

Our ref: DHS/24/07300



Hon Heidi Girolamo MLC  
Parliament House  
North Terrace  
ADELAIDE SA 5000

Emailed to: [REDACTED]

Office of the Chief Executive

Level 8 North  
Riverside Building  
North Terrace  
Adelaide SA 5000

GPO Box 292  
Adelaide SA 5001

DX115

Tel: 08 8413 9050

Fax: 08 8413 9002

ABN 11 525 031 744

Dear Hon Girolamo,

### Freedom of Information Determination

I refer to your application under the *Freedom of Information Act 1991* (FOI Act), received by the Department of Human Services (DHS) on 8 August 2024, seeking access to:

*I seek access to a copy of all documents relevant to the overseas trip of Minister Cook and any of her staff to North America in June 2024 , including a copy of all itineraries, travel and flight documents, meeting details and all associated briefings, accommodation details, and documents outlining any and all costs associated with the trip.*

*Date range: 01/01/2024-30/06/2024*

On 9 August 2024, DHS spoke to your Office to narrow the scope of the application and it was agreed that emails would be excluded from the scope.

81 documents were located that fit within the scope of your request and I have determined as follows:

- 27 documents are to be released in full;
- 43 documents are to be released in part, and;
- Access to 11 documents have been refused.

Please find enclosed a copy of the documents released, and a document schedule containing a brief description of each document and determination in summary form.

Access to documents 10 and 60 have been refused as these documents are publicly available. A link to where these documents can be located on the internet has been provided in the schedule of documents, which is attached to this determination.

Documents 18 and 66 contain information that, if released, would disclose details concerning deliberations or decisions of Cabinet. I consider that it would be unreasonable to disclose this information and have determined these documents are exempt pursuant to clause 1(1)(e) of Schedule 1 to the FOI Act.

Documents 1, 2, 3, 4, 5, 6, 8, 12, 15, 16, 63, 64, 65, 73 and 75 contain information relating to the personal affairs of third parties. I consider that it would be unreasonable to disclose this information, and determine the information exempt pursuant to clause 6(1) of Schedule 1 of the FOI Act. In accordance with section 20(4) of the FOI Act, I consider that you would wish for access to the rest of the documents after exempt information is removed, and I am therefore releasing these documents to you in part except for documents 8, 12, 15, 16, 63 and 64 that has been refused in full.

Documents 12, 19, 21, 22, 23, 24, 25, 27, 28, 29, 30, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 43, 44, 45, 46, 47, 50, 51, 52, 54, 55, 56, 58, 61 and 68 contain information relating to the business affairs and credit card details. I consider that it would be unreasonable to disclose this information, and determine the information exempt pursuant to clause 7(1) of Schedule 1 of the Act. The documents contain credit card details which would be contrary to the public interest. In accordance with section 20(4) of the FOI Act, I consider that you would wish for access to the rest of the documents after exempt information is removed and I am therefore releasing these documents to you in part except for document 12 that has been refused in full.

Document 11 was prepared specifically for the use of the Minister in Parliament. I consider that it would be unreasonable to disclose this information and have determined the document to be exempt pursuant to clause 17(c) of Schedule 1 of the FOI Act.

If you are dissatisfied with this determination, you can seek an internal review by writing to the Chief Executive, DHS, as the Principal Officer of the agency within 30 days of receipt of this letter. A copy of the FOI Review Rights and Appeals is attached to this determination.

Pursuant to Premier and Cabinet Circular PC045, agencies receiving non-personal FOI applications may publish the document in the agency disclosure log if access is provided. If you disagree with publication, you will need to advise the FOI Team within two weeks of the date of this determination.

If you have any questions in relation to this matter, please contact the FOI Team on telephone (08) 8413 9094 or by email at [DHSFreedomofInformation@sa.gov.au](mailto:DHSFreedomofInformation@sa.gov.au).

Yours sincerely,



Shantrel Eldred  
**ACCREDITED FREEDOM OF INFORMATION OFFICER**

10 / 10 / 2024

Encl:      Schedule of Documents  
            FOI Review Rights and Appeals  
            Documents for release

**DOCUMENT SCHEDULE****DHS/24/07300 – Heidi Girolamo MP**

<b><i>Document number</i></b>	<b><i>Date</i></b>	<b><i>Document description</i></b>	<b><i>Exemption clauses</i></b>	<b><i>Released (part/full/ refused)</i></b>
1.	14/05/2024	Brief	Clause 6(1)	Partial Release
2.	23/05/2024	QBT Itinerary – 5PSXD6	Clause 6(1)	Partial Release
3.	23/05/2024	QBT Itinerary – 5ZQRSL	Clause 6(1)	Partial Release
4.	28/05/2024	QBT Itinerary – 5PSXD6	Clause 6(1)	Partial Release
5.	04/06/2024	QBT Itinerary – 5PSXD6	Clause 6(1)	Partial Release
6.	06/06/2024	QBT Itinerary – 5PSXD6	Clause 6(1)	Partial Release
7.	Undated	Hon Nat Cook MP Biography	-	Full Release
8.	Undated	Passport	Clause 6(1)	Refused in Full
9.	16/06/2024	Receipt	-	Full Release
10.	2017	Facts about homelessness in Toronto	Refused access as publicly available at:	<a href="https://www.toronto.ca/wp-content/uploads/2019/04/97be-Homelessness-QuickFacts2017.pdf">https://www.toronto.ca/wp-content/uploads/2019/04/97be-Homelessness-QuickFacts2017.pdf</a>
11.	Various Dates	Youth Justice Data	Clause 17(c)	Refused in Full
12.	10/05/2024	Department of Foreign Affairs and Trade Tax Invoice/Receipt	Clause 6(1) Clause 7(1)(b) Clause 7(1)(c)	Refused in Full
13.	Undated	Alex Reid PSM Biography	-	Full Release
14.	12/06/2024	Receipt	-	Full Release
15.	07/05/2024	Department of Foreign Affairs and Trade Sponsorship Letter	Clause 6(1)	Refused in Full

