

# “What do I do when...?”

Discrimination  
Duty of Care  
NEGLIGENCE  
Police  
Complaints  
Confidentiality  
Privacy  
CONSENT  
Court  
Information Sharing  
professional boundaries

*A practical guide  
to the law  
for people who work  
with young people*





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It was first printed in May 2007 and due to high demand a further reprint occurred in 2008.

For this edition we completely reviewed and updated all content. We also added content and made a few stylistic changes as a result of the many informative evaluations sent to us.

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Thanks to Meghan McBain from The Design Bus for her design work.

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# *Disclaimer*

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# Youthlaw

Youthlaw is Victoria's state-wide community legal centre for young people. Youthlaw works to achieve systemic responses to the legal issues facing young people through casework, policy development, advocacy and preventative education programs within a human rights and social justice framework.

Youthlaw provides free and confidential legal advice for young people up to 25 years of age.

Youthlaw also provides legal information about their obligations with young people to parents, guardians, teachers and youth workers.

## **Legal clinic – drop-in and online:**

Check website [www.youthlaw.asn.au](http://www.youthlaw.asn.au) for times and locations

**Telephone information:** (03) 9611 2412 Monday-Friday 9am-5pm

**Email information:** [info@youthlaw.asn.au](mailto:info@youthlaw.asn.au)

## **Youthlaw can answer questions about:**

- public transport and fines
- schools
- police and criminal charges
- discrimination
- security guards
- financial support
- family issues
- employment
- violence or abuse at home or in a relationship
- debts
- and more!

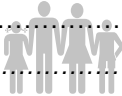




Youthlaw is based at Frontyard Youth Services in Melbourne CBD.

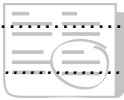





Frontyard consists of an integrated team of co-located services that work collaboratively to address the needs of young people at risk. Services include housing support, Centrelink, health, family reconciliation and Job Services Australia services.

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***Important!***

The information provided in this resource is current in Victoria as at **June 2012 with the exception of Chapter 3 (current as at 1 November 2014)**.

However, laws, regulations and guidelines do change so it is important that you seek legal advice about your particular circumstances.

# Introduction

*What do I do when...?* is a resource for anyone who works with people aged 12-25 ('young people') in Victoria. It aims to provide accessible information about the law to help youth workers feel more comfortable in their interactions with the law and the legal system. It details areas of the law that youth workers may come across in their work with young people and provides answers to common legal questions.

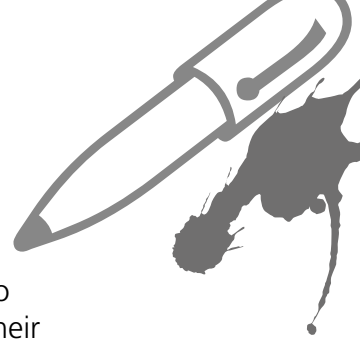
This resource details where the law prescribes a course of action for particular situations. However, the law does not provide all the answers for every set of circumstances. Often issues are of an ethical nature rather than a legal one and there is no single answer. To assist with this, tips are provided to help you with your decision-making. In some circumstances the law is complex and only a court can decide whether a law has been broken. As such it is not possible to provide answers to every question.

*What do I do when...?* is a guide to existing Victorian law. You must seek further legal information and advice regarding the complexities of your particular situation.

## *Who is this resource for?*

This resource is designed for those working with young people in Victoria. These workers are often called youth workers even if they have not undertaken a formal youth work qualification. The Youth Affairs Council of Victoria has developed the following definition of the role of youth workers:

Youth workers provide formal or informal services for young people, in groups or as individuals. These include advocacy, community development, referral, social education, health



education, rehabilitation, participation programs, skills development (such as leadership skills), rescue and correctional services.

Youth workers work directly with young people as their primary clients. They can act as managers of premises and services for government and non-government agencies. They also work in areas of social policy formation, systemic advocacy, coordination and implementation, as well as in professional education, training and research. They also work to facilitate and advocate for stronger links between young people and their communities, for the voices of young people to be heard and to enhance young people's civic engagement.

In Victoria, youth workers work in a variety of settings with young people. These include (but are not limited to) local governments, youth services and centres, family services, recreational services, schools, juvenile justice centres, community health centres and churches. In addition to this type of generalist youth service provision, youth workers also work in secondary and tertiary services such as residential care units, homelessness services, drug and alcohol services, mental health services and employment assistance services.<sup>1</sup>

This guide does not provide information that is specific to teachers. A useful resource in that area is *Teachers, Students and the Law* published by the Victoria Law Foundation.

## *Victorian law*

This resource covers Victorian law only. If you are reading this in another Australian state or territory please check the laws relevant to you. Some helpful guides for use in other states are provided in the resources list at the end of this guide.

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<sup>1</sup> Youth Affairs Council of Victoria and Victorian Council of Social Service, *Youth Support Services: Who's carrying the can?*, Melbourne, 2006.

## *Young people and the law*

This resource does not provide information about laws relating to the age and capacity of young people (for example, the age at which young people can legally do things). Victoria Legal Aid has a publication, *Am I Old Enough?*, which covers these issues. See the Useful resources list at the end of this guide.



## *How laws are made*

Laws are made by Parliament, the government and the courts:

- Parliament passes legislation;
- the Executive Government (government and public service) implements laws and develops policies, regulations and by-laws; and
- the courts interpret and apply laws.

There are two types of law:

- statute law – laws made in federal, state and territory Parliaments; and
- common law – laws based on court decisions.

Laws change when Parliament passes new legislation or when the courts interpret laws and develop common law principles. If Parliament does not like the way the court has interpreted a law it can pass new legislation to clarify how the laws should be interpreted.

## *Glossary and resources*

The Glossary at the end of this guide provides plain English definitions of common legal terms that are used throughout this guide.

The Glossary of legislation contains the legislation referred to throughout this guide.

The Useful resources list at the end of this guide sets out:

- a selection of Victorian legal services you can contact for further information or advice about young people; and
- publications you can refer to for more information.

# Top five tips



1. Make sure that your agency has a policy and procedures manual and that the policies comply with relevant legal requirements.
2. Read your policy and procedures manual and understand it. If you identify an issue that is missing, ask management to develop a policy on this issue.
3. Keep a written record of important information in your files such as contacts with clients, complaints made, injuries etc.
4. Make sure all staff are regularly trained in their legal obligations, particularly about privacy, confidentiality and duty of care.
5. Always seek legal advice for your specific situation.





# Chapter 1 – Duty of care

## 1.1 – *What is a duty of care?*

A duty of care is a legal requirement to take *reasonable care* of another person and to protect them from a *foreseeable risk*.

A ‘foreseeable risk’ is a risk that is not completely unexpected.

For example, you take a group of young people rock climbing. In this scenario the activity involves a foreseeable risk of injury. To prevent an injury from occurring, you have a duty to ensure that the group is adequately trained and wears proper safety equipment and that there is adequate supervision throughout the activity.



Similarly, if you manage a youth refuge, there is a foreseeable risk of conflict between clients. While you may not be able to prevent a young person from becoming angry and harming themselves or others, you have a duty to provide adequate supervision and to have trained staff managing the agency who can handle these situations.

If you identify a likely risk, you must take reasonable care to prevent it. Duty of care is part of common law so there is no legal definition of what is considered to be ‘reasonable care’. It will depend on the circumstances of each case. The law of negligence simply requires that you act reasonably in your dealings with someone who you owe a duty of care to.

If a court was trying to determine whether you have breached your duty of care it would assess whether a reasonable person acting in your position would have foreseen the risk. A court would take into account a number of factors, such as:

- *The experience, training and qualification of the worker* – for example, the standard of care that is expected of a team leader is higher than that expected of a new graduate.
- *The relationship between the young person and the worker* – how well did you know the young person?
- *The age and capacity of the client* – for example, if the young person has an intellectual disability or a health condition the standard of care is higher.
- *Agency policy and procedures* – were there policies in place regarding minimum staffing numbers, first aid training etc?
- *Budget and resources* – was it difficult or impractical for you to reduce the risk?

*You are running a holiday program. All parents have signed a consent form which indicates that the program finishes at 6 pm. One day, all but one of the young people have been picked up by their parents. Jo is the last person left. She is 16 years old. You have tried to call her parents but no one is answering. Your agency policy and procedures state that you cannot drive clients home. After half an hour Jo says that she will get the bus home. You know that she normally gets the bus home after school so decide that this is OK. You wait until Jo is on the bus.*

### **Did you fulfil your duty of care?**

Factors to be taken into account to determine whether you took reasonable care may include:

- Jo's parents were informed of the finishing time.
- Jo is 16 and often travels home by bus.
- You had tried to contact her parents repeatedly.
- Your policies and procedures manual stated that you could not take Jo home.
- You waited for the bus.

## ***Who do I owe a duty of care to?***

We have a duty of care to people who are likely to be affected by what we do or what we don't do.

### ***1. Duty to staff***

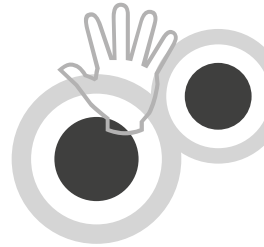
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An organisation owes a duty of care to its staff to provide, as far as reasonably practical:

- a safe work environment; and
- the necessary information, instruction, training and supervision required by all staff.

If these are not provided, your agency may be held to have breached the duty of care it owes to its staff.

See also Chapter 1.8 – 'Occupational health and safety', p18.



### ***2. Duty to clients***

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As a youth worker you owe a duty of care towards your clients. Your primary responsibilities are to maintain confidentiality and privacy. You must also take reasonable care to minimise foreseeable injury to a client while they are on agency premises or at an activity organised by your agency. You also have a duty to act professionally, so it is important to act according to your level of expertise and competence.

### ***3. Duty to others***

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You have a duty of care towards your colleagues while they are at work. You may also have a responsibility to the wider community where people are directly affected by you and your work.

For example, if your clients are intravenous drug users, you have a duty to ensure that no needles are left lying around the agency premises or outside the premises where other people may come

into contact with them. You have a duty to ensure that needles are disposed of appropriately and that staff are trained in how to dispose of the needles safely.

### ***‘I work with a group of 16 to 19 year olds. Is my duty of care different for different ages?’***

You will have varying degrees of duty of care for each individual client depending on their age and capacities. While you have a duty of care to all clients, you have a particular duty for clients with additional needs. Younger clients, for example, may be more vulnerable.

### ***‘Is my duty of care different when I work with young people who have intellectual disabilities?’***

Similarly, you have a particular duty of care to clients with disabilities or health issues. For these people you have an increased duty to be aware of additional foreseeable risks and to act in a reasonable manner to limit those risks.

### ***‘Do I owe a duty of care to young people who deliberately engage in risk-taking behaviour?’***

Young people are bound to take risks sometimes or engage in risky behaviour. The law does not require you to predict and prevent every situation. Your duty is to take whatever steps you can to minimise:

- how frequently this behaviour occurs; and
- the risk of injury as a result.

The courts recognise that when people knowingly put themselves at risk, the duty of care of those around them is reduced. However, given you may be working with some very vulnerable and ‘at risk’ young people, it is reasonable to expect that you and your agency have policies and procedures in place to minimise the risk of harm they could cause to themselves and others.

## 1.2 – Negligence

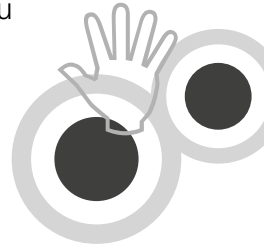
If you breach your duty of care you may face disciplinary procedures within your agency or you may be sued for negligence. The consequences will depend on the seriousness of the situation.

Negligence is a legal term. It describes a situation where someone fails to exercise reasonable care and this results in an unintended injury to another person.

Negligence may be caused either by an action or by a failure to act.

