a foreign national, the detainee is informed of their right to seek consular assistance which is facilitated without delay. Accurate and comprehensive records are kept in relation to the request and attempts to facilitate it. • Meetings with legal representatives occur in privacy either in person or via video link. 	<ul style="list-style-type: none"> • Engage with detainees • Observation of video conference room and processes involved with its use • Interview staff about process • Test sample - custody records • Observe any clothing held and condition • Engage with legal representatives 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> s 32 • European Prison Rules 23.1-23.4, 98 • <i>Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment (1998)</i> 17, 18 • <i>Basic Principles on the Role of Lawyers (1990)</i> 1, 5, 6, 8 • <i>Convention on the Rights of the Child (1989)</i> 37(d), 40

Standards	Indicators	Evidence source	Reference
<p>appearance via video link. Legal interviews are conducted in private.</p>	<ul style="list-style-type: none"> • Legal representatives are supported to engage with detainees in preparation for court appearances. • Interview and video conference rooms are equipped with modern and efficient technology. • Records are made of detainees contacting a legal representative. • Where access to a legal representative is denied for operational or other reasons, a record is made of the refusal. The detainee is offered the next available opportunity to contact their legal representative. • Detainees appearing in court (in person) are provided with suitable clothing. Reasonable replacement clothing is provided where detainee's clothing is soiled or has been removed for forensic examination or other purposes. • Watch-house staff engage with court representatives, legal representatives and the detainee to ensure the detainee is able to attend court as required in a timely manner 		
<p>12. The watch-house environment is one where bullying, harassment, intimidation, sexism or racism are not tolerated.</p>	<ul style="list-style-type: none"> • Detainees do not feel bullied, harassed or intimidated or are subject to or exposed to sexism and racism. Detainees are made aware of how to report such behaviour. • Staff are trained to identify behaviours that amount to bullying harassment, intimidation, sexism and racism. • Staff are aware of how to take immediate action if unacceptable behaviour is observed or reported. • Visitors are protected from bullying, harassment, intimidation, sexism and racism. 	<ul style="list-style-type: none"> • Test sample- custody records • Request ESG complaints information • Notices to external complaints organisations • Engage detainees • Interview staff • Observation of staff – detainee engagement. 	<ul style="list-style-type: none"> • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 21, 25 • Code of Conduct for law enforcement officials (1979) 2, 5 • Convention on the Rights of the Child (1989) 3, 37 • Universal declaration of human rights (1948) 2, 7 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 57, 60
<p>13. Detainees identified as being at risk of suicide or self-harm are safely and respectfully managed.</p>	<ul style="list-style-type: none"> • Detainees identified as being at risk of self-harm or suicide are housed in appropriate cells and subject to observation at identified intervals. • Staff know that Aboriginal detainees and Torres Strait Islander detainees are at higher risk of harm while in custody. Additional measures are implemented to ensure their safety and wellbeing both while in custody and on release. 	<ul style="list-style-type: none"> • Review relevant policies • Interview health service provider • Test sample - custody records • Review observation logs and oversight processes for logs • Interview health staff • Interview watch-house staff • Observe observations being conducted 	<ul style="list-style-type: none"> • Human Rights Act 2019 (Qld) s 28 • Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 7, 8 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 16, 35

Standards	Indicators	Evidence source	Reference
	<ul style="list-style-type: none"> • Detainees requiring medical attention are assessed and treated by a qualified health professional or a transported to a medical facility for treatment. • Detainees identified as being at-risk of suicide or self-harm after the health assessment are seen by a qualified health practitioner to determine their needs or are transferred to a more suitable facility. If the detainee remains in the watch-house, the detainee is to be met with and reviewed daily by a qualified health practitioner. • If a decision is made to separate an at-risk detainee, the separation should be for the shortest possible time to ensure their wellbeing, the decision considers the limitation to the detainees human rights and is to be documented by the appropriate delegate. • Child or vulnerable detainees should never be separated without consultation of a qualified health practitioner, separated for the shortest possible time and the reasons and approval for the separation documented accurately. • Detainees are provided with access to appropriate mental health support services while in the watch-house. • Detainees with suicide or self-harm risks are not subject to blanket removal of in-cell activities. Any denial of activities is based on detailed risk assessments and recorded appropriately. • Detainees are provided with access to cultural supports. • A record of the observations, including time and means of observation, and referral to any support services is made. • Observation via electronic means such as CCTV never replaces the need for physical observations. Electronic observation provides additional monitoring capabilities between physical observations. • The ability of these detainees to be safely managed in a watch-house environment is to be reviewed and documented on a regular basis. • Detainees identified as being at risk of self-harm or suicide are advocated for priority transfer to a detention or other facility if remanded. 		<ul style="list-style-type: none"> • European Prison Rules 46.1, 47.2 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 45 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 33
<p>14. Men, women and children are accommodated separate from one another.</p>	<ul style="list-style-type: none"> • Men, women and children are accommodated separately. • Watch-house infrastructure ensures that men, women and children cannot observe each other from accommodation cells. 	<ul style="list-style-type: none"> • Observe infrastructure and facilities • Interview staff • Engage detainees • Test sample - custody records 	<ul style="list-style-type: none"> • Human Rights Act 2019 (Qld) ss 27, 28, 33 • Queensland Police Service Watch-house Review (2025) 7 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 11, 12 • European Prison Rules 18.5-18.7, 96