16.	08/05/2024	Letter	Clause 6(1)	Refused in Full
17.	Undated	Australian High Commissioner to Canada Hon Scott Ryan Biography	-	Full Release
18.	Various Dates	Cabinet Submission	Clause 1(e)	Refused in Full
19.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
20.	09/06/2024	Receipt	-	Full Release
21.	11/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
22.	16/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
23.	11/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
24.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
25.	12/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
26.	12/06/2024	Receipt	-	Full Release
27.	12/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
28.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
29.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
30.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
31.	16/06/2024	Receipt	-	Full Release
32.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
33.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release



34.	11/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
35.	16/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
36.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
37.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
38.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
39.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
40.	10/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
41.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
42.	Undated	Receipt	-	Full Release
43.	13/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
44.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
45.	15/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
46.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
47.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
48.	14/06/2024	Receipt	-	Full Release
49.	10/06/2024	Receipt	-	Full Release
50.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
51.	11/06/2024	Receipt	Clause 7(1)(b)	Partial Release

			Clause 7(1)(c)	
52.	11/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
53.	09/06/2024	Receipt	-	Full Release
54.	13/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
55.	14/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
56.	16/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
57.	09/06/2024	Receipt	-	Full Release
58.	09/06/2024	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
59.	Undated	York University Keele Campus Map	-	Full Release
60.	1998	Native Spirituality Guide	Refused access as publicly available at:	<a href="https://publications.gc.ca/site/eng/9.687181/publication.html">https://publications.gc.ca/site/eng/9.687181/publication.html</a>
61.	Various Dates	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release
62.	14/06/2024	Travel Itinerary	-	Full Release
63.	08/05/2024	Overseas Traveller Declaration	Clause 6(1)	Refused in Full
64.	09/05/2024	Diplomatic/Official Passport Contact Details	Clause 6(1)	Refused in Full
65.	June 2024	Briefing Material	Clause 6(1)	Partial Release
66.	Undated	Submission for Cabinet	Clause 1(e)	Refused in Full
67.	Undated	Rhiannon Newman Biography	-	Full Release
68.	Undated	Receipt	Clause 7(1)(b) Clause 7(1)(c)	Partial Release

69.	Undated	SA Legislative Summary	-	Full Release
70.	Various Dates	Trip Summary	-	Full Release
71.	Undated	Youth Foyers in Australia	-	Full Release
72.	Undated	Youth Justice Comparison	-	Full Release
73.	14/06/2024	Meeting with Ontario Government Youth Justice Officials	Clause 6(1)	Partial Release
74.	13/06/2024	BGC Ottawa Youth Justice Services Schedule	-	Full Release
75.	14/06/2024	Ontario Meeting Schedule	Clause 6(1)	Partial Release
76.	27/03/2024	Ounce of Prevention Evaluation Findings - Youth Justice Symposium	-	Full Release
77.	Undated	Youth Justice Roundtable - Attendees	-	Full Release
78.	Undated	Youth Justice Roundtable – Event Details	-	Full Release
79.	Undated	Department of Justice Canada Biographies	-	Full Release
80.	13/06/2024	Justice Canada Meeting with Minister Cook, South Australia	-	Full Release
81.	June 2024	Specialized Intervention Youth Justice Services in British Columbia Presentation	-	Full Release

## **Your Rights to Review and Appeal**

### *Freedom of Information Act 1991*

#### **INTERNAL REVIEW**

If you are dissatisfied with a determination made by the Department of Human Services in relation to:

- an FOI application for access to a document, or
- a request for amendment to your personal records; or
- a request to pay an advanced deposit or further fees and charges.

you are entitled to apply for an Internal Review of that determination.

#### **How do I make a request for Internal Review?**

To make an application for an Internal Review you must:

- write a letter or lodge an Internal Review application to the Principal Officer of the Department of Human Services, and
- include the application fee of **\$42.00**.

The Department of Human Services accepts payment by money order or cheque.

#### **What if I have a concession card?**

In some cases, the fee for an Internal Review can be waived. If you are the holder of a current concession card or if you can satisfy the agency that the payment of the fee would cause financial hardship, the agency may waive or remit the application fee.

If you are a concession cardholder you will need to provide evidence, eg: you should attach a copy of your concession card when you make the application. Alternatively, you should provide written reasons as to why the payment of a fee would cause you financial hardship.

#### **How long does an Internal Review take?**

If you wish to make an application for Internal Review, you need to do so within 30 calendar days after the date of the determination.

You will be advised of the outcome of your Internal Review application within 14 calendar days of it being received by the agency.

If the agency does not deal with your Internal Review application within 14 calendar days, you are entitled to an External Review by the Ombudsman SA.

#### **When can't I apply for an Internal Review**

If the determination was made by the Chief Executive of the Department of Human Services, and you are dissatisfied with that determination you cannot apply for an Internal Review. You can apply for an External Review by the Ombudsman SA or SACAT.

If you are dissatisfied with a decision to extend the timeframe to deal with your application, you cannot apply for an Internal Review. You can however seek an External Review by the Ombudsman SA.

#### **Do I have to pay for a review of a fee or charge?**

Fees and charges are in accordance with section 53(3) of the FOI Act. Specifically, where an Agency determines a fee or charge you disagree with, it must, review that fee or charge and where appropriate reduce the fee.



A person seeking a review of a fee or charge is not required to pay an application fee or any other charge in relation to this review. Where the agency decides not to reduce the fee or charge and you are still dissatisfied, you can apply to the Ombudsman SA for an External Review.

### **EXTERNAL REVIEW**

Where a person is aggrieved by an agency's determination and that person has gone through the Internal Review process (or there was no right to Internal Review), that person can choose to apply to the Ombudsman SA or go directly to SACAT for an External Review. However, if an application for review of a determination has been made to the Ombudsman SA, SACAT cannot review the matter until that application has been decided.

Commencing a review with SACAT bars any right to apply for a review by the Ombudsman.

After an Internal Review has been completed, or where you are unable to apply for an Internal Review, and you are dissatisfied with the decision, you have the right to apply for an External Review.