If you owe a duty of care and you breach this duty, you and/or your agency may be sued for negligence. In order to prove negligence, the person suing you must prove the following four elements:

- *duty of care* – that the worker or organisation owed a duty of care;
- *breach of duty of care* – that the worker did something that a reasonable person would not have done in a particular situation, or that they failed to act in a reasonable manner;
- *harm* – that harm was suffered by the person because of the unreasonable action of the worker. Harm includes, but is not limited to, personal injuries and illnesses, emotional harm, loss of income and damage to property; and
- *causation* – that the damage or injury was directly caused or contributed to by the breach of duty of care.



In assessing negligence a court will consider how a 'reasonable' person would have behaved in the same situation to decide whether the worker's action or failure to act was reasonable.

Suing someone for negligence is normally a civil case, which must be proved 'on the balance of probabilities' rather than 'beyond reasonable doubt', as in a criminal case.

## ***Am I liable or is the agency liable?***

The agency will normally be held liable if an accident occurs. If a person is injured, they are more likely to sue the agency as the agency has insurance policies that will cover compensation payouts. However, individual workers may also be sued. If a case goes to court, individual workers may also be called as witnesses to provide evidence.

Employees will generally be protected by their employer as long as they follow agency policies and procedures and relevant laws such as occupational health and safety laws.

There is no guarantee that the agency will cover your costs and expenses if you are sued. Check your agency's policies to see whether they indemnify you against liability.

In certain circumstances where you act in a 'private capacity', for example, you choose to meet the client after hours without your agency knowing, then you will be held liable for any negligence action that arises.

## ***What do I do if I am sued?***

If you are named as a defendant (the person being sued), talk to your supervisor and obtain legal advice. Your employer may provide a lawyer on your behalf, but you should also consider separate legal representation in case there is a conflict between the case being argued by you and the case being argued by your employer.

## ***If I have parental consent does that exempt me from liability?***

Parental consent does not protect an agency or worker from a negligence claim. You still have a responsibility to ensure the safety and protection of all clients in your care. It is important that you inform clients and their parents or guardians (when they are under 18) of any foreseeable risks involved with an activity.

A signed consent form may protect you from an assertion that you took a young person away without parental knowledge. However, it will not protect you if your behaviour was careless or you failed to prevent a foreseeable risk during the activity that parental consent was provided for.

Always keep documentation about the policies and procedures you followed to support your claim of reasonable care.

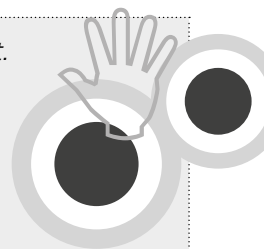
See also Chapter 4.2 – ‘Parental consent’, p38.

## 1.3 – Accidents and injuries

*Joan operates a drop-in centre for young people called Cool it. Jim comes in to talk with his friends and spills a large bottle of coke on the floor. Joan notices the spill but decides to get back to it later. Steph decides to visit Cool it and as she walks in she slips on the coke spilt on the floor and breaks her arm.*

### **Is Joan liable?**

Joan owes a duty of care to Steph. As Joan failed to clean up the spill, and it was reasonably foreseeable that someone might step on the spill and injure themselves, Joan breached her duty of care to Steph and could be liable in a negligence claim.



If you have the right to allow or deny a person entry to your premises (including your agency and any premises where an agency event is being held), then you have a legal responsibility to take all reasonable care to protect that person against foreseeable injury.

In deciding whether your agency has fulfilled this duty of care, a court will consider factors such as:

- the gravity of the injury;
- how the young person entered the premises (i.e. it was not through trespass);

- whether you knew or should have known that someone is on the premises;
- the age of the person on the premises;
- the capacity of the person to appreciate the possible danger; and
- whether the person entering the premises is intoxicated by alcohol or drugs voluntarily consumed, and the level of intoxication.

***A fight broke out in our waiting room and one client punched another client. Is the agency responsible for this injury?***

A reasonable person cannot predict or prevent every occurrence that may lead to an injury. However, you have a duty to limit risk, so you do have a duty of care in this instance. To lessen foreseeable risks you need to consider issues such as:

- the level of staff supervision;
- whether staff are properly trained to deal with client conflicts;
- whether staff followed agency occupational health and safety policies and procedures in dealing with the fight; and
- whether the physical environment of your centre was appropriate (for example, whether all the clients in the waiting room can be seen by staff).

*Vera operates a drop-in centre where a number of young people hang around outside on the steps. Dan starts play-fighting on the steps with some other boys. Vera sees this and knows that it is risky but has an appointment to go to so does not say anything. Dan ends up falling backwards and smacking his head on a step.*

**Does Vera’s duty of care extend to young people who hang around outside the youth centre?**

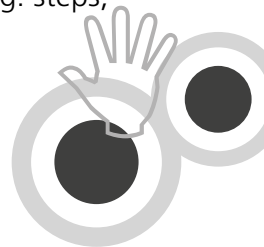


As Dan is on the premises the centre owes him a duty of care to prevent reasonably foreseeable risks of injury or harm. As it is foreseeable that play-fighting on steps may cause some kind of injury, and Vera was aware of this, she may be held liable.

## ***Accidents outside the agency***

When young people hang around outside your building, you have a limited duty of care. However, you should:

- make sure your premises and surrounds are safe (e.g. steps, paths, equipment etc);
- communicate and enforce expectations about behaviour on your premises to those who use it; and
- if you are aware that risky behaviour is occurring, respond accordingly and try to prevent someone from getting hurt.



Outside the physical boundary of your premises your duty is minimised, but it still exists. The extent of your duty will depend on the circumstances of each case. In many cases, if someone gets hurt or injured all you can do is call the police or ambulance or provide first aid if required.

### ***1.4 – Camps and excursions***

You owe a duty of care whenever a client is in your care. This includes camps and excursions. Think about the following issues:

- Be satisfied that the venue and any equipment you will use is safe
- Be clear about any equipment the client needs to bring, including clothing and footwear
- Know the environment, for example, the degree of difficulty of hikes

- Know the capacity of your clients, for example, do your clients have the requisite fitness levels?
- Have sufficient supervision for the number of young people you're taking along and trained supervision for specific activities
- Collect a medical form and consent form which states current medications, previous illnesses, allergies, disabilities etc. All staff should be aware of this information. The consent form should also state that the young person is allowed to receive emergency medical treatment and use of an ambulance. It is best practice to get parents or guardians to sign this form for young people under 18. Be aware, though, that a consent form does not exempt your agency from legal liability if an accident occurs
- Provide information to the young people and their parents/guardians about transport arrangements, venue details, activities planned, potential hazards and medical assistance available
- Carry emergency numbers for each young person
- Carry first aid equipment

See also Chapter 4 – 'Parents and guardians', p37.

## *1.5 – Staffing levels*

### ***Is there a minimum number of staff required when we take young people on outings?***

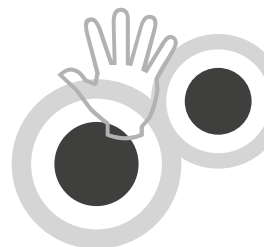
There is no staff-to-client ratio set out in law. Your agency must decide what is an appropriate level of staff supervision for any given activity or program. Each event will be different. Occupational health and safety laws must also be considered and complied with.

Check whether your agency policy and procedures manual recommends a minimum number of staff. However, just because you follow the recommended minimum number of staff does

not mean that you took 'reasonable care'. Even if you exceed the minimum number a court may find the supervision inadequate in a given case.

Greater supervision should be provided if the circumstances require this, for example if you have clients with medical needs or the event involves a particularly risky activity. Always take into account factors such as the environment, weather and the clients' experience, capacities and maturity.

High-risk activities (for example, abseiling or bushwalking) also require an appropriate number of skilled and trained staff. They may be staff from your agency or professional instructors hired by your agency. You must ensure that the number of skilled people is adequate for the number of young people undertaking the activity. This is largely common sense depending on what the circumstances require.



## *1.6 – Driving clients*

### ***I often drive clients to court. Will I be held liable in a car accident?***

As workers you are liable, just as a normal driver is, for causing injuries to anyone who is travelling in your car. This applies to volunteers as well. If you have an accident while transporting young people in your car, you are liable and can be sued.

If you are going to use your car, it is wise to check with your agency whether you are covered by their insurance and whether they will reimburse you for damage caused to your car or to other people's property. If not, you will have to cover any expenses.

## ***Can I be held responsible for my client's actions once I have dropped them off?***

There is no simple legal answer to this question as it will depend on the particular circumstances. Once a person has exited your car you are not *usually* responsible for their actions. If you have given a young person a lift, your duty of care is the same as that for any other passenger. However:

- If you give a lift to someone who you know or believe is going to commit a crime or who has committed a crime, and the lift helps them in committing the crime or escaping from the police, your actions may be construed as 'aiding and abetting' the crime, which is a crime in itself
- You should use common sense in situations where you could be dropping off clients into a dangerous or illegal environment. While you are under no legal obligation to prevent a client from engaging in illegal activities, ethical considerations suggest you should try to lessen the exposure of a young person to risky or criminal behaviour

### ***1.7 – Untrained staff and volunteers***

Volunteers and unpaid staff do not owe the same duty of care as paid and trained staff. However, they still need to be instructed about duty of care issues and should carry out their duties in a safe manner.

It is also important that all paid staff, students and volunteers are trained in your agency's occupational health and safety procedures.

Avoid placing volunteers or untrained staff in a situation where they are left unsupervised (for example, driving clients or running groups by themselves).

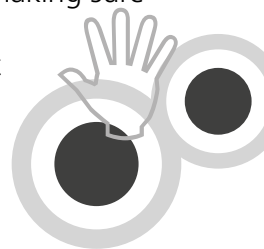
Volunteers should be covered by volunteer insurance or your agency's general insurance policy. Ensure that your agency's insurance policy covers volunteers. Students on placement may

be covered by your agency's insurance or their school or tertiary institution insurance. You need to check that insurance is in place before you accept a student on placement.

## 1.8 – Occupational health and safety

Occupational health and safety (OHS) is governed by the *Occupational Health and Safety Act 2004* (Vic). The law has the clear objective of preventing illness and injury at work.

Workers have the right to a healthy and safe workplace. Your employer must protect you while you are at work by making sure that your workplace is safe and without risks to your health, including your psychological health. They must do this 'so far as is reasonably practicable', which basically means doing what a reasonable person would do in the circumstances.



Your employer must:

- make sure that the machinery and equipment you use and the systems of work at your workplace – such as the way work is performed, the training provided and safety procedures – are safe and do not create health risks. Examples include ensuring dangerous machinery is guarded, having a safe process for handling cash and protecting you from violence at work;
- make arrangements to protect you from risks connected to using, storing or transporting equipment and substances – such as toxic chemicals, dusts and fibres;
- maintain your workplace in a condition that is safe and doesn't risk your health. For example, controlling noise and lighting levels, maintaining clear fire exits;
- provide you with adequate facilities at workplaces they manage, such as hygienic washrooms, toilets and meal areas; and
- give you information, training and supervision so you can work safely and without risking your health.

Your employer must also:

- monitor the health of employees and the conditions of the workplace;
- provide information about health and safety, in languages other than English if required, including the names of people employees can contact to make an enquiry or complaint about health and safety;
- keep records on the health and safety of their employees; and
- employ or contract someone who is qualified in OHS to advise on employees' health and safety.

When you are at work, you have the responsibility to:

- take reasonable care for your own health and safety and the safety of others who might be affected by your actions. For example, you should not take short cuts when doing your job that might put yourself or someone else at risk and you should not play practical jokes that could hurt someone;
- cooperate with your employer when they are taking action to improve health and safety or to meet their obligations under the law; and
- follow safety policies and procedures, attend OHS training, follow the advice you've been given, and use safety equipment supplied by your employer.