Standards	Indicators	Evidence source	Reference
			<ul style="list-style-type: none"> • Standard Minimum Rules for the Administration of Juvenile Justice (1985)(Beijing Rules) 13 • International Covenant on Civil and Political Rights (1966) 10
<p>15. Cell placement considers the detainee's needs including gender, age and cultural considerations, and the management of any known disabilities and risks. Cell placement decisions that result in detainees sharing a cell are documented.</p>	<ul style="list-style-type: none"> • Cell sharing decisions are documented. • If an adult and child share a cell the risk assessment must be documented and subject to rigorous oversight. • Child detainees are safely accommodated with or near other child detainees to avoid being isolated. • Detainees identified as being at risk of self-harm or suicide must be placed in cell free of ligature points. • Aboriginal detainees and Torres Strait Islander detainees are protected by additional safeguards. This includes placement in cell placement in community or family groups to provide additional support where it is requested and safe to do so. • Conditions in cells do not impose an undue burden on the detainee's disability. • Cell placement decisions, where sharing is approved, are documented. 	<ul style="list-style-type: none"> • Test sample- custody records • Engage detainees • Interview staff 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> ss 27, 28, 33 • <i>Queensland Police Service Watch-house Review (2025)</i> 7 • <i>The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules)</i> 11, 12 • <i>European Prison Rules</i> 18.5-18.7, 96 • <i>Convention on the Rights of Persons with a Disability (2006)</i> 5.3
<p>16. Use of padded or segregation cells, including as a strategy to separate detainees from other detainees, is used as a last resort and for the shortest possible time. The separation is guided by legislation and policy, accurately documented and subject to governance.</p>	<ul style="list-style-type: none"> • Child detainees are never subjected to solitary confinement, including a routine that amounts to solitary confinement. • Use of these cells for child detainees is as a last resort and for the shortest possible time. The reasons for the use of these cells must be accurately documented and approved by the appropriate delegate. • The reasons these cells are used for a detainee, including risk assessments, must be documented and approved by the appropriate delegate. • The length of stay and support provided must be documented. 	<ul style="list-style-type: none"> • Test sample - custody records • Interview staff • Engage detainees • Observation 	<ul style="list-style-type: none"> • <i>The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules)</i> 45 • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders</i> 22 • <i>European Prison Rules</i> 43.2 • <i>United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990)</i> 67 • <i>Royal Commission into Aboriginal Deaths in Custody (1991)</i> 18

Standards	Indicators	Evidence source	Reference
<p>17. People with known disabilities are safe, protected from harm and neglect, and can enjoy full access to custody services.</p>	<ul style="list-style-type: none"> • Staff respectfully and sensitively engage with detainees with a disability, to ensure they understand rules and instructions. • Detainees with a disability are supported to engage community support or advocacy groups to assist with decision-making. • Detainees under legal guardianship orders can access their guardian. • Staff are trained to know the effects of disability on a detainee's behaviour and can respond accordingly. • Detainees have the necessary support to ensure they are provided with the same opportunity as all detainees to access custody services. • Detainees with a disability can easily report bullying, harassment and intimidation. They are not discouraged from reporting when they feel unsafe. Reporting mechanisms account for the detainee's specific impairment. 	<ul style="list-style-type: none"> • Interview staff • Engage detainees • Test sample - custody records • Engagement with community and advocacy services. 	<ul style="list-style-type: none"> • Convention on the Rights of Persons with a Disability (2006) 5.1, 5.2 • Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 14, 17 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 1 • Basic Principles for the Treatment of Prisoners (1990) 1 • Human Rights Act 2019 (Qld) ss 15, 30 • European Prison Rules 81.3
<p>18. Watch-houses have effective, transparent and confidential complaints processes in place for detainees and staff.</p>	<ul style="list-style-type: none"> • Detainees are informed on arrival of how to make a complaint and can do so while in custody or immediately on release. • Detainees are provided with information about the complaints process in a format they can understand. Information relating to this process are readily available and easily accessible. • Child detainees who make a complaint are assisted in the complaint process including gathering relevant information. Staff contact a parent, guardian or responsible adult to support the child. • Child detainees are supported to see the Community Visitor in an environment that has regard for their privacy. • Accurate and comprehensive records are kept in relation to the complaint. • The complaints process is promoted and there is no discrimination or repercussion for detainees who complain. • Complaints by, or on behalf of, a detainee with a disability are investigated and decided on in a timely manner. • Detainees are advised of the outcome of their complaint in a timely manner. • Visitors' complaints concerning the custody of detainees are recorded and investigated. Visitors who complain are informed of the outcome. • Complaints made by people in custody are recorded and analysed to improve custodial policies and procedures. • Staff who raise concerns about the treatment of detainees are supported and their concerns are investigated. 	<ul style="list-style-type: none"> • Community visitor complaints data review • Review QPS held complaints data for the watch-house • Interview staff • Engage detainees • Observe available information about complaints processes provided to detainees. 	<ul style="list-style-type: none"> • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 54 - 57 • Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 18. • Code of Conduct for law enforcement officials (1979) 2, 8 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 24, 25, 75, 76, 78 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 25 • Women's Safety and Justice Taskforce Hear her voice Report Two, Volume Two 145

Managing behaviour

Standards	Indicators	Evidence Sources	Reference
<p>19. Staff manage behaviour through a trauma and gender-informed approach that recognises the vulnerabilities and traumatic experiences of detainees.</p>	<ul style="list-style-type: none"> Staff are supported to respond to a variety of complex and challenging behaviours through leadership, policies and training. Staff are trained to know the effect of cultural and life experiences (such as trauma, abuse, disability and mental illness) on a detainee's behaviour and can respond accordingly. Staff should have received cultural capability training and can engage with local Australian First Nations communities in a meaningful way Staff engage specialist services and support of external service providers such as health and cultural services. Staff make appropriate referrals to service providers to support detainees. Staff have access to a policy/strategy for managing the behaviour of children which is culturally appropriate, and trauma and gender-informed. Watch-house staff receive training to support the policy/strategy objectives. 	<ul style="list-style-type: none"> Observe staff – prisoner interactions Engage detainees Interview staff Staff training requirements – mandatory and discretionary Review staff training records Review watch-house service provider list Test sample - custody records Review relevant policies Review complaint data Interview community visitor and allocated cell visitor scheme individual 	<ul style="list-style-type: none"> Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 10. The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 2, 25, 41 Convention on the Rights of Persons with Disabilities (2006) 15 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 2
<p>20. Staff and detainee interactions are respectful.</p>	<ul style="list-style-type: none"> Staff treat detainees lawfully, with dignity and respect and acknowledge their individual needs and rights. Staff address behaviour in a professional and respectful way. Staff are responsive to detainee requests. Detainees can speak with a staff member of the gender with which they identify. Watch-house staff exercise care and regard for detainees' rights to privacy and confidentiality. Staff are trained specifically to work with children detained in watch-houses, to understand their needs and how to effectively communicate. Aboriginal detainees and Torres Strait Islander detainees are given the opportunity to engage with staff/visitor identified as an Australian First Nations person if requested. 	<ul style="list-style-type: none"> Observation of staff-detainee interactions Complaints information Review incident and complaint data (as per standard 16) Test sample - custody records Review training records for staff employed at the watch-house 	<ul style="list-style-type: none"> Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 1, 33 Basic Principles for the Treatment of Prisoners (1990) 1 European Prison Rules 1, 72.1, 72.4, 73, 74 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 1 The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 25 Royal Commission into Aboriginal Deaths in Custody (1991) Rec 174, 179
<p>21. Force is only used as a last resort and never as punishment. When force is used, it is lawful, necessary,</p>	<ul style="list-style-type: none"> Force is used only when it is necessary to protect a detainee, another person or property in the watch-house, in accordance with legislation. 	<ul style="list-style-type: none"> Review relevant policies Test sample - custody records– follow-up may require BWC footage and CCTV Request Ethical Standards complaints data for the time period 	<ul style="list-style-type: none"> Basic Principles for the Treatment of Prisoners (1990) 1 Code of Conduct for law enforcement officials (1979) 3, 6