### **How long will an External Review take and how much will it cost?**

If you wish to make an application for an External Review you must do so within 30 (calendar) days after the date of the determination. However, the Ombudsman SA can extend this time limit. There is no statutory time limit for External Review. The time taken to complete the review will depend on the size and complexity of your original request and the current workload of the officers who will be undertaking the review. You should discuss any concerns you have directly with the Ombudsman SA.

There is no fee or charge for investigations undertaken by the Ombudsman SA.

Telephone: (08) 8226 8699  
Toll free: 1800 182 150 (outside metro SA only)  
Facsimile: (08) 8226 8602  
Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

POSTAL ADDRESS  
PO Box 3651, Rundle Mall SA 5000

### **APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)**

Where a person is aggrieved by an agency's determination and that decision was made:

- by an accredited FOI officer who was not the principal officer of the agency; and
- without the direction of the principal officer or without the direction of a person or body to which the principal officer is responsible,

that person must first apply to the agency for an Internal Review before applying to SACAT.

There is a filing fee applicable for this type of application. Payment can be made online by credit card at the time of completing the online form, or by using one of the other options outlined in the payment section of the online form.

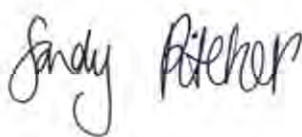
If you have any further questions please call SACAT on 1800 723 767 (and press menu option 3). The postal address for SACAT is GPO Box 2361, Adelaide SA 5001.



24BDHS/0848

**TO CHIEF EXECUTIVE****RE: OVERSEAS TRAVEL – REQUEST FOR APPROVAL****Decision/action required by: 10/05/2024****Reason:** Approval required to make travel arrangements.

Recommendation	Response
1. Approve overseas travel for Alex Reid to accompany Hon Nat Cook MP, Minister for Human Services, on the Minister's upcoming visit to Canada, from 09 June to 18 June 2024 (inclusive).	<u>Approved</u> / Not Approved
2. Approve the purchase of premium economy fare tickets for international flights in accordance with Premier and Cabinet Circular 040 – Air Travel.	<u>Approved</u> / Not Approved

<b>Comments:</b> ..... ..... ..... ..... ..... ..... ..... .....	 <hr/> <b>Sandy Pitcher</b> <b>Chief Executive</b> <b>14 / 05 / 2024</b>
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**PURPOSE**

To seek approval for Alex Reid, Executive Director Community and Aboriginal Partnerships, to travel overseas to accompany the Minister for Human Services on their upcoming visit to Canada from 09 June to 18 June 2024 (inclusive).

**KEY POINTS**

- The Minister for Human Services, Hon Nat Cook MP, is travelling to Canada to undertake a research tour focussing on the Youth Justice portfolio.

- The Minister intends to visit Vancouver, Ottawa and Toronto, and will depart Adelaide on 09 June 2024, returning on 18 June 2024.
- The Minister has requested a senior agency executive to accompany them on their visit.
- Overseas travel must be approved by the Chief Executive for all employees other than the Chief Executive (which must be approved by the Minister), to comply with the DHS travel policy and the Premier and Cabinet Circular 040 - Air Travel.
- As Chief Executives you have authority to approve the purchase of higher travel fare for international air travel (up to business class) in exceptional circumstances.

## RISKS/SENSITIVITIES

Nil

## DISCUSSION

### Focus of the overseas travel

The primary purpose for travel is for the Minister to meet with government officials and non-government service leaders to investigate their approaches to implementing evidence-based services to intervening early to divert young children from the justice system through programs and support services, particularly those who are under the minimum age.

There will also be broader focus as to the service models, best practices and knowledge exchange with respect to the wider youth justice portfolio in Canada with respect to custodial and community-based services. This will include visits to secure custodial sites and community-based service hubs established specifically to support children and young people in non-custodial settings (subject to approval from the Canadian government).

The Minister will have a focus on exploring funding arrangements, service responses (including early intervention), innovative approaches to diversion and alternative to custody responses, policy and practice frameworks and emerging research in the field of youth justice. I will also seek to gain an understanding of the lessons learnt by the Canadian government as to the systems and best practices they have implemented to support vulnerable young people, in particular those with complex needs, and those who do not enter the justice system.

The Minister also intends to meet with several First Nations community organisations delivering services to support First Nations children and young people to gain valuable insights into the ways the Canadian government partners with First Nations community leaders to deliver culturally led services to the community.

Learnings from the mission will assist the Minister and the department to ensure the knowledge and expertise from the Canadian government can inform our work as we develop and implement appropriate service responses to positively intervene in the lives of young people as early as possible to divert them from the path towards the criminal justice system and towards supports aimed at addressing the complexities experienced in their lives.

### Summary of proposed itinerary

The Premier has approved for the Minister to travel from 09 June 2024 to 18 June 2024 (inclusive). The proposed travel program includes:

*This document and its contents may contain confidential information and may be subject to legal professional privilege or public interest immunity. If you are not the intended recipient, any use, disclosure or reproduction is prohibited.*

- Depart Adelaide for Vancouver (British Columbia), Canada, 09 June 2024.
- Vancouver (British Columbia) - meet with provincial government officials and undertake site visits and meetings with service providers.
- Ottawa (Ontario) – meet with federal and provincial government officials and undertake site visits and meetings with service providers.
- Toronto (Ontario) – meet with provincial government officials and undertake site visits and meeting with service providers and meet with research academics.
- TBC - meetings with Provincial Ministers responsible for Youth and Juvenile Crime responses (being arranged by the Office of the Minister for Human Services).
- Return to Adelaide on 18 June 2024 (or 17 June 2024 depending on available return flight options).

#### Complying with relevant policies and determinations

In accordance with Commissioner's Determination 3.2 – Employment Conditions – Remuneration Allowances and Reimbursements, an assessment of whether the outcomes can be achieved in other ways not involving overseas travel has been undertaken and as Minister for Human Service is undertaking an in-person travel program there is not an option to attend remotely.

As required under Commissioner's Determination 3.2 – Employment Conditions – Remuneration Allowances and Reimbursements, within four weeks of returning from my trip, I will submit a report outlining the value of the travel against the outcomes identified in this briefing. I will also ensure that my trip all expenses (including meals, incidentals, accommodation, and flights) are fully reconciled and provided to the Office of the Chief Executive on my return.