### ***What should I do if a young person is violent on the premises? Should I intervene?***

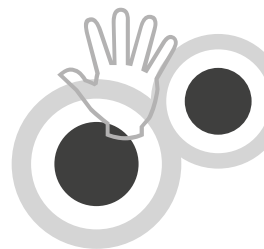
If a client is acting violently and you intervene, there is a high risk that you will be injured. Your agency's policies and procedures should provide clear guidelines about what you should do in this situation. These policies should be based on occupational health and safety laws.

In general, you should warn the young person to stop the behaviour or you will call the police. If the behaviour continues you may have to call the police.

Try to ensure that other people, for example, other clients or staff, can safely leave the area. If you feel that you would be at risk by intervening, you should not become involved, but maintain supervision of the scene from a safe distance.

If you are injured as a result of intervening and wish to make a WorkCover claim, there will be an investigation. This investigation will include an assessment of the nature and circumstances of the situation and the impact of the incident on you.

For more information, visit WorkSafe Victoria's website: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)







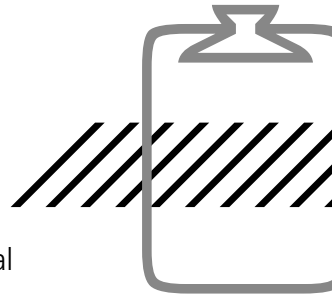
# Chapter 2 – Confidentiality and privacy

Client confidentiality is an accepted ethical principle in youth work. It is also a legal requirement. Victorian youth agencies are required to comply with the *Privacy Act 1988* (Cth) and the *Information Privacy Act 2000* (Vic). In addition, all government organisations must comply with the *Charter of Human Rights and Responsibilities 2006* (Vic).

As a youth worker you can be faced with many situations where you will have to make a decision as to whether to disclose information a client has told you. Knowing what you can and cannot disclose is important. You need to maintain the confidence of your clients as well as avoid serious legal ramifications.

## 2.1 – What information is confidential?

Under the *Information Privacy Act 2000* (Vic) any personal information concerning the client is confidential. The law states that this includes 'information or an opinion that is recorded in any form whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the *Health Records Act 2001* (Vic) applies'.



In practical terms 'personal information' includes (although this is not an exhaustive list) a young person's:

- name, address, date of birth, gender;
- things the young person tells you about themselves;

- things other people tell you about the young person, e.g. a doctor's report;
- the fact a young person was, or is, a client of your agency;
- things that happen involving the young person at your agency, e.g. a fight they were involved in;
- things you observe about the young person, e.g. their behaviour;
- your professional judgements or opinions about the young person; and
- physical information like photographs or drawings of the young person.

Personal information recorded in any form, whether in a client file, on paper, on a computer or even stored in your head, is protected as being confidential.

You should treat all information as private and confidential unless the young person gives you permission to share their information with others.

***I am aware that a client has a medical condition – do I have to disclose this information to anyone if I am asked about it?***

Under the *Health Records Act 2001* (Vic) if you find out about a client's medical condition you must take all reasonable steps to keep that information confidential. Parents or other people may come to you and demand to know if their child has a medical condition. It is important to remember that, generally, you are under no legal obligation to tell anyone about another person's medical condition.

However, this information can be shared with other staff members in your agency if they need to know it in order to fulfil their duty of care, for example, where the client is going on a camp or excursion (see Chapter 1.4 – 'Camps and excursions', p15). Best practice is to get the client's consent before you share any personal information about that client.

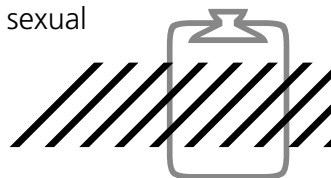
*Jill tells Ruby, her health worker, that she might have HIV. Ruby sends off some blood tests which confirm that Jill does have HIV. Mary, Jill's mother, calls Ruby and demands to know why her daughter is getting blood tests done and says that she has a right to know if her daughter has HIV.*

### **What should Ruby do?**

Ruby has no obligation to breach Jill's confidentiality just because her mother demands to know information.

At times you may be aware that a young person has HIV and is engaged in unprotected sexual activity without having informed their partner of their HIV status. There is no clear law on whether you are able to breach confidentiality if a client with HIV informs you they will engage in unprotected sex.

You should bear in mind, however, that it is a crime to intentionally, knowingly or recklessly infect another person with an infectious disease (such as HIV). If you believe that someone is in serious and immediate danger as a result of unprotected sexual activity, you may need to make an ethical decision to breach your client's confidentiality. Best practice is to first encourage your client to tell their partner and assist them to get legal advice.



## *2.2 – Sharing information between agencies*

You must take reasonable steps to protect your clients' personal information from misuse, loss, unauthorised access, modification or disclosure.

***I am referring a client to another service.  
What information can I pass on?***

There are very strict laws surrounding the use of private information. Best practice is to get the consent of the young person *before* you share any information with anyone. Written consent is preferable to verbal consent and keep this consent on file.

***Example Consent Form***

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*I, [Client's full name]*

*I understand that in providing services to me, [Name of Service] will need to share information about me or to receive information on my behalf.*

*This information may include my personal details/health records/police records .....[only include details required by your agency so far as is necessary to do your job].*

*I hereby give consent for [Name of Service] to share information and documentation about me and receive information and documents on my behalf that is reasonably necessary for [Name of Service] to provide their service to me.*

*Signed*

*Date*

## ***I have heard that there are special information-sharing provisions in the Children, Youth and Families Act 2005. What are they?***

In specified circumstances, the provisions of the *Children, Youth and Families Act 2005* (Vic) authorise information exchange over and above what is permissible under the *Information Privacy Act 2000* (Vic). The following types of information exchange are authorised by the *Children, Youth and Families Act 2005*:

### 1. Community-based child and family services

Any person may refer a significant concern about a child's wellbeing (or about an unborn child where the concern relates to the child's wellbeing after it is born) to a community-based child and family service (community-based service).

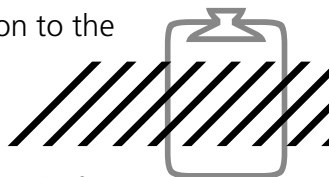
After receiving a referral, the community-based service may collect information about the child and the child's family from certain professionals to complete an initial risk assessment and to determine the most appropriate response. These professionals are authorised to disclose information to the community-based service for those purposes.

### 2. DHS Child Protection

Any person *may* report a belief that a child is in need of protection to the Department of Human Services Child Protection service (**DHS Child Protection**).

Mandated reporters (at the time of writing, these are doctors, nurses, teachers and police) *must* report a belief that a child is in need of protection as a result of physical injury or sexual abuse. See also Chapter 3 – 'Reporting abuse', p33.

Professionals or other persons specifically authorised by DHS Child Protection are authorised to disclose information to DHS Child Protection about the child and the child's family for the purposes of:



- assisting DHS Child Protection to complete an initial risk assessment;
- assisting DHS Child Protection in their investigation of a report; and
- assisting DHS Child Protection in planning for the child's ongoing care and protection.

### *3. Protection orders*

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Where the Secretary of the Department of Human Services has responsibilities towards a child subject to a protection order, and where information is required to enable appropriate planning for the child's care and protection, the Secretary may compel a community service, a service agency or some other professionals to disclose information relevant to the protection and development of the child.

## *2.3 – Disposing of information*

***My agency has a number of files on clients who are no longer using our services. Do we have to destroy these documents?***

Your organisation must take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose. If you do not do this you could face substantial penalties.

If you have confidential information which you no longer need, you should shred it instead of simply placing in the recycling bin.

It is important to note that destroying information does not only mean information recorded on paper. Tapes and computer files must also be destroyed.

Check whether your agency or profession has specific time limits on keeping documents. For example, lawyers must retain records for seven years. Medical records must also be kept for seven years for adults and life for children. It is important you are aware of any time limits that exist in your particular profession or at your agency, or are imposed on you by a funding body.

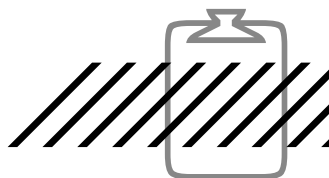
## 2.4 – Using client photographs

### ***Can I use photos of young people in our newsletters and brochures, or allow the media to take photographs at events?***

Personal information includes images as well as words.

It is best practice to obtain the informed and voluntary consent of the young person before taking their photograph and again before using it in any newsletter, brochure or on your agency's website. Consent can be gained verbally, but it is good practice to use a written consent form that can be kept on file.

However, you *must* get consent to take or use a photograph of a young person attached to a service which clearly discloses information about their health condition. For example, if the photograph is connected to a drug counselling service or a mental health support service.



Young people of any age can give their own consent if they understand the issues involved. If they do not understand, you should consider getting a parent or guardian to give consent.

If a client requests that they are not included in any photographs you must take all reasonable steps to respect the client's wish and protect their privacy.

It is also important to remember that at any time a client can withdraw their consent to have photographs published in the future. If this happens, you must remove the images immediately, particularly if they are on the agency's website.

### ***Are there categories of young people whose photos I should never publish?***

Be aware that there are some children and young people who should not be identified in any publications either by photographs or by name. For example:

- Children who are involved in Family Court matters or family violence cases cannot be identified.
- The identity of a child (under 18) who is involved in Children's Court proceedings should also not be published without permission of the President of the Children's Court.

Some agencies have policies about not taking photographs of some young people, for example, young people in foster care. This is not a legislative requirement but is considered good practice given there may be additional privacy issues regarding these young people.

## ***2.5 – Conducting surveys***

### ***Our agency wants to survey our clients to see how many have had contact with DHS Child Protection. Do we need to get consent?***

Agencies may conduct surveys on their clients' social, health or other issues. These surveys may be done in person, by telephone, email or using an online survey tool.

It is best practice to obtain the informed and voluntary consent of the young person to participate in the survey. Consent can be gained verbally or can be included within the survey (giving the young person the chance to "opt-out" if they don't consent).



Surveys should not require any identifying information from the participants.

Young people of any age can give their own consent if they understand what is involved. Generally, parental or guardian consent is not required.

## 2.6 – Breaching confidentiality

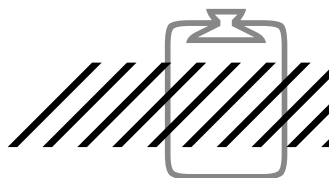
***I am concerned that my client is about to harm himself or wants to harm another client of our service. Can I tell anyone?***

You owe a duty of care towards young people which includes maintaining their confidentiality and privacy. You are allowed to breach confidentiality if:

- your client is threatening suicide and you believe that they will act on it. You can also use reasonable force to prevent someone from attempting to commit suicide; or
- your client threatens to harm themselves or others and you believe that they will carry out such threats.

If a young person leaves your service and you have serious concerns about their safety (for example, they are threatening self-harm) you can try and persuade them to stay somewhere safe, contact someone else who could help, or call the police and/or ambulance services.

Where a young person has threatened harm to others, you need to consider the seriousness of the threat before deciding whether to report the matter to your superiors or to the police. You should tell the young person that if you believe they will actually carry the threat out, you will be obliged to break their confidentiality.



## ***What do I do if I believe that one of my clients intends to commit a crime?***

If you believe a client intends to commit a crime, you may be justified in breaching confidentiality to prevent the crime but you are under no duty or legal obligation to do so.

*Luke tells his caseworker, John, that he intends break into an electronic shop to steal a TV and that he will be taking an iron bar in case there is a security guard.*

### **Does John have to tell the police?**

John has a duty of care to his client which includes maintaining his confidentiality. John does not have to tell the police that Luke intends to commit a crime. However, if he believes that Luke may hurt other people, he does owe a duty to the community. This is an ethical question, not a legal one.