<p>proportionate and subject to rigorous governance.</p>	<ul style="list-style-type: none"> • Force is only used when all other means of addressing the risk have been exhausted, including communication and de-escalation attempts. • The use of force is lawful, necessary and proportionate in the circumstances. • Staff are trained in use of force techniques that result in force being used for the shortest possible time. • Where the use of force is unavoidable, it is the least amount of force necessary to restrain the detainee and make the situation safe. • The use of force does not cause humiliation or degradation. • Force is never used as a punishment, as a threat or to intimidate. • Staff are trained in de-escalation techniques and the controlled use of force. Training is kept up to date. • As soon as possible after a use of force incident, the detainee involved has confidential access to a health professional. • Staff notify parents or guardians, in an appropriate way, of incidents where force has been used on their child, regardless of whether harm was assessed. • Detailed and timely reports are written by all staff involved in, or witnessing the incident, before being forwarded to operational management. • Staff are trained to write accurate reports, and senior staff are trained in the quality assurance of these reports. • The QPS keeps up-to-date, comprehensive and accurate records of all incidents in watch-houses that involve the use of force, including the details of any complaints made. • Care is taken to ensure the relevant CCTV footage, body-worn camera footage, and other evidence is preserved in accordance with policies and procedures, including for investigation purposes or to identify emerging patterns, good practices and opportunities for improvement. • Action identified for follow up is recorded and monitored until completion. Ill treatment identified is referred to the Ethical Standards Command. 	<ul style="list-style-type: none"> • Review complaints data from community visitor • Staff training records and syllabus for training 	<ul style="list-style-type: none"> • Basic Principles on the Use of Force and Firearms by Law Enforcement Officials (1990) 15 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 82 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 63, 64
<p>22. Restraints are only used in exceptional circumstances and when no lesser form of control would be effective to address identified risks.</p>	<ul style="list-style-type: none"> • Restraints are always used in accordance with legislation, policy and procedure, and in the least restrictive manner possible when all other means have been exhausted. • Restraints are used in a way that respects a detainee's dignity. • Restraints that are inherently painful or degrading are never used. 	<ul style="list-style-type: none"> • Review relevant policies • Observe available restraints • Interview staff • Review staff training records relating to restraints • Engage detainees 	<ul style="list-style-type: none"> • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 24 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 48, 49

	<ul style="list-style-type: none"> • The use of restraints does not cause humiliation or degradation and is used for the shortest time possible. • Staff are trained in the appropriate use of restraints. Training is kept up to date. • Restraints are only applied by an authorised staff and their continued use is regularly reviewed. • Only approved restraints are available for use in watch-houses. There is a list of approved restraints with clear descriptions of how they are to be used. Approved restraints are regularly reviewed. Parents or guardians are notified, in an appropriate way, of incidents of restraint used on their child, regardless of whether harm was assessed. • Restraints are not used for routine activities or movements within a watch-house. Individualised risk assessments are conducted when escorting detainees in a watch-house. These assessments consider security requirements, including alternative forms of restraint or if restraints are required. • Medications (such as sedatives, antipsychotics, hypnotics and tranquillisers) are only used for therapeutic purposes and never to restrain a detainee. • Restraints are not used on women, during labour or immediately after birth. 	<ul style="list-style-type: none"> • Observe movement processes – court, discharge, transfer, • Test sample - custody records 	<ul style="list-style-type: none"> • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 63, 64
<p>23. Weapons are only used as a last resort when no lesser form of control would be effective to address identified risks. The use of weapons is lawful, necessary, proportionate and subject to rigorous governance.</p>	<ul style="list-style-type: none"> • Weapons are only lawfully used as a last resort, in exceptional circumstances, and never as a punishment. • Weapons are only used by staff trained in the use of those weapons. Training is kept up to date. • Clear policies and procedures around the use of weapons are in place and known by staff. • Weapons are never used on detainees already restrained. • The use of weapons is appropriately documented, including the requirement to retain CCTV footage and body-worn camera footage. • The use of a weapon in a watch-house results in review of the incident by a senior officer. 	<ul style="list-style-type: none"> • Test sample- custody records • Incident reports • Review relevant CCTV and body worn camera footage. • Review of policies and procedures • Review of training records. 	<ul style="list-style-type: none"> • Basic Principles on the Use of Force and Firearms by Law Enforcement Officials (1990) 16 • European Prison Rules 69.3 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 65