Clause 6(1)

#### International airfares – approval to purchase premium economy airfares.

Premier and Cabinet Circular 040 – Air Travel, stipulates that all public sector employees are to travel economy class for air travel, both interstate and overseas, except for Chief Executives or where stipulated in employment conditions.

Chief Executives at their discretion may approve business class travel in exceptional circumstances; taking into account probity, cost and ethical requirements of public sector employees. This decision must be recorded in the travel documentation.

Further, the circular states, that when undertaking travel lasting more than 12 hours, travellers should allow time after arrival for rest and recuperation prior to undertaking official duties. In exceptional circumstances, where this is not possible, Chief Executives may approve business class travel for employees expected to undertake official duties immediately on arrival.

Estimated travel time from Adelaide to Canada is approximately 20-30 hours depending on the carrier. The Minister is departing Adelaide on Sunday, and with time zone changes, will arrive in Canada on their Sunday, to be available to commence official engagements on the morning of 10 June (Monday).

There are limited flight options to choose, and all options will arrive in Canada between the late afternoon and evening of Sunday 9 June. Based on the PCC 040 guidance above, this will not allow for ample rest and recuperation prior to undertaking official duties. As such, it is open to you as Chief Executive to approve the purchase of business class fares (or premium economy fares) for the overseas flights.

It is recommended in this case you consider approving the purchase of premium economy fares as the more cost-effective option.

#### **HOW DOES THIS CONTRIBUTE TO CLOSING THE GAP?**

The Department of Human Services is the lead agency responsible for youth justice and the socio-economic target outcome area 11 – reducing the rate of Aboriginal and Torres Strait Islander young people in detention by at least 30 per cent.

The focus of the Minister's visit to Canada, amongst others, is to investigate and enquire into the ways in which the Canadian government and non-government partners design and implement services to minimise the interaction of young people with the justice system through diversionary and other early intervention approaches.

The Minister is intending to meet with several First Nations community-led organisations whilst in Canada to learn and better understand their specific approaches with the intent of this knowledge informing future work in a South Australian context.

**BUDGET**

The table below identifies all estimated costs associated with this trip.

Item	DHS funded \$AUD
Airfares (international) – price subject to flight availability	\$6000.00
Airfares (internal Canada)	\$1100.00
Transportation other than airfares (taxis etc)	\$500.00
Accommodation (7 nights of accommodation)	\$3,150.00
Official passport	\$598.00
Visas	\$40.00
Meal and incidental expenses	\$1370.79
<b>Total estimated expenditure</b>	<b>\$12,758.79</b>

It is proposed a corporate purchase case will be used to cover the cost of meals and incidental travel-related expenses for the amounts outlined in the table below are the rates advised by ECA. A travel allowance will not be deposited in advance.

Meals	Daily rate \$AUD (as per ECA International)	Number of days to be claimed	Total amount \$AUD (daily rate x number to be claimed)
Breakfast	Vancouver – 18.84 Ottawa – 19.95 Toronto – 22.16	7	144.06
Lunch	Vancouver – 29.92 Ottawa – 41.00 Toronto – 36.57	7	247.12
Dinner	Vancouver – 75.35 Ottawa – 88.65 Toronto – 84.22	6	505.31
Incidentals	Vancouver – 22.16 Ottawa – 23.27 Toronto – 26.60	7	173.99

As per the Commissioner's Determination 3.2 – Employment Conditions – Remuneration Allowances and Reimbursements, I will keep accurate records of all expenditure and utilise ECA International daily travel allowance advice.

<b>Division</b>	<b>Community and Aboriginal Partnerships</b>		
<b>Executive Director</b>	Alex Reid	Approved via email <i>signature</i>	10/05/2024

**ATTACHMENTS**

## 1. Overseas Traveller Declaration

<b>Contact Officer:</b>	Alex Reid, Executive Director, Community and Aboriginal Partnerships <b>Clause 6(1)</b> / alex.reid@sa.gov.au
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Printed: 23-May-2024

**QBT Pty Limited**  
**ABN: 50 128 382 187**Level 7, 175 Liverpool Street  
Sydney NSW 2000

Tel: (+61) 1300 138 766

**Attention****SA DEPT OF HUMAN SERVICES****SADHS COMM ABORIGINAL PART INV**

GPO BOX 292 Adelaide SA 5001


**Booking Details****Last Updated Date:** 23 May 2024**Created Date:** 21 May 2024**QBT Booking Reference:** 5PSXD6**Customer Number:** 00015341

We are pleased to advise the following travel arrangements


**Name of Passenger**

Ms Alexandra [REDACTED] Reid


Clause 6(1)

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA204</b> Airline Reference: <b>WHAPGN</b>	<b>06:05</b> <b>09/06/2024</b> Sun <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>07:55</b> <b>09/06/2024</b> Sun Terminal 3 Melbourne: Tullamarine Airport	<b>ECONOMY (Q)</b> Confirmed	<b>Aircraft type:</b> BOEING 737-800 <b>Flight Duration:</b> 1:20 <b>Number of stops:</b> 0 <b>Check-In terminal:</b> Terminal 1 <b>Baggage allowance:</b> 2PC

**Remarks****ADL MEL - Dep:** 09/06/2024 06:05 Terminal 1 /**Arr:** 09/06/2024 07:55 Terminal 3**ADL MEL - CO2/PAX\*** 65.83 KG ECO, 65.83 KG PRE


Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA99</b> Airline Reference: <b>EGR46Q</b>	<b>09:30</b> <b>09/06/2024</b> Sun <b>Terminal 2</b> <b>Melbourne:</b> <b>Tullamarine Airport</b>	<b>06:45</b> <b>09/06/2024</b> Sun Terminal B Los Angeles: Los Angeles International Airport	<b>PREMIUM</b> <b>ECONOMY (A)</b> Confirmed	<b>Aircraft type:</b> BOEING 787-9 <b>PASSENGER JET</b> <b>Flight Duration:</b> 14:15 <b>Airline Meal:</b> (L) Lunch <b>Number of stops:</b> 0 <b>Seat Information:</b> 20D <b>Check-In terminal:</b> Terminal 2 <b>Baggage allowance:</b> 2PC