# Chapter 3 – Reporting abuse

The *Children, Youth and Families Act 2005* (Vic) contains the law on reporting concerns about child welfare.<sup>2</sup>

The *Children, Youth and Families Act 2005* allows anyone who reasonably believes that a child (under 18 years old) is in need of protection to report their concerns to the Department of Human Services Child Protection service (**DHS Child Protection**) or to the police.

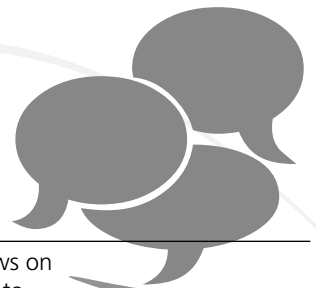
This report will not be considered to be a breach of professional ethics or a departure from accepted standards of professional conduct if it is made in good faith; nor will a person reporting be liable to any action for damages or other legal proceedings for having done so.

It is a good idea to get legal advice if you are concerned about whether or not to make a report.

## 3.1 – Mandatory reporting

### ***What is mandatory reporting?***

Mandatory reporting is where certain professionals have been required by the *Children, Youth and Families Act 2005* to report to DHS Child Protection or police if, during their employment, they believe that a child (under 18 years old) is in



<sup>2</sup> The *Family Law Act 1975* (Cth) also contains some laws on reporting suspected child abuse, but these only apply to persons working within the jurisdiction of the Family Court.

need of protection because their parents are unlikely or unable to protect them from significant harm as a result of physical injury or sexual abuse.

A report must be made as soon as possible after each time the person has formed a belief on reasonable grounds that a young person is in need of protection. Failure of a mandated reporter to report such abuse is an offence, punishable by a fine of up to \$1,000.

### ***Who is mandated to report?***

At the time of writing (June 2012), the people who are mandated to report when a child is in need of protection are:

- registered medical practitioners;
- nurses;
- teachers and principals; and
- police officers.

In Victoria, social workers, youth workers, child care workers and counsellors are not presently mandated by the *Children, Youth and Families Act 2005* to report suspected cases of abuse to the police or to DHS Child Protection.

There is a lot of confusion about who is mandated to report because youth workers, social workers, child care workers, probation and parole officers and others are listed in sections 182(1)(f)-(l) of the *Children, Youth and Families Act 2005* as persons who may be mandatory reporters. However these sections of the Act have not been implemented as at June 2012<sup>3</sup>.

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<sup>3</sup> These professions will only become mandatory reporters if an order is made by Government Gazette setting out a "relevant date" from which that profession will be mandated to report suspected abuse to DHS Child Protection or police.

The implementation of mandatory reporting is being phased in over an extended period. DHS Child Protection will be able to provide up-to-date information regarding the designation of particular professions.

***A 16-year-old client has disclosed that she is being physically abused by her father. Do I have a legal obligation to report this to the police or DHS Child Protection?***

If you are mandated to report, you must advise DHS Child Protection or police as soon as possible after you form a reasonable belief that abuse is occurring.

If a young person discloses abuse and you are not mandated to report, it is more appropriate to assist the young person to seek help, such as going to the police. It may be important for you, as someone who has a trusting relationship with the young person, to support them to report the abuse rather than breach their confidentiality.

If the young person is unwilling to report the abuse, and you believe that they are in serious danger, you may feel the need to breach their confidentiality and report the suspected abuse but talk to your supervisor first. You can report abuse to DHS Child Protection or to a member of the police force.

It is important to check your agency's policies and procedures on the reporting of suspected abuse.

See also Chapter 2.2 – 'Sharing information between agencies', p25.



## ***I am concerned about a client who is 14 and homeless. Can I report this?***

If you have concerns about a client's wellbeing you can contact a community-based child and family service in your region. The service should link the client into appropriate services. Concerns about abuse can still be made directly to DHS Child Protection.

## ***3.2 – Legal obligation to report child sex offences***

From 27 October 2014 in Victoria, any person age 18 or over who forms a reasonable belief that another adult has committed a sexual offence against a child under 16 must report the information to police as soon as possible. Failure to do so is a criminal offence punishable by imprisonment, unless a person can show they have a 'reasonable excuse' or that another exemption applies.

### ***What is a 'sexual offence'?***

Sexual offences against a child under 16 that you must report include offences such as:

- rape;
- indecent assault;
- unlawful sexual act with a child under 16 (with or without the child's consent); or
- communicating with a child with the intention to commit a sexual offence against them or allowing another person to do so (grooming).

You must also report any attempted sexual offence or any assault with the intent to commit a sexual offence against a child under 16.

## ***What is a 'reasonable belief'?***

You have a 'reasonable belief' if a reasonable person in your position would have formed a belief that a sexual offence has been committed by an adult against a child under 16.

You do not need proof that a sexual offence has occurred to form a reasonable belief. A reasonable belief can be formed on the basis of what a child or someone else has told you or your observations of a child's behaviour, for example.

## ***What is a 'reasonable excuse'?***

You have a reasonable excuse not to report if:

- you fear for the safety of the victim or a person other than the perpetrator (including yourself) if a report is made to police; or
- you have a reasonable belief that somebody else has already made a report to police.

## ***What are the other exemptions?***

You may be exempt from making a report to police if:

- the victim is age 16 or over when you form the belief and the victim requests confidentiality, as long as the victim has no intellectual disability or other impairment that may affect their judgment;
- you were under 18 when you first formed the belief;
- the information is subject to the laws of 'privilege' that apply to information given to lawyers by their clients, journalists or priests during religious confessions;
- you are a medical practitioner or counsellor treating a child for sexual abuse and you are not otherwise mandated to report the information by law; or



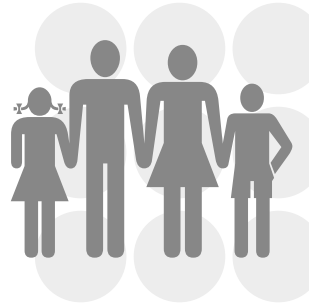
- your belief is based only on information that is already in the public domain, for example, as reported by the news

### ***What about offences that pre-date 27 October 2014?***

You do not have to make a report to police if the victim was age 16 or over as at 27 October 2014.



# Chapter 4 – Parents and guardians



Your primary client is the young person. However, your work may bring you into contact with a young person's parents or guardian. Therefore it is important to know your rights and responsibilities with respect to parental involvement.

## *4.1 – Parents and your client's privacy*

***A client has run away from home and her mum keeps ringing me asking if our agency has had contact with her. She is very upset and I want to let her know that her daughter is safe, but can I tell her that her daughter is one of our clients?***

Remember that you have a duty to protect the confidentiality of your client.

This includes the client's medical history, substance use, criminal activity, sexuality and whereabouts. You cannot tell family members whether their child is even a client of your service.

A parent has no legal right to force you to breach a young person's confidentiality.

Families can experience a sense of frustration and helplessness when workers refuse to tell them information about their children or exclude them from client interviews.

You may encourage the young person to get back into contact with their family, if only to say that they are safe. However, this decision is up to the young person.

If the young person gives you permission to tell their parents information then you are allowed to do so. However, if you are not *expressly* given consent by the young person then you must maintain the privacy of your client.

***I am a social worker at a TAFE. A parent of one of my 15-year-old clients has called up to ask about their child's performance and attendance. Do I have to give the parent this information?***

You have a duty to protect the confidentiality of your client. You are under no obligation to disclose to a parent any information about a client. You should explain to the parent that you will need to get the young person's permission before you can reveal any information. If the young person gives you permission to tell their parents information then you are allowed to do so. Otherwise, you must maintain the privacy of your client.

## ***4.2 – Parental consent***

***I am running a holiday program for 15-year-olds. Do I need parental consent before the young people can participate?***

There is no set legal age below which you must get consent from the parent instead of the young person themselves. You can accept a young person's consent if the young person has the capacity (that is, they understand the issues involved) and is of sufficient maturity. Most young people of high school age will understand the issues and implications of consenting to activities and excursions.

However it is *best practice* to obtain the parent/guardian's consent as well as the client's when the young person is under 18. This is usually done by providing a parental consent form which can then be signed by parents or guardians.

A guardian does not have to be a court-appointed guardian, as long as the young person is currently living in that person's care.

If a young person is under the age of 18 and they live independently they can usually provide their own consent.

In order for consent to be effective it must be informed. This means you must make the parent and young person *fully* aware of what the activity/trip involves, including:

- transport arrangements;
- planned activities;
- any potential hazards;
- safety arrangements;
- availability of medical assistance; and
- anything else relevant to the activity.

Parental consent will not protect your agency from a negligence claim if you fail in your duty of care. However, it does provide evidence of the information you provided to parents and protects your agency from any assertions that you took a young person away without their parent's knowledge.

### *4.3 – Parents picking up clients*

***If a parent arrives at an overnight camp and wishes to take their child home, can I stop them if they have signed a consent form?***

If a parent arrives during an activity or trip and tells you that they want to take their child (if under 18) home, then even though you have a parental consent form you cannot prevent them from taking their child.



However, you should ensure that you are not releasing a child into a dangerous situation. If the child becomes distressed or does not want to go with the parent, or you feel you would be releasing them into a dangerous situation then you should draw this to the attention of your supervisor as they may be aware of some background or dispute. If there are still doubts about a child's safety you should call the police.

See also Chapter 2 – 'Confidentiality and privacy', p23.

## *4.4 – Medical consent*

***I have a 15-year-old client who I want to refer to a doctor for anxiety and depression. Does the client need a parent of guardian to consent to them receiving medical treatment?***

There is no law in Victoria which fixes the age at which a young person can give or withhold their own consent to medical treatment. The general rule is that as long as the young person is capable of forming a sound and reasoned judgment about the matter for which consent is required, then they can give their own consent. This means every case will be different, and will depend on the maturity and intelligence of the patient and the nature and seriousness of the treatment. It is up to the doctor in each case to make this judgment.

In certain cases, a doctor or a court can override the decision of a young person in relation to their medical treatment. This might be where the young person is under a DHS Child Protection order, or where the young person requires urgent psychiatric or medical treatment.

***The father of a 16-year-old client has called to ask me why his son has been seeing a doctor recently? Do I have to tell him? Will the doctor tell him?***

You have a duty to protect the confidentiality of your client and you are under no obligation to disclose to a parent any information about a client.

If the young person is old enough to consent to medical treatment, then this carries with it the right to professional secrecy regarding the consultation. This means that without the young person's consent, the doctor is prevented from telling a parent or guardian anything about the young person's treatment.





# Chapter 5 – Working with police



Working with young people may bring you into contact with the police. It is important to know your rights and responsibilities in dealing with the police to ensure you are acting appropriately on behalf of the young person while also maintaining a cooperative working relationship with the police.

## *5.1 – Diffusing a heated situation*

Situations involving young people and the police can easily escalate and may land the young person in serious trouble. Youth workers can help to ensure that a young person's rights are not violated as well as preventing them from getting into more trouble.

You can act as a mediator between police and a young person and make all reasonable attempts to keep the young person calm.

It may be appropriate to intervene between the police and an individual or group to diffuse the situation, but you must be prepared to withdraw if the young people or the police ask you to.

If you decide to intervene, when possible directly approach the police officer and make yourself known. State who you are, your occupation, where you work and indicate that you intend to try to diffuse the situation.

You must remember that you have no special rights as a youth worker and if a situation gets out of control you should step back and let the police do their job. Be careful not to hinder the police from doing their job as charges could be laid against you.

If you are concerned about the way the police have treated you or the young person you can make a complaint (see Chapter 5.5 – ‘Complaints about police’, p50). Note down the name, station and badge number of the police officer(s) involved as this information will help you file a complaint.

Similarly, you could compliment a police officer where you believe they have dealt with a situation well. This will assist you to build a good working relationship with local police.