Daily life

Standards	Indicators	Evidence Sources	Reference
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<p>24. Watch-house infrastructure is safe, fit for purpose and maintained to a high standard.</p>	<ul style="list-style-type: none"> • Accommodation facilities ensure that child detainees cannot be observed by adult detainees and male and female detainees cannot observe one another. • Cell sizes are appropriate for the number of detainees in them. • Ablution facilities are readily accessible to the detainees. • Common areas are available. • If outdoor areas are available, detainees are provided with access to fresh air and natural light daily. • Cells and shared areas are clean, well ventilated, receive natural light and are a suitable temperature. • Cells are free of ligature points. • Biological hazards are responded to in a timely and effective manner. • Cells are deep cleaned on a regular basis. Records of these are maintained. • Cleaning schedules of cells and common areas are maintained. • CCTV cameras are of good quality and operational. • Detainees are told that CCTV is in operation and how to manage privacy when using toilet facilities. Shower facilities should not be under CCTV. • Common areas, outside of cells, are available for detainees. • Graffiti is cleaned as soon as possible. • Detainees can communicate with staff from their cell. • Maintenance requests are completed as a priority. • The facility has up to date emergency response equipment and plans. • The facility design reflects Australian Standards for people with a disability. It allows for appropriate modifications and adjustments to be made to the built environment. • All watch-houses have suitable climatic controls that can be adjusted to ensure the wellbeing of detainees based on the local climate. 	<ul style="list-style-type: none"> • Observe watch-house facilities • Consider how many detainees per cell • State of cells • State of ablution facilities • Observe any outdoor areas and if available note if all weather capable • Test sample - custody records • Review maintenance and cleaning schedule • Review maintenance requests/logs • Observe cleaning equipment • Interview staff • Engage detainees • Observe CCTV system • Observe intercom checks 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> s 33 • <i>Northern Territory Ombudsman Watch House Investigation Report (2025)</i> 2 • <i>Convention on the Rights of the Child (1989)</i> 3, 37(c) • <i>United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990)</i> 33 • <i>UN Standard Minimum Rules for the Administration of Juvenile Justice (1985) (Beijing Rules)</i> 26.3, 26.4 • <i>The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules)</i> 11, 12, 13, 17 • <i>International Covenant on Civil and Political Rights (1966)</i> 10
<p>25. Watch-house lights can be dimmed or light output reduced to allow detainees to sleep.</p>	<ul style="list-style-type: none"> • Lighting can be dimmed in the evening to allow for an environment conducive to sleep. • Changes to lighting requirements due to at-risk observations should be documented and the impact on other detainees sharing a cell should be considered. • Cells and shared areas should be naturally lit. 	<ul style="list-style-type: none"> • Interview staff • Engage detainees • Observation of facilities including in the evening 	<ul style="list-style-type: none"> • <i>Northern Territory Ombudsman Watch House Investigation Report (2025)</i> 8 • <i>European Prison Rules</i> 18.1, 18.2 • <i>The UN Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules)</i> 13, 14, 42
<p>26. Detainees have clean clothing, footwear and hygiene products available to</p>	<ul style="list-style-type: none"> • Detainees have access to running water, toilet and toilet paper. Facilities can be used with respect for privacy. • Menstrual care products are routinely provided to detainees who menstruate without them having to request them, they are 	<ul style="list-style-type: none"> • Engage detainees • Observe clothing, toilets and laundry facilities and hygiene products provided • Interview staff 	<ul style="list-style-type: none"> • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders</i> 5

<p>them. Clothing is suitable for the environmental conditions.</p>	<p>suitable for the individual's needs and can be used in sufficient privacy.</p> <ul style="list-style-type: none"> Sanitary bins must also be made available to female detainees. Female detainees have access to facilities and products to meet needs arising from pregnancy and breastfeeding, and can be used with sufficient privacy. Sufficient stock of underwear is maintained and provided to detainees on a daily basis and on request. New clothing is provided to detainees on a daily basis and regular laundering of clothing occurs. Changes of clothing and laundering, access to showers and oral hygiene are recorded. 	<ul style="list-style-type: none"> Observe daily routine for hygiene processes 	<ul style="list-style-type: none"> The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 16, 18, 19, 20 United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 31, 32, 34,36, 37 Queensland Police Service Watch-house Review (2025) 8 Women's Safety and Justice Taskforce <i>Hear her voice</i> Report Two, Volume Two 106
<p>27. Detainees have a bed and clean bedding suitable for their needs.</p>	<ul style="list-style-type: none"> Detainees are provided with mattresses pillows and blankets that are suitable for the environmental conditions. Regular laundering of bedding is undertaken and records of the laundering are maintained. Detainees do not sleep on the floor. 	<ul style="list-style-type: none"> Observe bedding Observe daily routine Interview staff Engage detainees 	<ul style="list-style-type: none"> The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 21 European Prison Rules 18.1 United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 33 Queensland Police Service Watch-house Review (2025) 8
<p>28. Detainees have access to nutritious food and clean drinking water is readily available.</p>	<ul style="list-style-type: none"> Nutritional guidelines are developed to ensure the needs of children are met. Detainees are provided with nutritious food and drink at normal mealtimes. Food provided has regard for the detainee's dietary, medical and religious needs. Detainees attending court or being transferred to a detention facility do not miss out on meals. All food is stored, prepared and served in accordance with Food Standards Australia and New Zealand Guidelines. 	<ul style="list-style-type: none"> Review meal plans Interview service providers Observation meal storage and issue 	<ul style="list-style-type: none"> Human Rights Act 2019 (Qld) -s 20 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 22 European Prison Rules 22 UN Convention on the Rights of the Child (1989) 24(2)(c) United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 37 The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 48 Queensland Police Service Watch-house Review (2025) 8
<p>29. Detainees can shower and brush their teeth daily</p>	<ul style="list-style-type: none"> Detainees have access to hygiene products to allow for showering and oral hygiene. Detainees are provided with clean running water. Detainees are provided with clean towels. Towels are never shared between detainees. 	<ul style="list-style-type: none"> Observe watch-house facilities Engage detainees Interview staff Observe towels and identify laundering process 	<ul style="list-style-type: none"> Women's Safety and Justice Taskforce <i>Hear her voice</i> Report Two, Volume Two 106, 142 Northern Territory Ombudsman Watch House Investigation Report (2025) 10