**Remarks****MEL LAX - Dep:** 09/06/2024 09:30 Terminal 2 /**Arr:** 09/06/2024 06:45 Terminal B**MEL LAX - CO2/PAX\*** 669.12 KG ECO, 1,338.24 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	12:45	15:46	ECONOMY (Q)	Aircraft type: BOEING 737 MAX 8
	AC555	09/06/2024	09/06/2024	Confirmed	Flight Duration: 3:01
	Airline Reference: 5PSXD6	Sun	Sun		Airline Meal: (F) Food for purchase
		Terminal 6	Terminal M		Number of stops: 0
		Los Angeles: Los Angeles	Vancouver: Vancouver		Check-in terminal: Terminal 6
		International Airport	International Airport		Baggage allowance: 2PC

Remarks

LAX YVR - Dep: 09/06/2024 12:45 Terminal 6 /Arr: 09/06/2024 15:46 Terminal M  
LAX YVR - CO2/PAX\* 125.40 KG ECO, 125.40 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	18:35	21:34	ECONOMY (Q)	Aircraft type: BOEING 737 MAX 8
	AC558	16/06/2024	16/06/2024	Confirmed	Flight Duration: 2:59
	Airline Reference: 5PSXD6	Sun	Sun		Airline Meal: (F) Food for purchase
		Terminal M	Terminal 6		Number of stops: 0
		Vancouver: Vancouver	Los Angeles: Los Angeles		Check-in terminal: Terminal M
		International Airport	International Airport		Baggage allowance: 2PC


Remarks

YVR LAX - Dep: 16/06/2024 18:35 Terminal M /Arr: 16/06/2024 21:34 Terminal 6  
YVR LAX - CO2/PAX\* 125.37 KG ECO, 125.37 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	United Airlines	22:40	06:55	PREMIUM ECONOMY (A)	Aircraft type: BOEING 787-9
	UA839	16/06/2024	18/06/2024	Confirmed	PASSENGER JET
	Airline Reference: EGR46Q	Sun	Tue		Flight Duration: 15:15
		Terminal 7	Terminal 1		Airline Meal: (D) Dinner
		Los Angeles: Los Angeles	Sydney: Kingsford Smith		Number of stops: 0
		International Airport			Seat Information: 20C
					Check-in terminal: Terminal 7
					Baggage allowance: 2PC

Remarks

LAX SYD - Dep: 16/06/2024 22:40 Terminal 7 /Arr: 18/06/2024 06:55 Terminal 1  
LAX SYD - CO2/PAX\* 671.25 KG ECO, 1,342.49 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA412</b> <b>Airline Reference:</b> <b>WHAPGN</b>	<b>09:15</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 2</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>10:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>ECONOMY (Q)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737-800</b> <b>Flight Duration: 2:10</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 2</b> <b>Baggage allowance: 2PC</b>

Remarks

**SYD ADL - Dep:** 18/06/2024 09:15 Terminal 2 /**Arr:** 18/06/2024 10:55 Terminal 1

**SYD ADL - CO2/PAX\*** 98.00 KG ECO, 98.00 KG PRE

Pricing Description	Curr	Price	Tax	GST	Total
Service fees are excluded					
Air Fare (ADL/MEL/LAX/YVR/LAX/SYD/ADL) for Ms Alexandra Reid	Clause 6(1) AUD	5964.00	457.98	0.00	6421.98

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

BUSUNIT	:	COMMUNITY AND ABORIGINAL PARTNERSHIPS
COST	:	8832
TRAVELBKR	:	MAIJA ROBINSON

Booking Remarks

---VIRGIN UNITED AIR CANADATICKET AND FARE CONDITIONS---  
ADL-MEL-LAX-YVR-LAX-SYD-ADL  
TICKETING DEADLINE IS 23MAY24.  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE NON REFUNDABLE  
CANCELLATION PENALTY AFTER DEPARTURE NON REFUNDABLE  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.  
VIRGIN UNITED AIR CANADA REF IS AC/5PSXD6 UA/EGR46Q VA/WHAPGN

Fare Conditions

Fare Information: AKW00SAV  
Adelaide-Vancouver

TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 11:59 PM

CHANGE CONDITIONS

- Prior to departure of first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
  - Revalidation: Not applicable (See reissue conditions)
- No-show for first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
- After departure of first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- No-show for subsequent flight(s)
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply

## REFUND CONDITIONS

- Prior to departure of first flight
  - Refund: Not allowed
  - Penalty may apply. Please check the complete fare rules.
- No-show for first flight
  - Refund: Not allowed
- After departure of first flight
  - Refund: Not allowed
- No-show for subsequent flight(s)
  - Refund: Not allowed

Fare Information: AKX00SAV  
Vancouver-Adelaide

## TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 11:59 PM

## MINIMUM STAY

Travel must commence after: Monday Jun 10, 2024 03:46 AM from YVR

## MAXIMUM STAY

Travel must commence before: Monday Jun 09, 2025 12:00 AM from YVR

## CHANGE CONDITIONS

- Prior to departure of first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
    - Revalidation: Not applicable (See reissue conditions)
  - No-show for first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
  - After departure of first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
  - No-show for subsequent flight(s)
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply

## REFUND CONDITIONS

- Prior to departure of first flight
  - Refund: Not allowed
  - Penalty may apply. Please check the complete fare rules.
- No-show for first flight
  - Refund: Not allowed
- After departure of first flight
  - Refund: Not allowed
- No-show for subsequent flight(s)
  - Refund: Not allowed

Additional Information (Please read your itinerary carefully)



**Baggage and Quarantine**

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

**Booking Arrangements**

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

**Booking Changes**

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

**Check In (International)**

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

**Contact Details**

Please provide local phone contact numbers for stopover cities.

**Electronic Tickets**

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

**No Show / Cancellation Fees**

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

**Passenger Security**

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website:

<https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx>

**Passport**

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport.

Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

**QBT Privacy Notice**

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at [www.qbt.travel](http://www.qbt.travel) You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website

<https://www.qbt.travel>

**Reconfirmation**

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

**Seating and Meals**

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

**Ticketing Policy**

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

**Travelling to the US**

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours In advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. <https://esta.cbp.dhs.gov/>

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

**Travelling to Canada**

ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html>.

**Travelling to New Zealand**

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

**Visas / Travel Warnings**

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from [www.cibtvisas.com.au](http://www.cibtvisas.com.au) or by contacting your travel consultant for information. It is also recommended that you check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for health and consular travel warnings for all destinations.

\*\*\*\*\* Itinerary End \*\*\*\*\*

Printed: 23-May-2024

**QBT Pty Limited**  
**ABN: 50 128 382 187**Level 7, 175 Liverpool Street  
Sydney NSW 2000

Tel: (+61) 1300 138 766


**Attention****SA DEPT OF HUMAN SERVICES****SADHS COMM ABORIGINAL PART INV**

GPO BOX 292 Adelaide SA 5001

**Booking Details****Last Updated Date:** 23 May 2024**Created Date:** 22 May 2024**QBT Booking Reference:** 5ZQRSL**Customer Number:** 00015341

We are pleased to advise the following travel arrangements

**Name of Passenger****Ms Alexandra [REDACTED] Reid****Clause 6(1)**

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC113</b> <b>Airline Reference: 5ZQRSL</b>	<b>12:00</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 1</b> <b>Toronto: Lester B</b> <b>Pearson</b> <b>International</b>	<b>14:06</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal M</b> <b>Vancouver:</b> <b>Vancouver</b> <b>International Airport</b>	<b>ECONOMY (U)</b> <b>Confirmed</b>	<b>Aircraft type: AIRBUS INDUSTRIE</b> <b>A321</b> <b>Flight Duration: 5:06</b> <b>Airline Meal: (F) Food for purchase</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 1</b> <b>Baggage allowance: 1PC</b>

**Remarks****YYZ YVR - Dep: 16/06/2024 12:00 Terminal 1 /Arr: 16/06/2024 14:06 Terminal M****YYZ YVR - CO2/PAX\* 228.66 KG ECO, 457.33 KG PRE**

Pricing Description		Curr	Price	Tax	GST	Total
Service fees are excluded	Clause 6(1)					
Air Fare (YYZ/YVR) for Ms Alexandra [REDACTED] Reid		AUD	858.00	190.70	0.00	1048.70

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

BUSUNIT : COMMUNITY AND ABORIGINAL PARTNERSHIPS  
COST : 8832  
TRAVELBKR : MAIJA ROBINSON

Booking Remarks

---VIRGIN UNITED AIR CANADATICKET AND FARE CONDITIONS---  
ADL-MEL-LAX-YVR-LAX-SYD-ADL  
TICKETING DEADLINE IS 23MAY24.  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE NON REFUNDABLE  
CANCELLATION PENALTY AFTER DEPARTURE NON REFUNDABLE  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.  
VIRGIN UNITED AIR CANADA REF IS AC/5PSXD6 UA/EGR46Q VA/WHAPGN  
---AIR CANADATICKET AND FARE CONDITIONS---  
YYZ-YVR  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE AUD0.00  
CANCELLATION PENALTY AFTER DEPARTURE NA  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE NA  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.

Fare Conditions

Fare Information: UW5LZCCO

TICKETING AND ADVANCE PURCHASE

Latest reservation date before departure: Tuesday Jun 11, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 09:07 AM  
All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 09:07 AM

ADVANCE PURCHASE

Latest reservation date before departure: Tuesday Jun 11, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 09:07 AM  
All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 09:07 AM

## CHANGE CONDITIONS

### Prior to departure of first flight

- Reissue: Restrictions or penalties may apply
- Revalidation/Reissue request must be made prior to: Thursday May 22, 2025 12:00 AM
- Revalidation: Not applicable (See reissue conditions)

### No-show for first flight

- Reissue: Restrictions or penalties may apply
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Thursday May 22, 2025 12:00 AM

### After departure of first flight

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)

### No-show for subsequent flight(s)

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)

Penalty may apply

## REFUND CONDITIONS

### Prior to departure of first flight

- Refund: Restrictions or penalties may apply
- Penalty may apply. Please check the complete fare rules.

### No-show for first flight

- Refund: Restrictions or penalties may apply

### After departure of first flight

- Refund: Not allowed

### No-show for subsequent flight(s)

- Refund: Not allowed

## Additional Information (Please read your itinerary carefully)

### Baggage and Quarantine

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

### Booking Arrangements

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

### Booking Changes

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

### Check In (International)

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

### Contact Details

Please provide local phone contact numbers for stopover cities.

### Electronic Tickets

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

### No Show / Cancellation Fees

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.



**Passenger Security**

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website:

<https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx>

**Passport**

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport.

Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

**QBT Privacy Notice**

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at [www.qbt.travel](https://www.qbt.travel) You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website

<https://www.qbt.travel>

**Reconfirmation**

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

**Seating and Meals**

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

**Ticketing Policy**

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

**Travelling to the US**

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours in advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. <https://esta.cbp.dhs.gov/>

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

**Travelling to Canada****ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada**

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html>.

**Travelling to New Zealand**

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

**Visas / Travel Warnings**

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from [www.cibtvisas.com.au](http://www.cibtvisas.com.au) or by contacting your travel consultant for information. It is also recommended that you check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for health and consular travel warnings for all destinations.