## *5.2 – Witnessing an arrest or search*

### ***What sort of things should I take note of if I am witnessing an arrest or search of a young person?***

If you observe a search or arrest of a young person make sure you take note of the date and time. Ask the police officer:

- on what grounds the arrest or search is being made;
- for their name, badge number and station; and
- where the young person is being taken if they are being arrested.

Do not get in the way of a police officer who is searching or arresting a young person or try to physically intervene as you may be charged with hindering police.

If the young person is arrested, ask them if they would like you to accompany them to the police station or to attend the station separately if police tell you that you cannot accompany the young person.

You should always make sure that a young person seeks legal advice *before* they are interviewed by the police.

## *5.3 – Police and client privacy*

The following section provides a brief overview of what you are legally bound to disclose to the police.



## ***Police have arrived at reception and say that they 'just want to talk' to one of our clients. How should we respond?***



Police may enter your agency requesting information about a young person, such as their address or whether they are a client of your service.

You are under no obligation to talk to the police or to provide them with documents about your clients. However if the police have a subpoena, you may be required to hand over specified written documents (see below).

You must tell police your name and address if they ask you. You do not have to answer any other police questions. You should be firm yet polite when refusing to answer questions. Inform the police that you cannot give out confidential information about clients and that you are bound by privacy laws.

## ***The police have arrived with a subpoena for an incident report. Do I have to give this report to them?***

A subpoena is a written court order signed by a magistrate which demands the appearance of a person in court, or the production of specified documents to the court. If police have arrived at your service with a subpoena stating what documentation they are after, you should give the police the specified documents. If you refuse, you could be charged with contempt of court.

## ***The police say they have a warrant to search the premises for a client. What are my obligations in this situation?***

Police cannot search premises without your permission unless they have a warrant. A warrant is a document issued by a court. To get a warrant, police must apply to a magistrate and provide sworn evidence. There are two main types of warrants.

## *1. Search warrant*

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A search warrant allows police to break into, enter and search a particular place for specific items. If the police come into your agency and say they have a warrant to search the premises, they must:

- identify themselves; and
- give you a copy of the warrant.

You should check that the warrant states the following:

- the name/description of the premises (check they have the right address);
- the purpose of the search;
- whether the police are allowed to search at any time of the day or night or only at particular times as stated in the warrant;
- an expiry date, after which the warrant is invalid; and
- any conditions to which the warrant is subject.

The police are allowed to take anything specified in the warrant. You should witness the search and make sure it complies with the warrant. If it does not, do not try to stop the police, simply make a note so you can lodge a complaint later.

## *2. Arrest warrant*

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An arrest warrant allows the police to break into, enter and search any place where the person named in the warrant is suspected to be and to arrest that person. This means that if a young person is in your agency and the police have an arrest warrant for that person they can search your premises.

An arrest warrant must state:

- the name of the person who is to be arrested; and
- the charge against the person.

If the police have a valid warrant you must not do anything to prevent or obstruct them from carrying out the search and arrest. If the police have an arrest warrant for a young person and you intentionally hide the young person or help them avoid police detection, you could face criminal charges.



***I know that one of my clients has recently committed a crime. Do I have to disclose this to the police?***

You are under no obligation to tell the police about illegal activity your clients have engaged in, unless you are mandated to report child abuse or a sexual offence against a child under 16 by law (see Chapter 3).

Police may threaten to charge you with hindering police. Mere failure to provide information does not amount to hindering. To be guilty of hindering, you would usually need to try to stop or make it difficult for police to carry out their duties.

However, providing false information (with the intention of deceiving the police) may amount to hindering. For example, if the police arrive and ask where the client is and you tell them he or she is at home when you know the client is at your agency, you could be charged with hindering.

***My client has committed a crime and asked me to help them conceal stolen goods. What should I do?***

You must not do anything which helps your client with a crime they have committed, such as helping them store or get rid of stolen goods, helping them to flee or giving them a place to hide from police.

You must not accept any kind of benefit in exchange for not telling the police information. If you do you could be charged as an accessory.

## 5.4 – Police interviews

### ***One of my clients has been taken to the police station for an interview. Can I accompany them to give them support?***

Under Victorian law, a police interview must not be carried out with a person under 18 unless a parent, guardian or independent person is present. Anyone over 18 (except a police officer) can be an independent person, and youth workers sometimes play this role.

The young person must also have the opportunity to speak to their parent, guardian or the independent person in private before the questioning begins. A young person has a right to speak to a lawyer and you should encourage your client to seek legal advice before the interview. The police must also inform the young person of their right to seek legal advice.

If you are asked by a young person or the police to be an independent person, remember you are not there to provide legal advice or information. You are there to ensure that the young person feels supported and that the interview is carried out lawfully.

#### ***Before the interview:***

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- you should ask to speak to the young person in private;
- you should explain to the young person that you are there to assist them with the process of the interview but that you cannot give legal advice and that they should request to speak to a lawyer;
- you should remind the young person that they have the right to silence; and

- you may ask questions of the police to gain more information about what the young person is to be charged with or what offences they are suspected of committing.



*During the interview:* \_\_\_\_\_

- you should be impartial and objective;
- you may make notes;
- you cannot answer police questions for the young person;
- you cannot advise the young person whether to answer a question or not;
- you can ask the police to explain any words that you think the young person will not understand;
- you should ensure the young person is not pressured into giving any answers in the interview; and
- suggest a break in the interview if the young person is obviously upset.

*After the interview:* \_\_\_\_\_

- ensure that the young person understands what has happened during the interview process;
- ask the police what the next steps are and that the young person understands; and
- ensure the young person has a way to get home.

***What if I can't or don't want to be the independent person for a client?***

The Youth Referral and Independent Person's Program (YRIPP) trains volunteers to be independent persons to assist young people when they are brought in for police questioning. Where no

other independent person is available, police can contact a YRIPP volunteer to come in to the station for the young person's interview. YRIPP is routinely used by police across Victoria.

## *5.5 – Complaints about police*

### ***I think that the police acted unlawfully and I want to make a complaint. What should I do?***

If you believe the police have acted unlawfully or have used unreasonable force in dealing with young people or workers in your agency, you may have grounds for a complaint.

If you want to complain about the police you should do it as soon as possible after the incident. Write down everything that happened during the incident, including:

- the names of the police officers involved and their identification numbers if you have them;
- what happened; and
- the date and time it happened.

If anyone has been hurt, take them to see a doctor as soon as possible. Also get someone, preferably the doctor, to take photos of the injuries.

You can make a complaint to any police officer in charge of a police station, a police duty inspector or the following agencies:

- **Office of Police Integrity**  
Handles complaints about police and investigates police corruption and serious misconduct.  
Tel: 8635 6188 or Toll free: 1800 818 387

- **Ethical Standards Department**

This department is part of Victoria Police and investigates complaints about Victoria Police.

Tel: 1300 363 101

Online: <http://www.police.vic.gov.au>

- **Ombudsman (Commonwealth)**

Handles complaints about the Australian Federal Police.

Tel: 9654 7355 or 1300 362 072

SMS: 0413 COM OMB

Online: <http://www.ombudsman.gov.au>



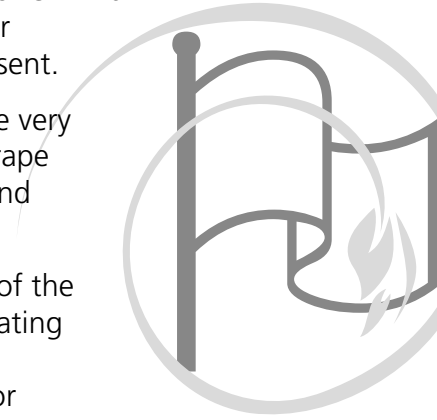




# Chapter 6 – Court procedures

Different cases are heard in different courts, depending on the seriousness of the offence:

- *Magistrates' Court* – hears over 90% of criminal cases and also hears intervention order applications. There is a magistrate present.
- *County Court* – hears offences that are very serious, such as aggravated burglary, rape and armed robbery. There is a judge and often a jury present.
- *Children's Court* – the Family Division of the Children's Court hears applications relating to the protection and care of children and young people, and applications for intervention orders. The Criminal Division hears matters relating to criminal offences by children and young people aged 10 to 18 years.



## 6.1 – Court etiquette

### ***What should I wear?***

It is best to wear clothing that is smart casual. Clothing such as singlets, tracksuit pants, shorts and hats are not appropriate. You should remove hats and sunglasses from your head before entering the courtroom.

### ***What do I do in the courtroom?***

- Turn off your mobile phone before you enter the courtroom and tell your client to do the same

- It is customary to bow to the magistrate or judge when you enter or leave the courtroom
- Keep quiet while inside the courtroom. It can sometimes take a long time for your case to be called
- Address the magistrate or judge as 'Your Honour' if you are called to give evidence
- If you enter (or get up to leave) the court as the oath is being administered to a witness, stand still until the oath is finished

## 6.2 – *Being a witness*

If you are called as a witness you will receive a witness summons or subpoena before the court date. This will explain that you have to give evidence in a particular court on a particular date.

If you receive a witness summons or subpoena, you must go to court unless you have medical evidence explaining why you can't attend. If you don't go, you could be arrested by police and brought to court.

The court may ask you to give evidence about facts related to the case (as a 'witness of fact'). If you are a witness of fact, you cannot give your opinion on the matter, just evidence of what you saw, heard and did.

In other cases, the court may ask you to give evidence about your client's character (as a 'character witness'). If you are a character witness, you may give your opinion about your client and their personality and character.

At the beginning of a contested case, the magistrate or judge will ask all witnesses to leave the courtroom to ensure that all evidence is independent and that you are not influenced by what other witnesses may say.

## 6.3 – Oaths and affirmations

When called as a witness, you will be asked to swear on oath that what you are about to say is the truth. If you are willing to swear on the bible or other holy book, you will be asked to hold the holy book and repeat the oath after the court officer administering the oath.

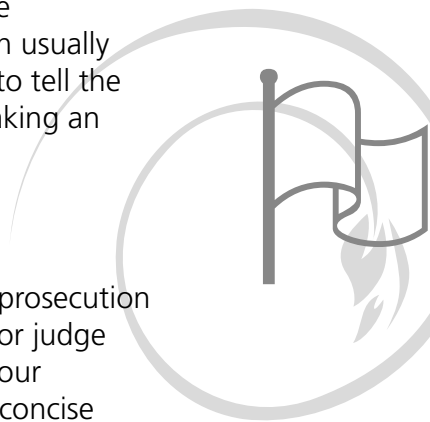
If you are not religious, you may feel more comfortable making an affirmation, which usually involves saying that you 'solemnly affirm to tell the truth'. This has the same legal effect as taking an oath.

## 6.4 – Giving evidence

You may be asked questions by both the prosecution and the defence lawyers. The magistrate or judge may also question you about aspects of your evidence. In answering the questions, be concise and to the point. Avoid repeating conversations that you have heard as this is regarded as hearsay evidence and is not allowed in court.

When giving evidence it is important to:

- project your voice when answering questions;
- take your time;
- understand the question – ask the lawyer to repeat or clarify the question if you do not understand it;
- remain calm and polite;
- state the facts;
- say 'I do not know' if you are unsure about what you are being asked; and
- be confident.



## ***What if my credibility as a youth worker is undermined by the lawyers?***

You are entitled to legal advice before going to court to give evidence. You may feel that your credibility is being undermined by the defence or prosecution lawyers or other witnesses. If this occurs, it is important to remain calm and answer the questions honestly. Do the best you can at answering the questions. The magistrate or judge may step in if the defence lawyer or prosecutor is going too far.

By law, a witness is not allowed to be asked questions that will undermine their character. It is up to the court to decide whether you will be compelled to answer a question of this nature.