	<ul style="list-style-type: none"> • Detainees can shower in privacy. • Detainees are provided with a clean toothbrush and toothpaste. • Processes are implemented to ensure toothbrushes are maintained in a hygienic way for the duration of the detainee's time in the watch-house. • Toothbrushes are never shared between detainees. 	<ul style="list-style-type: none"> • Identify store of hygiene products including toothbrushes and toothpaste. 	<ul style="list-style-type: none"> • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 34, 49 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 5 • European Prison Rules 19
30. Children and vulnerable adults can have access to visits from family and/or support services.	<ul style="list-style-type: none"> • Detainees with a disability can access disability advocacy support. • Detainees who are hearing or visually impaired are provided with access to ongoing support services to assist them in understanding the custody process and ensuring they can communicate with staff. • Visits to detainees by family members and/or support services can be facilitated. There is no limit to the number of visits but the period of detention may have a bearing on what can be facilitated. • Visits for children and vulnerable adults are prioritised given their increased vulnerability and needs. • Visitors are treated with respect and provided with the rules and requirements. They are protected from abuse, bullying and intimidation. • Visitors complaints concerning the custody of detainees are recorded and investigated. Visitors who complain are informed of the outcome. • Community Visitors are supported to engage with the children they are visiting, provided private spaces if requested, and are supported to meet the requirements of their duties. • Visits times are implemented for Dept of Youth Justice and Victim Support staff to visit children in custody. They are provided with support to ensure they can deliver services to children. • Aboriginal and Torres Strait Islander organisations are supported to provide services in watch-houses. 	<ul style="list-style-type: none"> • Test sample - custody records • Engage detainees • Interview staff • Interview legal representatives • Interview community visitor • Observe visits and visits facilities 	<ul style="list-style-type: none"> • Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 12, 14, 16 • Queensland Police Service Watch-house Review (2025) 28 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 19, 29 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 26 • The UN Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 58 • Convention on the Rights of the Child (1989) 37(c) • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 59 • International Convention for the Protection of All Persons from Enforced Disappearance (2006) 17
31. Detainees staying for extended periods can access phone calls to family/supports in privacy.	<ul style="list-style-type: none"> • Detainees are able to routinely contact family or other approved person, via telephone or videolink, from the watch-house. • The contacts occur in private. • If a phone call is unable to be provided, calls can be made on behalf of detainees. • Arrangements can be made for detainees to have private conversation (particularly with their legal representative). 	<ul style="list-style-type: none"> • Test sample - custody records • Engage detainees • Interview staff • Observation of daily routine 	<ul style="list-style-type: none"> • Northern Territory Ombudsman Watch House Investigation Report (2025) 10 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 19 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 56, 59, 60

	Consideration is given to ensuring detainees do not breach domestic and family violence orders or restraining orders.		<ul style="list-style-type: none"> • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 58
32. All detainees can spend at least 2 hours out of cell each day.	<ul style="list-style-type: none"> • Time out of cell for detainees is part of the daily routine and provides for a minimum of two hours each day. • Detainees staying in the watch-house for longer periods are provided with outdoor exercise to allow them access to fresh air, in an appropriate area. • Detainees maintain their access to time out of cell even when they have a court appearance, visits or other activities. • Reasons for refusing a detainee time out of cell are explained to the detainee and recorded. Detainee's refusal of time out of cell are also recorded. 	<ul style="list-style-type: none"> • Test sample - custody records • Engage detainees • Interview staff • Observe facilities • Observe daily routine 	<ul style="list-style-type: none"> • Northern Territory Ombudsman Watch House Investigation Report (2025) 14 • European Prison Rules 27 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 23, 105 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 47
33. All detainees have access to meaningful activities that are also age appropriate.	<ul style="list-style-type: none"> • Detainees are offered a variety of activities. • Activities should be mindful of varying ages, literacy and language levels of detainees. • Options for suitable outdoor activities are provided where an outdoor space is available to detainees. 	<ul style="list-style-type: none"> • Observe activities available • Test sample - custody records • Engage detainees • Interview staff • Observe daily routine 	<ul style="list-style-type: none"> • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 28 • Basic Principles for the Treatment of Prisoners (1990) 6 • European Prison Rules 27 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 105 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 42.1
34. Children staying for extended periods of time are given access to education.	<ul style="list-style-type: none"> • Education services delivered in conjunction with the Department of Education. • Remote locations provide education via video links • Children are supported to complete the requirements of educational activities. • Handover of educational needs are provided to the receiving youth detention centre or to relevant community supports for discharge. 	<ul style="list-style-type: none"> • Test sample - custody records • Interview staff • Engage detainees • Interview service providers 	<ul style="list-style-type: none"> • Human Rights Act 2019 (Qld) s 36 • Queensland Police Service Watch-house Review (2025) 24 • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 28 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 38, 39 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 104

Health

Standards	Indicators	Evidence Sources	Reference
<p>35. Detainees ongoing mental and physical health care needs are met</p>	<ul style="list-style-type: none"> All detainees know how to request medical treatment during their time in a watch-house. Health care services are equivalent to those in the community. Health services can accommodate the needs of children and vulnerable adults. Children with actual or suspected mental health issues have access to age and culturally appropriate mental health services in a timely manner. Only qualified health staff determine the mental and physical health care needs of detainees. Urgent health care is attended immediately by a 24-hour on-call or standby health service. Watch-houses provide access to 24-hour nursing care. If this cannot be provided access to video-link technology should be available. Detainees can access accurate information about their health in a language and format they understand. Detainees give informed consent for health care and information sharing. For child detainees, ongoing health care and treatment is only administered with the consent of the child, their parent or guardian. Detainees are seen in private, except in clearly documented exceptional circumstances. Prisoners can complain about their treatment in confidence without recrimination. Responses are timely, easy to understand and address all the issues raised. 	<ul style="list-style-type: none"> Engage health staff Engage detainees Observe health request processes Observe health service delivery facilities 	<ul style="list-style-type: none"> Queensland Police Service Watch-house Review (2025) 22 Inquest into the death of Shiralee Deanne Tilberoo and Vlasta Wylucki (2024) 3 Royal Commission into Aboriginal Deaths in Custody (1991) 150 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 24, 25.1, 26, 27, 31, 32.1 European Prison Rules 39-41, 42.2, 42.3, 43.1, 47.2 Basic Principles for the Treatment of Prisoners (1990) 9 United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 49, 51-53 Conventions on the Rights of the Child (1989) 6.2, 24.1, 24.2(b), 25 The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 12
<p>36. Health service delivery to Aboriginal detainees and Torres Strait Islander detainees is culturally appropriate.</p>	<ul style="list-style-type: none"> Health care staff are culturally aware and understand cultural factors and beliefs of the detainee to inform their diagnosis. Health care is provided in a culturally responsive and appropriate manner. Health staff are respectful of the detainee's cultural background and accommodate their cultural rights, physical, spiritual, emotional and social wellbeing. Aboriginal detainees and Torres Strait Islander detainees may request to see a culturally appropriate health service or request the presence of an Australian First Nations persons during a health appointment. An Aboriginal mental health worker and Torres Strait Islander mental health worker is present when responding to Aboriginal 	<ul style="list-style-type: none"> Engage service providers Engage detainees Engage health staff Observe health delivery processes. 	<ul style="list-style-type: none"> Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 14, 16 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 24, 25.1, 26, 27, 31, 32.1, 80.2 Royal Commission into Aboriginal Deaths in Custody (1991) 150-152, 266 European Prison Rules 38.3, 39-41, 42.2, 42.3