\*\*\*\*\* Itinerary End \*\*\*\*\*

Printed: 28-May-2024

**QBT Pty Limited**  
**ABN: 50 128 382 187**Level 7, 175 Liverpool Street  
Sydney NSW 2000

Tel: (+61) 1300 138 766

**Attention****SA DEPT OF HUMAN SERVICES****SADHS COMM ABORIGINAL PART INV**

GPO BOX 292 Adelaide SA 5001


**Booking Details****Last Updated Date:** 28 May 2024**Created Date:** 21 May 2024**QBT Booking Reference:** 5PSXD6**Customer Number:** 00015341

We are pleased to advise the following travel arrangements


**Name of Passenger**

Ms Alexandra [REDACTED] Reid

Clause 6(1)

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA204</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>WHAPGN</b>	<b>06:05</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>07:55</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 3</b> <b>Melbourne:</b> <b>Tullamarine Airport</b>	<b>ECONOMY (Q)</b> Confirmed	<b>Aircraft type:</b> BOEING 737-800 <b>Flight Duration:</b> 1:20 <b>Number of stops:</b> 0 <b>Check-In terminal:</b> Terminal 1 <b>Baggage allowance:</b> 2PC

**Remarks****ADL MEL - Dep:** 09/06/2024 06:05 Terminal 1 /**Arr:** 09/06/2024 07:55 Terminal 3**ADL MEL - CO2/PAX\*** 65.83 KG ECO, 65.83 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA99</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>EGR46Q</b>	<b>09:30</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 2</b> <b>Melbourne:</b> <b>Tullamarine Airport</b>	<b>06:45</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal B</b> <b>Los Angeles: Los</b> <b>Angeles International</b> <b>Airport</b>	<b>PREMIUM</b> <b>ECONOMY (A)</b> Confirmed	<b>Aircraft type:</b> BOEING 787-9 <b>PASSENGER JET</b> <b>Flight Duration:</b> 14:15 <b>Airline Meal:</b> (L) Lunch <b>Number of stops:</b> 0 <b>Seat Information:</b> 20D <b>Check-In terminal:</b> Terminal 2 <b>Baggage allowance:</b> 2PC

**Remarks****MEL LAX - Dep:** 09/06/2024 09:30 Terminal 2 /**Arr:** 09/06/2024 06:45 Terminal B**MEL LAX - CO2/PAX\*** 669.12 KG ECO, 1,338.24 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	12:45	15:46	ECONOMY (Q)	Aircraft type: BOEING 737 MAX 8
	AC555	09/06/2024	09/06/2024	Confirmed	Flight Duration: 3:01
	TKT: P1 - 2047241954	Sun	Sun		Airline Meal: (F) Food for purchase
	Airline Reference: 5PSXD6	Terminal 6	Terminal M		Number of stops: 0
		Los Angeles: Los Angeles International Airport	Vancouver: Vancouver International Airport		Check-in terminal: Terminal 6
					Baggage allowance: 2PC

Remarks

LAX YVR - Dep: 09/06/2024 12:45 Terminal 6 /Arr: 09/06/2024 15:46 Terminal M  
LAX YVR - CO2/PAX\* 125.40 KG ECO, 125.40 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	13:35	21:11	ECONOMY (V)	Aircraft type: BOEING 737 MAX 8
	AC184	11/06/2024	11/06/2024	Confirmed	Flight Duration: 4:36
	TKT: P1 - 2047334435	Tue	Tue		Airline Meal: (F) Food for purchase
	Airline Reference: 5PSXD6	Terminal M	Terminal 1		Number of stops: 0
		Vancouver: Vancouver International Airport	Toronto: Lester B Pearson International		Check-in terminal: Terminal M
					Baggage allowance: 1PC


Remarks

YVR YYZ - Dep: 11/06/2024 13:35 Terminal M /Arr: 11/06/2024 21:11 Terminal 1  
YVR YYZ - CO2/PAX\* 228.76 KG ECO, 457.51 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	08:10	09:16	ECONOMY (T)	Aircraft type: AIRBUS INDUSTRIE A319
	AC444	13/06/2024	13/06/2024	Confirmed	Flight Duration: 1:06
	TKT: P1 - 2047334435	Thu	Thu		Number of stops: 0
	Airline Reference: 5PSXD6	Terminal 1	Ottawa: Ottawa McDonald Cartier International		Check-in terminal: Terminal 1
		Toronto: Lester B Pearson International			Baggage allowance: 1PC

Remarks


YYZ YOW - Dep: 13/06/2024 08:10 Terminal 1 /Arr: 13/06/2024 09:16 Terminal N/A  
YYZ YOW - CO2/PAX\* 50.43 KG ECO, 50.43 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC457</b> <b>TKT: P1 - 2047334435</b> <b>Airline Reference: 5PSXD6</b>	<b>14:00</b> <b>14/06/2024</b> <b>Fri</b> <b>Ottawa: Ottawa</b> <b>McDonald Cartier</b> <b>International</b>	<b>15:11</b> <b>14/06/2024</b> <b>Fri</b> <b>Terminal 1</b> <b>Toronto: Lester B</b> <b>Pearson International</b>	<b>ECONOMY (S)</b> <b>Confirmed</b>	<b>Aircraft type: AIRBUS INDUSTRIE</b> <b>A319</b> <b>Flight Duration: 1:11</b> <b>Number of stops: 0</b> <b>Baggage allowance: 1PC</b>

## Remarks

**YOW YYZ - Dep:** 14/06/2024 14:00 Terminal N/A /Arr: 14/06/2024 15:11 Terminal 1

**YOW YYZ - CO2/PAX\*** 50.44 KG ECO, 50.44 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC558</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference: 5PSXD6</b>	<b>18:35</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal M</b> <b>Vancouver:</b> <b>Vancouver</b> <b>International Airport</b>	<b>21:34</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 6</b> <b>Los Angeles: Los</b> <b>Angeles International</b> <b>Airport</b>	<b>ECONOMY (Q)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737 MAX 8</b> <b>Flight Duration: 2:59</b> <b>Airline Meal: (F) Food for purchase</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal M</b> <b>Baggage allowance: 2PC</b>

## Remarks

**YVR LAX - Dep:** 16/06/2024 18:35 Terminal M /Arr: 16/06/2024 21:34 Terminal 6


**YVR LAX - CO2/PAX\*** 125.37 KG ECO, 125.37 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA839</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>EGR46Q</b>	<b>22:40</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 7</b> <b>Los Angeles: Los</b> <b>Angeles</b> <b>International Airport</b>	<b>06:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>PREMIUM</b> <b>ECONOMY (A)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 787-9</b> <b>PASSENGER JET</b> <b>Flight Duration: 15:15</b> <b>Airline Meal: (D) Dinner</b> <b>Number of stops: 0</b> <b>Seat Number: 20C,20F</b> <b>Check-in terminal: Terminal 7</b> <b>Baggage allowance: 2PC</b>