## ***What should I say if I am a character witness?***

Character witnesses are usually heard during the sentencing process, which will occur if your client has been found guilty of an offence. Courts can take into account the previous character of the offender when sentencing. You may be called to speak about the general character of your client, including how long you have worked with them, your experiences of them and their individual circumstances. This information will assist the magistrate or judge to sentence them appropriately.

## ***6.5 – Supporting your client at court***

### ***My client has to go to court to answer a criminal charge. Should I go with them to court?***

If your client has requested that you accompany them to court, it is fine to do so. You may be able to help them understand what their lawyer is saying to them and it may be a comfort to them to be with someone they know. You can help calm their nerves and keep them company during the long waiting periods they may encounter.

Having a support person may also make a good impression on the court as it shows that your client has someone to assist them to manage difficult aspects of their life. You are permitted to sit next to your client at the front of the courtroom.

### ***My client is on summons. Do they have to go to court?***

Generally your client must attend all court dates, even if they are on summons. In some cases, a lawyer can organise for your client's matter to be adjourned without the client having to appear at court. However, you should always check with the lawyer to confirm whether your client needs to attend at court.

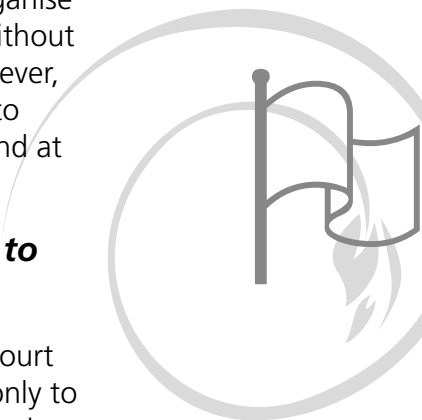
### ***My client is on bail. Do they have to go to court?***

If your client is on bail, they *must* attend court every time their case is listed. Even if it is only to adjourn the case, the client *must* extend their bail in person. If your client does not appear in court when required, a warrant for their arrest will be issued and they could face a further charge of failing to answer bail.

If your client is ill, they should go to a doctor and get a medical certificate faxed to the court on the date of the hearing and the court may adjourn the case in their absence. If your client is in detox, the agency needs to fax a letter to the court stating this.

### ***My client's case has been adjourned. What does this mean?***

An adjournment is simply asking the court to put off the case for a while longer in order to prepare the case. Adjournments can sometimes be done with the Registrar at the court counter. Other times the client may need to go into court for the adjournment to be granted by the magistrate or judge.



If your client needs to request an adjournment at court but does not have a lawyer, they can approach the Victoria Legal Aid duty lawyer service for help.

## *6.6 – Working with your client’s lawyer*

It is important that you respect your client’s lawyer and be aware that there is confidentiality between your client and their lawyer. Your client’s lawyer can only give you information about the case if your client consents.

Your client has no duty to give you information regarding their case nor does their lawyer.

If your client is charged with an offence, it is important to support your client to get legal advice at an early stage once charges are received. Contact Youthlaw, your local community legal centre or Victoria Legal Aid for advice or referrals (see Useful resources, p89).

## *6.7 – Court reports and support letters*

### ***When is a court report or letter of support used?***

After a young person has pleaded guilty or has been found guilty of a criminal offence, the court must decide what sentence or punishment to give them. Court-ordered reports and letters of support are used by the court during sentencing and they may help the young person to get a better outcome.

The most important objective in sentencing young people is their rehabilitation. As a result, it is important for the magistrate or judge to have details of a young person’s character and circumstances.

### *1. Letters of support*

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A young person or their lawyer may ask you to write a letter of support. This is essentially a character reference. It contains information about the personal character and circumstances of the offender.

## 2. Court-ordered reports

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Sometimes a magistrate or judge may order a 'pre-sentence report' to be presented to the court to assist in the sentencing process. This is a court-ordered report about the personal character and circumstances of the young person. The report may include details of the young person's education, health, leisure activities, family relationships and future plans. The person who writes this report is usually a corrections officer (for over-18-year-olds) or a youth justice officer (for under-18-year-olds). They may ask you, as someone who works with the young person, for input.

When considering both a court-ordered report and a letter of support, it is important to think about the implications of what you say. Anything you say should be positive and the main purpose of your input should be to help the young person. If you cannot say something that is encouraging, it is best not to write it.



### ***Do workers have to write these references or attend court?***

You are not obliged to write a support letter. It is entirely voluntary. The lawyer or young person may decide not to present your letter of support to the court even after you have written it.

Likewise, you are not required to attend court if you decide to write a reference. Attending at court is voluntary. You should mention in your letter if you are unable to be present and why. For example, you could say 'due to other commitments, I am unable to attend court to give character evidence on his/her behalf'.

However, it is recommended that you attend court, if possible, to provide support to the young person and answer any questions that may be asked of you by the magistrate or judge. The young person's lawyer will inform the magistrate or judge that you are

present in court. Where a young person is unrepresented, you may inform the court yourself and explain who you are and that there is no lawyer.

## 6.8 – Writing a support letter

Key points:

- If possible type the letter on your organisation's letterhead
- Make sure the letter is signed and dated
- Be brief and get straight to the point
- Be positive and supportive
- It is voluntary – if you cannot write a supportive letter then in some cases it may be better not to write a letter at all. Be open and up-front with your client's lawyer if this is the case

The letter should include the following details:

### 1. Address:

- If the case is in the Magistrates' Court or the Children's Court, address the reference to 'The Presiding Magistrate' of the relevant court. If the case is in the County Court or Supreme Court, address the letter to the 'The Presiding Judge'
- With all courts, commence the letter with 'Your Honour'. 'Dear Sir/Madam' is also acceptable
- In an opening subject line or reference, clearly state the young person's name and date of birth in bold, for example, **Re: John Citizen, D.O.B: 01/01/90**

### 2. Your role and relationship to the young person:

- State clearly who you are and your role. State any formal positions, qualifications or experience you have. Include the nature and functions of your work and that of your organisation



- State how you know the young person, how long you have been working with them and how often you have contact with the young person

### *3. Your knowledge of the court case and your reason for writing a reference:*

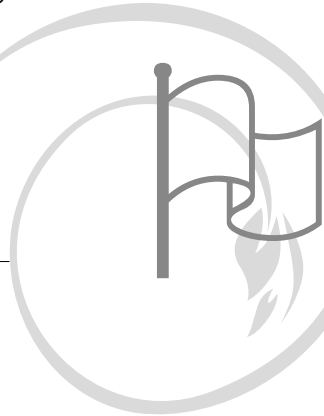
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- State that you are aware that the young person has been charged, for example, 'I am aware of the charges before the court'
- Do not comment about the facts relating to the offence or what the young person has told you about it

### *4. Your knowledge of the young person's character:*

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- Give your opinion of the young person's general character and if helpful to the young person, their reputation in the community
- State whether you believe the offences are out of character and why
- Refer to what you know of the young person's personal background (i.e. family, education and employment) and any hardships or special achievements they have experienced in their life
- Mention any activities or programs that you are aware the young person has participated in, for example, volunteer or charity work
- Note any referrals to other agencies



## Example letter of support

City Base Youth Services  
1 Flinders Street  
Melbourne 3000

1 January 2012

The Presiding Magistrate  
Melbourne Magistrates' Court

Your Honour,

**Angelina Place, D.O.B: 01/01/94**

I am writing this letter in my capacity as City Base Youth Services Support Worker and I understand the purpose for which this letter will be used.

City Base Youth Services has been providing support and outreach services to young people experiencing homelessness aged between 15-25 years in the inner city since 1990. The program aims to facilitate the housing stability of clients and links them into other community agencies.

Angelina Place has been attending our agency for three years and I have been her youth worker for approximately 12 months. Angelina presented with complex problems including family breakdown, drug and alcohol concerns and criminal issues.

Since entering our program, Angelina has attended all appointments and has actively started working towards addressing the issues which were impacting on her life. Angelina was linked to a drug and alcohol counsellor who assisted her to enter a 15-day detox program in November 2011. Angelina has recently begun a mediation program to assist her to re-engage with her family. Angelina has also recently completed her VCE, showing her commitment to her education.

I have found Angelina to be a resilient and positively motivated young woman who has been keen to tackle her problems and change her behaviour. It is my opinion that the program has given Angelina the skills to assist her to make positive lifestyle choices in the future.

Yours sincerely

*Brad Goldy*

Brad Goldy  
Support Worker  
City Base Youth Services

# Chapter 7 – Professional boundaries

## *7.1 – Contact with clients outside work*

### ***A client has invited me to her birthday party. Am I allowed to socialise with clients outside work?***

While there is no law prohibiting you from having contact with your clients outside work, it is important to consider the ethical issues regarding the client–youth worker relationship.

It is important to ensure that you try to keep your professional and private life separate. This includes:

- not socialising with young people who are your clients outside work;
- not having a romantic or sexual relationship with clients; and
- not allowing clients to visit you at your home.

A youth worker's relationship with their client should be professional. This is to protect the young person and the worker. Boundaries help to ensure that young people are not exploited or let down in any way and also help to protect workers from complaints about inappropriate behaviours.



## 7.2 – Romantic relationships

### ***What should I do if I am aware that one of my clients is attracted to me?***

Reinforcing the boundaries is particularly important in this situation. You should make it clear to your client that your relationship with them is purely professional and that you will not be pursuing a romantic or sexual relationship with them.

It is important not to encourage this kind of behaviour. If you see that your client wants more than a professional relationship with you, you should ensure that you put a stop to it immediately.

Seek advice from your manager and ensure they are aware of the situation. Make notes to assist you if the client makes a complaint against you.

You also need to be aware of laws relating to sexual consent. If your client is under 16 and you are more than 24 months older than your client, it is illegal for you to have a sexual relationship. If your client is between 16 to 18 years old, it is still illegal to have a sexual relationship if you are in a position of authority (for example, their caseworker). You could be charged with sexual assault, with consequences including imprisonment and sex offender registration.

See also Chapter 13 – ‘Young people and sex’, p 83.

## 7.3 – Taking clients home

### ***My client has nowhere to live. Is it ok for them to stay at my place?***

This issue is once again an ethical one as there is no law prohibiting a youth worker from allowing a client to stay at their home. It is not advisable to allow clients to stay with you as this will undermine the professional boundaries that you have in place and can leave you vulnerable to complaints about your behaviour.

Try to find alternative accommodation for your client through crisis accommodation. This is understandably difficult in some regions.

You may feel pressured into allowing a client to stay with you if the young person is in danger. You may also feel the need to allow your client to stay with you as a last resort if all other alternatives have been exhausted. Remember that as a youth worker you have the right to say no.

You should ensure that your agency has developed policies and procedures regarding this issue so everyone knows what is acceptable. Consider different alternatives such as paying for motel rooms. If an agency policy specifically prohibits clients being taken home and you do this, then you will be in breach of this policy and could face disciplinary action.

## *7.4 – Driving clients*

### ***Is it ok to drive a young person home in my car?***

Youth workers may be asked to drive clients between agencies or events. In this situation, it is important to remember that you are responsible for them and may be held liable for any harm that happens to them. You should read your agency's policies regarding this issue and consider whether you wish to take on the extra responsibility.

Driving in a car can also make you vulnerable to complaints about your behaviour. To avoid any false allegations it is a good idea to ensure that another worker accompanies you in the car.

Always make notes about the trip, where you took the client and any incidents that occurred.



## 7.5 – Texting and calling clients

### ***Can I call or text a young person outside work hours or for work purposes?***

Mobile phone may be the only way you can keep in touch with clients so it is fine to contact them by mobile.

However, as with any form of contact, make a note of when the call was made and what information you gave them. This can protect you from allegations that you behaved inappropriately or gave incorrect information.

It is not a good idea to give advice via a text message unless absolutely necessary, but if you do, treat the text as any other form of written communication – that is, make a note of it in your files.