	children or Torres Strait Islander children with suspected or actual mental health issues.		•
37. Detainees receive required medication while in custody.	<ul style="list-style-type: none"> • Medication prescribed in the community is confirmed and continues to be issued in the watch-house. • Medication for children is administered when necessary and with the consent of the child, or their parent or guardian. Medication issue may be appropriately authorised in cases where it would be detrimental to delay it. • Processes are in place to ensure medication is issued for as long as the detainee remains in the watch-house. • Medication issued is documented. • Children's adherence to medication is monitored. Children are promptly reviewed when adherence is poor, or diversion is suspected. • Processes are in place to ensure information regarding medication issued is provided to the receiving detention centre. • Release planning for detainees includes provision of or organisation of medication continuing to be issued on discharge from the watch-house. 	<ul style="list-style-type: none"> • Test sample - custody records • Review of local agreements with service providers • Review local health procedures. • Observation of assessment • Observe medication issue • Interview health services staff • Observe discharge planning 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> s 37 • <i>Queensland Police Service Watch-house Review (2025)</i> 22 • <i>Inquest into the death of Shiralee Deanne Tilberoo and Vlasta Wylucki (2024)</i> • <i>Body of principles for the protection of all persons under any form of detention or imprisonment (1988)</i> 24 • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders</i> 12, 33 • <i>Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024)</i> 4. • <i>European Prison Rules</i> 39, 40 • <i>The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules)</i> 30, 31, 32, 67 • <i>United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990)</i> 19, 35, 55 • <i>Conventions on the Rights of the Child (1989)</i> 6.2

Security

Standards	Indicators	Evidence Sources	Reference
38. All searches are lawful, reasonable and proportionate to the risk posed. They are carried out in the least obtrusive way, only conducted when necessary, and	<ul style="list-style-type: none"> • Searches of detainees are cognisant of their age, sex, gender identity, and religious and cultural beliefs. • Searches of children are only conducted when necessary to maintain the security of the facility and the safety of the watch-house staff and other children held in the facility. • The watch-house has procedures in place for managing a refusal for a search by a child. 	<ul style="list-style-type: none"> • Test sample - custody records • Observation • Engage with staff • Engage with detainees • Review of complaint data 	<ul style="list-style-type: none"> • <i>European Prison Rules</i> 54.2-54.5 • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders</i> 19, 21

<p>in a manner that is respectful of the inherent dignity of the person being searched.</p>	<ul style="list-style-type: none"> • Routine and targeted searches are documented, including the reason for the search, the authorising officer, outcome of the search and the parties involved. • Detainees are advised of the search procedures and are never humiliated or degraded in the process. • Staff conducting searches are appropriately trained and provided with Personal Protective Equipment. • Internal searches are only conducted by medical practitioners and when the risk is assessed as requiring such an approach to prevent harm to the detainee. 		<ul style="list-style-type: none"> • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 50 • Basic Principles for the Treatment of Prisoners (1990) 2, 3
<p>39. Strip or unclothed search practices are completed with a trauma and gender informed approach. Technology is adopted to reduce the need for strip searches.</p>	<ul style="list-style-type: none"> • The need for strip or unclothed searches is risk assessed. • Risk that cannot be managed by other means must be documented before a child or vulnerable detainee is subject to a strip or unclothed search. • Forced strip or unclothed searching must never be conducted. • Searches are conducted with regard for the detainee’s gender, disability, religious and cultural sensitivities, and trauma history. • Facilities used for conducting strip or unclothed searches ensure the detainee cannot be observed by non-involved staff or other detainees. These searches are never conducted in view of CCTV or body worn cameras. • Searches are conducted humanely to protect the safety and dignity of those being searched. • Detainees understand why they are being strip searched and the process for doing so. • For strip or unclothed searches of a child, in the best interests of a child, they are offered to have a support person of their choice present. • Strip or unclothed searches are only conducted by appropriately trained staff. These staff are trained in trauma-informed search techniques. • Strip or unclothed searches are conducted as quickly as possible. Detainees can remain partially clothed during searches and are permitted to dress as soon as the search is complete. • Strip or unclothed searches are conducted by a person of the same sex/gender as the detainee or consideration of the request by the detainee. Detainees may make requests for modifications to searches and these along with the outcome are documented. • Internal searches are only conducted by medical practitioners and when the risk is assessed as requiring such an approach to prevent harm to the detainee. • Body scanners are installed and used as the primary search mechanism. 	<ul style="list-style-type: none"> • Test sample - custody records • Observation • Engage with staff • Engage with detainees • Review complaint data 	<ul style="list-style-type: none"> • Queensland Police Service Watch-house Review (2025) 4 • European Prison Rules 54.6, 54.7 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 19-21 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 50 – 52 • Basic Principles for the Treatment of Prisoners (1990) 2, 3 • Standard Minimum Rules for the Administration of Juvenile Justice (1985)(Beijing Rules) 15.2 • Yogyakarta Principles plus 10 9(H-I)

<p>40. Incidents and deaths in custody are reported, required parties are notified and a comprehensive review or investigation is facilitated.</p>	<ul style="list-style-type: none"> • The watch-house takes all necessary measures to reduce and prevent accidents, self-harm and unnatural deaths. • The watch-house notifies all relevant parties, including the next of kin, about any death in custody, escape, serious incident, injury, illness, admission to hospital or transfer to a mental health facility. • If a death occurs in a watch-house, the immediate vicinity is secured as a crime scene, and an appropriate authority is notified. • The watch-house staff render all required assistance to support a comprehensive investigation of any serious incident or death in custody. • Investigations do not include the participation of any potentially implicated staff. Evidence is preserved, and victims and witnesses are protected. • In the event of a death of a foreign national, reporting requirements are complied with in accordance with regulatory and statutory requirements. The detainee's next of kin is contacted either directly, or via the relevant foreign embassy. • The body of a deceased person is treated with dignity and respect. • All actions regarding a death in custody comply with the requirements of relevant legislation including the <i>Coroners Act 2003</i>. • All staff and detainees are offered support. • In the event of an Aboriginal or Torres Strait Islander person's death, the watch-house also notifies the Aboriginal and Torres Strait Islander Legal Service, a relevant Elder or other respected person known to the deceased. • The watch-house facilitates any necessary and appropriate cultural practices when detainees die in custody. 	<ul style="list-style-type: none"> • Test sample - custody records • Review relevant coronial inquests and outcomes for the watch-house • Review reports of any reviews conducted by QPS for internal incidents or deaths in custody • Review relevant policies/procedures 	<ul style="list-style-type: none"> • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 34 • European Prison Rules 24.9 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 8(f), 69, 71, 72
<p>41. Transfer and transport arrangements for detainees being moved to a detention facility are respectful of detainees' needs and ensure the safety and security of the detainee.</p>	<ul style="list-style-type: none"> • Transport arrangements are explained to the detainees in a way they can understand prior to the transfer. • Transfer of detainees to a detention facility are to occur as soon as practicable, having regard for the detainee's wellbeing. • Risk assessments relating to the transport of detainees are current and identify appropriate locations for access to bathroom facilities. • Transport processes ensure the welfare and dignity of detainees. • Vehicles used for transports do not have ligature points and are fitted with seatbelts. • Women, children and men are separated for transport. 	<ul style="list-style-type: none"> • Observe transport arrival and departure from watch-house • Interview detainees • Interview staff • Observe transport vehicles • Test sample - custody records 	<ul style="list-style-type: none"> • European Prison Rules 32 • Code of Conduct for Law Enforcement Professionals (1979) 2 • Conventions on the Rights of the Child (1989) 3 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 73 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 26