### ***What should I do if I client sends me a sexual image by text message or email?***

If you receive a sexual image of anyone who is under 18 years old, you may be committing the offence of possessing child pornography. If you upload the image to a computer or share it with anyone else, you could be guilty of producing or distributing child pornography. These offences are very serious and carry long jail terms and registration on the sex offences register.

If receive a sexual image of a client or young person, delete it immediately from your phone, computer or wherever else the image is stored and report the incident to your supervisor.

It may also be necessary to educate the young person about the legal consequences of sending these images.

# Chapter 8 – Complaints about workers

While there is no law governing the handling of complaints, it is very important that complaints are handled in an appropriate way to demonstrate to clients that your agency values their feedback. Every young person has the right to make a complaint. Complaints may be made for a number of reasons including:

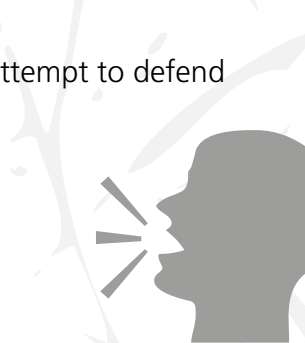
- the way that services are provided to clients;
- the way clients have been treated by staff;
- information that has been disclosed about clients; or
- the way an incident has been handled by staff members.

If the complaint is about another youth worker, ask the client whether they would like to speak directly to that person as in many instances this results in the complaint being resolved quickly.

If the young person does not want to speak to the youth worker they are complaining about, or they are unable to resolve the issue with them, refer the young person to a senior staff member.

If the complaint is about you and the client wishes to speak to you about it, it is important to ensure that you:

- treat them with respect, even if you do not agree with what they are saying;
- do not interrupt them or raise your voice in an attempt to defend yourself;
- record on paper all the relevant discussions that you have with the client and any agreements that may have resulted;



- attempt to resolve the complaint by offering an explanation for the action and ask the client whether they are happy with the way the complaint has been resolved; and
- if they are not satisfied, refer them to a senior staff member to deal with the complaint.

Check your agency policy and procedures manual for information on how your agency deals with complaints. If your agency does not have a policy, make sure that one is developed.

If the complaint cannot be resolved by your agency, the client may wish to take the complaint to an external body such as the Victorian Equal Opportunity and Human Rights Commission, the Office of Housing or the Department of Human Services.

It is imperative that all complaints are taken seriously by your agency and that all complaints are dealt with in a timely manner. It is inappropriate to ignore a complaint or to take an excessive amount of time to investigate and resolve a complaint.

It is also recommended that your agency keeps all complaints on file, regardless of how minor the matter or whether it was resolved quickly. This will assist to improve your services and in case the complaint is taken further, will ensure you have written documentation about the steps you have already taken.

### ***A complaint has been made about me. Can I get legal advice?***

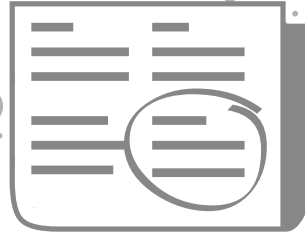
Youth workers can obtain legal advice regarding a complaint made against them particularly where the complaint is serious and could lead to legal action. While your employer might have in-house lawyers, it is recommended to get your own lawyer who is independent of your employer. If you are a union member, contact your union. This will protect you in case a conflict arises between you and your employer.



# Chapter 9 – Employment checks.

## 9.1 – Police checks

Your employer may ask you to have a police check before you start work to check your criminal history.



Victoria Police undertakes checks for individuals and organisations wishing to obtain national police certificates for employment and voluntary work. Victoria Police does not release information about an individual's criminal history to an organisation without written consent so you must give consent for a police check to take place.

You must complete the 'Consent to Check and Release Police Record' form, which can be obtained from the Victoria Police website.

The check releases criminal history information on the basis of findings of guilt and may also release details of matters currently under investigation. Offences remain on your record for ten years if you were 18 or older when last found guilty of an offence, or for five years if you were under 18 when you were last found guilty of an offence.

Findings are presented as a 'National Police Certificate' and are sent to organisations or individuals by post.

For more information on what is or isn't included in a police check, see the Fitzroy Law Handbook chapter on 'Criminal Record Checks' at: <http://www.lawhandbook.org.au>

## 9.2 – Working with Children Check

People who work with children (under the age of 18) in Victoria must have their criminal history checked. The check is called the Working with Children Check (**WWC Check**). It is administered by the Department of Justice.

The WWC Check system ensures that all people who work with children (in both paid and voluntary capacities) are suitable for the job.

There is lots of information about the WWC Check, including application and renewal forms, on the Department of Justice website: [www.justice.vic.gov.au/workingwithchildren](http://www.justice.vic.gov.au/workingwithchildren)

### **Who does the WWC Check apply to?**

All employees and volunteers who are in regular contact with children are required to do the WWC Check. You may be exempt if you are a student on placement (as long as the arrangement was organised by an educational institution) or you are under 18 years of age.

It is the responsibility of employers to ensure that relevant employees have the WWC Check.

### **What does the WWC Check involve?**

The WWC Check involves a review of your criminal record at a national level, in the areas of:

- serious sexual offences;
- serious violence offences; and
- serious drug-related offences.

The WWC Check can also include information about:

- any spent convictions you have (see Glossary, page 87);

- charges and convictions from when you were a child (under 18);
- any pending charges you may have; and
- the circumstances surrounding any of these charges or convictions.



In addition, the WWC Check will also review findings from professional disciplinary bodies.

This WWC Check is different from a police check as not all offences are relevant. The WWC Check focuses on serious sexual, violence and drug offences. Other offences such as dishonesty (for example, theft) will not be taken into account but will show up on a police check.

The WWC Check is also continually monitored in order to ascertain whether new convictions or findings may prevent you from working with children.

### ***What are the possible outcomes of a WWC Check?***

There are three possible outcomes:

#### ***1. Assessment Notice***

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This means you have passed the WWC Check and can continue to work with children. This will be accompanied by a Working with Children Check card which verifies that you are able to work with children, valid for five years. You do not have to apply for a new check every time you change employment. It is transferable.

#### ***2. Interim Negative Notice***

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This means that the Department of Justice is considering issuing you with a Negative Notice but that a final decision has not been made. If you receive this, you can submit a letter to the Department stating

why you would not be a risk to children. You are required to notify your employer within seven days if you have been issued with this notice.

### *3. Negative Notice*

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This is issued when you are considered not suitable to work with children. You will be given reasons by the Department as to why you have been issued with this notice. You can appeal to the Victorian Civil and Administrative Tribunal.

#### ***What happens if my circumstances change?***

WWC Check cards are valid for five years.

You must inform your employer and the Department of Justice if your circumstances change, including if you are charged with a criminal offence. This must be done within seven days.

You must also notify if you change from a volunteer to a paid worker with 21 days. If you fail to inform your employer or the Department of Justice when your circumstances change, you may be liable for a fine.

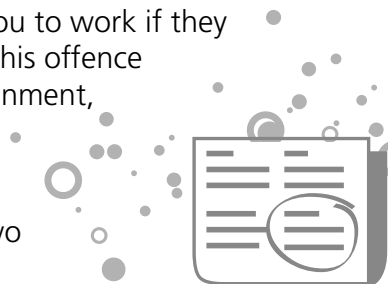
You must apply for a new WWC Check before the expiry date on your card – you may apply for a new Assessment Notice six months before or up to three months after the expiry date on your WWC Check card.

#### ***What happens if I work with children without having a WWC Check?***

It is an offence to work with children without having a WWC Check and the offence is punishable by imprisonment of up to two years. It is also an offence to work once you have been issued with a Negative Notice and this is punishable by up to two years imprisonment or a fine of over \$29,000.

It is also an offence for an agency to allow you to work if they are aware you do not have a WWC Check. This offence is also punishable by up to two years imprisonment, a fine or both.

If you use a false Assessment Notice or use someone else's you may be liable to up to two years imprisonment, a fine or both.



### ***What if I do not tell the truth on my application form?***

It is an offence to provide misleading information on your application, punishable by up to two years imprisonment, a fine or both.

For more information, contact the Working with Children Check Information Line on 1300 652 879 or visit [www.justice.vic.gov.au](http://www.justice.vic.gov.au)



# Chapter 10 – Equal opportunity and anti-discrimination

Equal opportunity laws are contained in various federal and state acts including the *Equal Opportunity Act 2010* (Vic). The law states that everyone has the right to be treated equally with respect and dignity. It is unlawful to discriminate against someone on the basis of various attributes including race, age, disability or gender.

## *10.1 – Equal opportunity in your service*

It is important that your agency's policies and procedures are non-discriminatory and that your service is accessible to all young people. For example, this may involve having interpreters available or publishing information in different languages to ensure that young people from culturally and linguistically diverse backgrounds can use your services. Similarly, physical access needs to be appropriate to ensure those with physical disabilities can use your services.

In order to avoid discrimination your agency should review current services and policies and ensure that all people are able to use your service without being discriminated against. All employees should be educated about discrimination laws and the needs of different young people.

### ***Can I refuse to take a young person on an activity because of their disability?***

If you refuse an activity to a young person based on their disability you may be in breach of anti-discrimination laws.



You have an obligation to make reasonable adjustments in order to accommodate providing your service to the person with a disability.

You need to:

- find out about the persons capacities by asking the person about any disabilities, symptoms and management strategies (for example, medications) which are relevant to their safe participation in the activity. Handle this sensitively and avoid unnecessary invasion of privacy by only asking about things that are relevant to the activity, and do not record or share with your team any information which is not relevant;
- identify any genuine risks the person may face as a result of their participation; and
- identify reasonable adjustments you can make to include the person and to manage the risks. You are obliged to consider all the alternatives and consult various resources, including the Youth Disability Advocacy Service (see Useful resources, p89). Considering reasonable adjustments is a legal obligation under anti-discrimination laws.

It is only as a last resort, if the risks cannot be managed with reasonable adjustments, that you may consider excluding the young person from the activity.

### ***What happens if our agency does discriminate against a young person?***

The young person may make a complaint to your agency. If this occurs you should attempt to resolve the matter by discussing the issue with the young person directly.

If the matter is unable to be resolved, the young person may decide to make a formal complaint to the Victorian Equal Opportunity and Human Rights Commission or the Australian Human Rights



Commission. If this occurs, you may then be offered a free and impartial mediation service with the aim of achieving a mutually satisfying agreement.

If the complaint cannot be resolved through mediation, proceedings may be brought in the Victorian Civil and Administrative Tribunal or the Federal Court.

## 10.2 – Exemptions

***I run a young women’s program and have funding to employ a young facilitator. I want to employ a young woman under the age of 25. Will I be breaking discrimination laws?***

The Victorian Civil and Administrative Tribunal (**VCAT**) may grant exemptions from any of the provisions of the *Equal Opportunity Act 2010* (Vic). An exemption remains in force for the period that is specified in the notice not exceeding three years.

VCAT has discretion as to whether or not to grant an exemption. In exercising that discretion VCAT will look at whether or not the exemption is appropriate, taking into consideration factors including whether an exemption is necessary, whether an exemption promotes the objectives of the legislation, the public interest and all the relevant circumstances of the particular case.

In the case above, it may be appropriate for recruitment to be limited to a young woman under the age of 25 given that these criteria underpin the program. However, it would not be appropriate to state that a person with a disability cannot apply.





# Chapter 11 – Banning clients from services

***One of our clients is particularly disruptive and is having a negative impact on other clients. The client makes staff feel unsafe and on one occasion the client has threatened a worker.***

## ***Can we exclude that client from our service?***

At times it may be necessary to exclude or ‘ban’ a young person from your agency in order to maintain the safety and wellbeing of staff and other clients. Legally, an agency can ban a young person from their agency. However you must:

- give the young person a fair hearing before deciding whether to ban them; and
- make a decision based on that young person’s behaviour without making assumptions about them or the group they belong to as this could be discrimination.

Banning should be used as a last resort. You should always try to talk to the client first to identify any underlying problems. The kind of behaviour that will attract a ban will depend on your agency’s guidelines. As a general guide, behaviour which might justify a ban include:

- repeated drug dealing to other young people on your premises;
- violence or serious threats of violence; or
- physical or verbal intimidation of staff and/or other clients.



Remember that if you are considering banning a young person they may have already been banned from other support services so you should try to find ways to continue to provide services to the young person safely, such as:

- asking the person to leave for the rest of the day, so they can cool down;
- banning them from group activities but continuing to provide casework services; or
- banning them from your premises for a stated period but providing casework services at other safe venues or providing phone support.

If a ban is needed, you should try to provide the client with appropriate contacts for other services they can access.

A ban should be for a limited period of time (for example, 24 hours or up to one week) and should be reviewed at the expiry of that time period.

Your agency may also want to develop a clear behaviour policy or client contract which sets out what conduct your agency will not tolerate. Ensure this is clearly displayed and understood by the young people who use your service.

# Chapter 12 – Alcohol and cigarettes

## *12.1 – Buying alcohol and cigarettes for clients*

### ***A client has asked me to buy them cigarettes. Can I do this?***

If your client is under 18, it is illegal for you or any other person who is over 18 to buy them cigarettes. You can be fined if you do so.

However, it is not illegal for a person under 18 to smoke cigarettes or carry them.

### ***A client has asked me to buy them alcohol. Can I do this?***

If your client is under 18, it is illegal for you or any other person who is over 18 to buy them alcohol. You can be fined if you do so.

It is also important to consider the implications for the young person if you were to purchase alcohol for them. It is illegal for a person under 18 to possess and consume alcohol in a public place. If caught, the young person may be fined or charged with a criminal offence.

## *12.2 – Serving alcohol at a mixed-age function*

### ***Our agency is holding a function where people of all ages will attend. Are we allowed to supply alcohol?***

It is generally fine to serve alcohol at mixed-age functions. However, it is your responsibility to take all reasonable steps to ensure that young people under 18 do not consume alcohol, unless you have permission from their parents. Permission can be given verbally or in writing, but it



would be wise to get such permission in writing in case questions later arise. If you are concerned about supervising this, you should consider hosting an alcohol-free event.

## *12.3 – Refusing entry*

### ***Can we refuse entry to people who are under the influence of drugs and alcohol?***

You have the right to ask young people who are behaving inappropriately to leave. If you refuse young people entry on the grounds that they are under the influence of drugs/alcohol, you do not have a duty to report them to police. You have no legal right to take the drugs or alcohol from them. Generally your duty is limited to calling an ambulance or providing first aid if you think it is necessary.

## *12.4 – Smoking with clients*

### ***Is it ok to smoke with clients who attend my agency?***

You are not committing an offence by smoking with young people. However your agency may have a policy about whether you are allowed to smoke with clients as it may be seen as encouraging smoking.

Remember it is illegal to supply cigarettes to young people under 18 years old.

## *12.5 – Smoking in and around agency premises*

Smoking is not allowed in work premises under any circumstances. In addition, any covered areas outside your agency are also deemed to be non-smoking. Your service has a duty of care to ensure a safe and clean environment and prevent any passive smoking. You are required by law to display a non-smoking sign on your premises to ensure that people are aware that smoking is prohibited.

# Chapter 13 – Young people and sex



The law sets age limits for having sex and sexual touching. These laws apply in Victoria and are the same whether the partners are of the same sex or different sex.

A person can be charged with a criminal offence if they perform a sexual act that breaks these age limits, even if both parties agree to it.

Age	What the law says	Reasons why it may not be a crime
Under 12 years old	A person can't have sex with you or touch you sexually or perform a sexual act in front of you, even if you agree.	None.
12 to 15 years old	A person can't have sex with you, touch you sexually or perform a sexual act in front of you if they are more than 24 months older than you, even if you agree.	It is not an offence if the person honestly believed that there was less than a two-year age difference between you. This is exactly 24 months to the day.  Eg, if a person is 16 and has sex with someone who is 15, it is not a crime. But if a person is 17 ½ and has sex with a person who is 15, it is a crime unless the older person believed the younger person was 16.
16 to 17 years old	A person who is caring for you or supervising you, like a teacher, youth worker or foster carer, can't have sex with you or sexually touch you or perform a sexual act in front of you, even if you agree.	However, it is not an offence if the person honestly believed you were 18 or older.  It is not offence if the parties are married.
18 years and over	Can consent to have sex with anyone else over 18 years old.	N/A

## ***Am I allowed to give out condoms to clients?***

There is no law that prohibits you from handing out condoms as there is no age limit on who can buy them or use them. While providing contraception to clients is not part of your duty of care, it also is not a breach of your duty of care.

## ***What should I do if a client wants to go on the pill?***

In these cases you should direct your client to a doctor or community health service. There is no law which prevents a doctor from prescribing the pill to a young person. Even if the client is under 16, they can be prescribed the pill if they go to a doctor and the doctor believes that they are mature enough to make this decision.

For more information visit Family Planning Victoria: [www.fpv.org.au](http://www.fpv.org.au)

## ***A 14-year-old client is going out with a 16-year-old. Should I report this?***

Someone under the age of 16 can legally have sex with someone who is no more than 24 months older than them. In any case, there is no duty to report this to DHS Child Protection or police.

See also Chapter 3 – ‘Reporting abuse’, p33.

## ***One of my clients has been texting sexual photos of his 17-year-old girlfriend to other clients at our service. What can I do?***

Sending provocative or sexual photos by SMS or email or any other electronic means (also known as ‘sexting’) is very risky.

Sexting images of people who are under 18 years old may be considered child pornography. These offences are very serious and carry long jail terms and registration on the sex offences register.



If you are aware that your clients are sexting, you should speak to them about the consequences of their actions. You should also encourage them to delete all photos from their phones, computers or wherever else the images are stored.

It is also important to educate young people about privacy online.

Resources and information can be found at the Cybersmart Online Helpline for children and young people at [\*\*http://www.cybersmart.gov.au\*\*](http://www.cybersmart.gov.au)





# Glossary

**Adjournment** – where a court case has been postponed to a later time or date.

**Bail** – a written undertaking that the defendant will appear at court.

**DHS Child Protection** – a division of the Victorian Department of Human Services. DHS Child Protection takes reports and investigates cases where children and young people are at risk of harm caused by abuse or neglect within the family. DHS Child Protection also supervises children on protection orders granted by the Children's Court.

**Common law** – law made by through precedents set by judgments in court.

**Community-based child and family service** – a point of entry into an integrated local service network that is readily accessible by families, that allows for early intervention in support of families and that provides child and family services. Community-based child and family services may receive reports about vulnerable children and families where there are significant concerns about their wellbeing.

**Contested hearing** – if the defendant is pleading not guilty, the matter may be listed for a contested hearing where evidence is presented and the magistrate or jury makes a decision as to whether the defendant is guilty or not guilty.

**Defendant** – a person charged with a criminal offence.

**Protection order** – an order of the Children's Court that a child has been found to be in need of protection and that DHS Child Protection involvement is required to ensure the child's safety and ongoing wellbeing.

**Registrar** – a court official designated to conduct various administrative court functions. For example, a Registrar can be authorised to grant an adjournment and extend a persons bail in certain circumstances.

**Spent conviction** – a conviction for a criminal offence which is removed from a person’s record after the person has spent a certain time without re-offending.

**Subpoena** – a written court order which demands the appearance of a person or the production of specified documents in court.

**Summons** – a document requiring a person to appear in court on a specified date.

**Warrant** – a document issued by the court directing a police officer to take a course of action. May be a search warrant or an arrest warrant.

## *Glossary of legislation*

*Charter of Human Rights and Responsibilities Act 2006 (Vic)*

*Children, Youth and Families Act 2005 (Vic)*

*Equal Opportunity Act 2010 (Vic)*

*Health Records Act 2001 (Vic)*

*Information Privacy Act 2000 (Vic)*

*Occupational Health and Safety Act 2004 (Vic)*

*Privacy Act 1988 (Cth)*

*Working with Children Act 2005 (Vic)*

# Useful resources

## *Youth advocacy services in Victoria*

### *Youthlaw*

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Free legal information, advice and advocacy for Victorians under 25 years old. Youthlaw also provides legal information to those who work with young people.

At Frontyard, 19 King Street, Melbourne 3000

Tel: 9611 2412

Fax: 9620 3622

Email: [info@youthlaw.asn.au](mailto:info@youthlaw.asn.au)

Web: [www.youthlaw.asn.au](http://www.youthlaw.asn.au)

### *Community legal centres*

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Community legal centres (CLCs) provide free legal services to clients who face economic and social disadvantage. For your local community legal centre contact the Federation of Community Legal Centres:

Tel: 9652 1500

Email: [administration@fclc.org.au](mailto:administration@fclc.org.au)

Web: [www.communitylaw.org.au](http://www.communitylaw.org.au)

### *Victoria Legal Aid*

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Victoria Legal Aid Legal Help provides free legal information and referrals over the phone.

Tel: 9269 0120

Web: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

## *Youth Disability Advocacy Service*

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Youth Disability Advocacy Service (YDAS) works alongside young people with disabilities between the ages of 12 and 25 to raise awareness of their rights and to support them to achieve what they want.

Tel: (03) 9267 3733

Fax: (03) 9639 1622

Email: [gtaleporos@yacvic.org.au](mailto:gtaleporos@yacvic.org.au)

Web: <http://ydas.org.au>

## *Publications*

### *Victoria*

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- ***Am I Old Enough? Common legal issues for young people***  
Victoria Legal Aid. Free to order hard copy publications from:  
[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- ***Victoria Legal Aid factsheets***  
Online resources at: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- ***Law Stuff***  
Legal resources for young people. Contains legal information for young people in all Australian states and territories.  
Online resources at: [www.lawstuff.org.au/lawstuff](http://www.lawstuff.org.au/lawstuff)
- ***The Law Handbook***  
Fitzroy Legal Service  
Available online at: [www.lawhandbook.org.au/handbook.php](http://www.lawhandbook.org.au/handbook.php)
- ***Law 4 Community***  
Fitzroy Legal Service  
Online resources at: [www.law4community.org.au](http://www.law4community.org.au)

- ***Between a Rock and a Hard Place: A Resource Guide for Community Service Workers Assisting Client with Legal Issues***

Fitzroy Legal Service

Available online at: [www.law4community.org.au](http://www.law4community.org.au)

- ***Teachers, Students and the Law (2005)***

Drew Hopkins, Victoria Law Foundation

Available from Information Victoria, Tel: 1300 366 356

### *New South Wales*

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- ***The Law Handbook: Children and Young People***

Redfern Legal Centre

Available online: [www.legalanswers.sl.nsw.gov.au](http://www.legalanswers.sl.nsw.gov.au)

- ***Is it OK? Duty of care, law and ethics in NSW youth work: A guide to common legal and ethical dilemmas (2006)***

Nick Manning, Youth Action and Policy Association

Available online: [www.yapa.org.au/youthwork/facts/ok/](http://www.yapa.org.au/youthwork/facts/ok/)

### *Queensland*

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- ***Laying Down the Criminal Law: Handbook for youth workers***

Available to order online at: <http://www.yac.net.au/>

- ***Youth Advocacy Centre factsheets***

Available online at: <http://www.yac.net.au/>

### *Western Australia*

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- ***Youth Legal Service factsheets***

Available online: <http://www.youthlegalserviceinc.com.au/>







Discrimination  
Duty of Care  
NEGLIGENCE  
Complaints  
Confidentiality  
Privacy  
CONSENT  
Court  
Information Sharing  
professional boundaries

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