	<ul style="list-style-type: none"> • Transport planning accounts for the individual needs of the detainee and has regard for the most vulnerable detainees and children. Consideration must be given to the safest and most appropriate form of transport for detainees with a disability. • Transport vehicles must be able to be tracked at all times. • The type of restraint used during transport is the least restrictive having regard to the risk. • Where restraints are justified as a precaution against escape during a transfer, for example a court or medical transfer, they are removed if requested by the court or a medical authority in consultation with the appropriate delegate. • Vehicles are well ventilated. • Police provide the receiving detention facility with all information relating to the authorisation to hold the individual, information relevant to the care and wellbeing of the detainee including risks identified in the watch-house and how they were managed. • A health discharge summary is provided as part of this transfer process. • If a detention or other facility has refused, or delays accepting the transfer/admission of the detainee, accurate records are to be made of the reasons for the refusal or delay and attempts made to resolve it. 		
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Release

Standards	Indicators	Evidence Sources	Reference
42. Detainees discharged to liberty or bail are supported to understand any relevant conditions associated with their release.	<ul style="list-style-type: none"> • Release arrangements are explained to detainees in a way they can understand prior to the discharge. • Detainees are given support to understand bail conditions. • Detainees affected by drugs and/or alcohol are released only once they are no longer intoxicated and are assisted to reach a place of safety. A medical assessment may be required prior to this occurring. • There are clear processes to communicate information regarding a detainee's risk, health, vulnerability and wellbeing to other agencies and support services as appropriate. • Child detainees and those identified as being vulnerable, are released to a parent, guardian or are assisted to travel safely to 	<ul style="list-style-type: none"> • Interview staff (sworn staff/OIC) • Interview detainees • Test sample - custody records • Observe bail discharge processes • Observe management of detainees held for short periods of time (waiting for EMD removal, awaiting bail paperwork etc) 	<ul style="list-style-type: none"> • European Prison Rules 6, 33. • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 88.1, 90, 107, 108.1

	<p>their residence, place of arrest or other location in compliance with release conditions.</p> <ul style="list-style-type: none"> • Detainees receive all their property, including valuables, on release. • Detainees are offered the opportunity to make a phone call prior to release. 		
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Equity and diversity

Standards	Indicators	Evidence Sources	Reference
43. Detainees from diverse backgrounds and with diverse needs are respected and treated with dignity.	<ul style="list-style-type: none"> • Detainees are supported to meet religious obligations. • Staff consider Aboriginal detainees and Torres Strait Islander detainees are protected from racism, unfair treatment, harassments, bullying and abuse. • Aboriginal detainees and Torres Strait Islander detainees are afforded their cultural rights and protected from harm. • Staff have completed equity and diversity training. • Detainees of all sexual orientations, gender identity and those transitioning are protected from discrimination and abuse. • Reasonable efforts are made to ensure detainees can speak to a staff member of their identified gender if requested. • Reasonable adjustments are made for detainees with disabilities. • Staff are aware of and now how to use systems to identify and take action to prevent all forms of discrimination and inequality. • Staff treat detainees with respect and dignity during all stages of the custody process. • Allegations and incidents of discrimination are investigated. 	<ul style="list-style-type: none"> • Engage detainees • Interview Chaplain if allocated to the watch-house • Observe available religious materials and items • Interview staff • Review training records 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> s 20 • <i>Code of Conduct for Law Enforcement Officials (1979)</i> 2 • <i>Convention on the Rights of Persons with Disabilities (2006)</i> 12, 13, 14, 15 • <i>Royal Commission into Aboriginal Deaths in Custody (1991)</i> 177 • <i>Basic Principles for the Treatment of Prisoners (1990)</i> 2, 3 • <i>The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders</i> 20 • <i>International Convention on the Elimination of all Forms of Racial Discrimination (1965)</i> 5 • <i>Declaration on the Elimination of all Forms of Intolerance and of Discrimination Based on Religion or Belief (1981)</i> 2, 5.4 • <i>Universal declaration of human rights (1948)</i> 2, 7 • <i>United Nations Declaration on the Rights of Indigenous Peoples (2007)</i> 2
44. Legislation, policies and practices respect and promote the cultural rights of Aboriginal detainees	<ul style="list-style-type: none"> • Staff consider Aboriginal detainee's and Torres Strait Islander detainee's cultural identity and connections when making decisions. • Staff ensure that the safety and welfare needs of Aboriginal detainees and Torres Strait Islander detainees are met. 	<ul style="list-style-type: none"> • Engage detainees • Interview staff • Engage advocacy and legal groups. • Test sample- custody records 	<ul style="list-style-type: none"> • <i>Human Rights Act 2019 (Qld)</i> s 28 • <i>Police Powers and Responsibilities Act 2000 (Qld)</i> s 420

<p>and Torres Strait Islander detainees. Aboriginal detainees and Torres Strait Islander detainees are supported to exercise cultural rights and are protected from discrimination and harm.</p>	<ul style="list-style-type: none"> • A process is in place to ensure an appropriate Aboriginal and Torres Strait Islander legal service is advised of the detention of an Aboriginal person and Torres Strait Islander Person. • Staff consider advice from the Aboriginal and Torres Strait Islander legal service in making decisions on the detainee's custody. • All staff complete custodial awareness training and have access to ongoing professional development and community engagement activities. 		<ul style="list-style-type: none"> • International Convention on the Elimination of all Forms of Racial Discrimination (1965) 2, 5 (vi), 6 • Royal Commission into Aboriginal Deaths in Custody (1991) 177, 183 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 41.2, 41.3 • Standard Minimum Rules for the Administration of Juvenile Justice (1985)(Beijing Rules) 10.3, • Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 17, 18, 28 • The Bangkok Rules (2010): UN Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders 2 • Convention on the Rights of the Child (1989) 3, 37, 40 • International Covenant on Civil and Political Rights (1966) 14 • International Covenant on Economic, Social and Cultural Rights (1966) 3, 15
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Leadership and governance

Standard	Indicators	Evidence source	Reference
<p>45. Senior management promotes safe and respectful custody.</p>	<ul style="list-style-type: none"> • Safe and respectful custody is promoted through policy and training, and is demonstrated by officers employed in the watch-house. • Management provides direction and works collaboratively with staff and stakeholders to improve outcomes for detainees. • Management creates a culture in which staff and stakeholders willingly engage to improve outcomes for detainees. • Timely and remedial action is taken when poor or discriminatory practice is identified. • Custodial facilities are appropriately resourced. This includes the provision of adequate staffing to effectively operate rosters. 	<ul style="list-style-type: none"> • Staff/management meeting minutes • Strategic plans • Operational plans for the watch-house • Interview senior management • Interview service providers • Stakeholder submissions 	<ul style="list-style-type: none"> • Convention on the Elimination of All Forms of Discrimination against Women (1989) 2 • Code of Conduct for Law Enforcement Officials (1979) 2 • Convention on the Rights of the Child (1989) 3 • The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 2 • Royal Commission into Aboriginal Deaths in custody (1991) 177 • International Covenant on Civil and Political Rights (1966) 10
<p>46. All staff working in a watch-house have the necessary skills, knowledge and authority and are trained to the highest standards of professional competence, integrity and honesty.</p>	<ul style="list-style-type: none"> • Safe and respectful custody, including protections for vulnerable adults and children, is promoted through corporate policy, education and training, and is demonstrated in practice by officers involved in watch-house duties. Timely and effective remedial action is taken when poor or discriminatory practice is identified. • The officer delegated to make decisions is available at all times while the watch-house is operating. • All staff employed in a watch-house are trained and onboarded with the specific requirements for working in a watch-house. • Staff have access to regular and ongoing training to maintain their skills or upskill and contribute to their professional development. • All staff are culturally competent. They have specific awareness of the various cohorts within the detainee population, particularly the diversity among Aboriginal and Torres Strait Islander groups. • Preservation of life training (for example, CPR and first aid) is prioritised. • All staff undertake training on trauma-informed practice, human rights, duty of care, emergency management, drug and alcohol awareness, disability awareness, neurodevelopmental awareness, and other relevant topics. • Staff are trained to identify indicators of at-risk behaviour for suicide and self-harm and are aware of the required response and how to seek support for the detainee. 	<ul style="list-style-type: none"> • Obtain list of custody specific training • Review training records • Obtain latest Assistant watch-house officer (AWO) training information 	<ul style="list-style-type: none"> • Queensland Police Service Watch-house review (2025) 12-16 • Human Rights Act 2019 (Qld) ss 27, 28 • Convention on the Rights of Persons with Disabilities (2006) 13 • Royal Commission into Aboriginal Deaths in Custody (1991) 177 • European Prison Rules 72.4, 73, 74, 75 • The UN Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 75, 76 • United Nations Rules for the Protection of Juveniles Deprived of their Liberty (1990) 83, 87

Standard	Indicators	Evidence source	Reference
	<ul style="list-style-type: none"> All training relevant to the use of force is accredited and recertification completed on time. Recruitment activities include consideration of the diversity of the workforce and increase positions for Aboriginal people and Torres Strait Islander people employed in watch-houses. 		
47. Watch-house custody is considered as part of corporate performance management and reporting.	<ul style="list-style-type: none"> Systems are put in place to ensure watch-house policies, processes and practices are contemporary, evidence- based and support the humane detention of people. Custody management in the watch-house forms part of the QPS management framework and is closely monitored by senior management. Watch-houses are considered as part of any strategic system-wide review in the QPS to ensure custody arrangements are appropriate and promote improved service delivery. 	<ul style="list-style-type: none"> QPS corporate report on the watch-house QPS Strategic Plan Local operational plans 	<ul style="list-style-type: none"> Body of principles for the protection of all persons under any form of detention or imprisonment (1988) 2, 20 The United Nations Standard Minimum Rules for the Treatment of Prisoners (Mandela Rules) 83 Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 17
48. The Queensland Police Service collaborates with partner agencies and organisations to enhance custody arrangements. Collaboration with Aboriginal and Torres Strait islander community leaders and organisations is prioritised.	<ul style="list-style-type: none"> Regular collaboration with key partner agencies and service providers by senior level staff is undertaken to improve detention services. Local level partnerships are implemented and service provider access to detainees is promoted. Collaboration with Aboriginal and Torres Strait Islander community leaders and organisations is undertaken to ensure regular access of these organisations to watch-houses is facilitated, detainees have access to culturally appropriate care, and ongoing connection to community. All watch-houses have a process in place for facilitating engagement with Aboriginal and Torres Strait Islander community leaders and organisations for their local area. 	<ul style="list-style-type: none"> Engage with Identified service providers. Awareness of change and improvement projects that aim to improve the custody of people in watch-houses Interview staff Engage detainees 	<ul style="list-style-type: none"> Human Rights Act 2019 (Qld) ss 27, 28, 30 Inspector of Detention Services Cairns and Murgon watch-houses inspection report: Focus on detention of children (2024) 14 International Convention on the Elimination of all Forms of Racial Discrimination (1965) 2, 7 Code of Conduct for Law Enforcement Officials (1979) 2 Convention on the Rights of the Child (1989) 3 Universal declaration of human rights (1948) 7, 15, 18

Indicators supported by reference to:

- Commonwealth NPM *Guidance material: ACT Watch House and Police Stations (2025)*
- Tasmanian NPM *Expectations on the treatment of people deprived of their liberty in police and court custody (2024)*