## Remarks

**LAX SYD - Dep:** 16/06/2024 22:40 Terminal 7 /Arr: 18/06/2024 06:55 Terminal 1

**LAX SYD - CO2/PAX\*** 671.25 KG ECO, 1,342.49 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA412</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>WHAPGN</b>	<b>09:15</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 2</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>10:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>ECONOMY (Q)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737-800</b> <b>Flight Duration: 2:10</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 2</b> <b>Baggage allowance: 2PC</b>

Remarks

**SYD ADL - Dep:** 18/06/2024 09:15 Terminal 2 /**Arr:** 18/06/2024 10:55 Terminal 1  
**SYD ADL - CO2/PAX\*** 98.00 KG ECO, 98.00 KG PRE

Pricing Description	Curr	Price	Tax	GST	Total
Service fees are excluded					
Air Fare (ADL/MEL/LAX/YVR/LAX/SYD/ADL) for Ms Alexandra Reid	Clause 6(1) AUD	5964.00	457.98	0.00	6421.98
Air Fare (YVR/YYZ/YOW/YYZ) for Ms Alexandra Reid	AUD	1847.00	242.10	0.00	2089.10

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

BUSUNIT : COMMUNITY AND ABORIGINAL PARTNERSHIPS  
COST : 8832  
TRAVELBKR : MAIJA ROBINSON

Booking Remarks

---VIRGIN UNITED AIR CANADATICKET AND FARE CONDITIONS---  
ADL-MEL-LAX-YVR-LAX-SYD-ADL  
TICKETING DEADLINE IS 23MAY24.  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE NON REFUNDABLE  
CANCELLATION PENALTY AFTER DEPARTURE NON REFUNDABLE  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.  
VIRGIN UNITED AIR CANADA REF IS AC/5PSXD6 UA/EGR46Q VA/WHAPGN

Fare Conditions

Fare Information: AKW00SAV  
Adelaide-Vancouver

TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 11:59 PM

CHANGE CONDITIONS

- Prior to departure of first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
  - Revalidation: Not applicable (See reissue conditions)
- No-show for first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM
- After departure of first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- No-show for subsequent flight(s)
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply



## REFUND CONDITIONS

Refund: Not allowed  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Not allowed  
After departure of first flight  
- Refund: Not allowed  
No-show for subsequent flight(s)  
- Refund: Not allowed

Fare Information: AKX00SAV  
Vancouver-Adelaide

## TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday May 24, 2024 11:59 PM

## MINIMUM STAY

Travel must commence after: Monday Jun 10, 2024 03:46 AM from YVR

## MAXIMUM STAY

Travel must commence before: Monday Jun 09, 2025 12:00 AM from YVR

## CHANGE CONDITIONS

Prior to departure of first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM  
- Revalidation: Not applicable (See reissue conditions)  
No-show for first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Friday May 23, 2025 12:00 AM  
After departure of first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM  
No-show for subsequent flight(s)  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM  
Penalty may apply

## REFUND CONDITIONS

Refund: Not allowed  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Not allowed  
After departure of first flight  
- Refund: Not allowed  
No-show for subsequent flight(s)  
- Refund: Not allowed

Fare Information: SZ4NZACO

## TICKETING AND ADVANCE PURCHASE

Latest reservation date before departure: Friday May 31, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM

## ADVANCE PURCHASE

Latest reservation date before departure: Friday May 31, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM

## CHANGE CONDITIONS

Prior to departure of first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM  
- Revalidation: Not applicable (See reissue conditions)  
No-show for first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM  
After departure of first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM  
No-show for subsequent flight(s)  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM  
Penalty may apply

## REFUND CONDITIONS

Refund: Restrictions or penalties may apply  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Restrictions or penalties may apply  
After departure of first flight  
- Refund: Restrictions or penalties may apply  
No-show for subsequent flight(s)  
- Refund: Restrictions or penalties may apply

Fare Information: TDDNZACO

## ADVANCE PURCHASE

Latest reservation date before departure: Monday Jun 03, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM

## TICKETING AND ADVANCE PURCHASE

Latest reservation date before departure: Monday Jun 03, 2024 11:59 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM  
All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:28 PM

## CHANGE CONDITIONS

### Prior to departure of first flight

- Reissue: Restrictions or penalties may apply
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM
- Revalidation: Not applicable (See reissue conditions)

### No-show for first flight

- Reissue: Restrictions or penalties may apply
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM

### After departure of first flight

- Reissue: Restrictions or penalties may apply
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM

### No-show for subsequent flight(s)

- Reissue: Restrictions or penalties may apply
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM

Penalty may apply

## REFUND CONDITIONS

Refund: Restrictions or penalties may apply

Penalty may apply. Please check the complete fare rules.

### No-show for first flight

- Refund: Restrictions or penalties may apply

### After departure of first flight

- Refund: Restrictions or penalties may apply

### No-show for subsequent flight(s)

- Refund: Restrictions or penalties may apply

Fare Information: VW4LZCCO

## TICKETING AND ADVANCE PURCHASE

Latest reservation date before departure: Tuesday May 28, 2024 11:59 PM

All tickets will be issued at latest 1 business day prior to: Tuesday May 28, 2024 11:59 PM

All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:27 PM

## ADVANCE PURCHASE

Latest reservation date before departure: Tuesday May 28, 2024 11:59 PM

All tickets will be issued at latest 1 business day prior to: Tuesday May 28, 2024 11:59 PM

All tickets will be issued at latest 1 business day prior to: Wednesday May 29, 2024 06:27 PM

## CHANGE CONDITIONS

### Prior to departure of first flight

- Reissue: Restrictions or penalties may apply
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM
- Revalidation: Not applicable (See reissue conditions)

### No-show for first flight

- Reissue: Restrictions or penalties may apply
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday May 28, 2025 12:00 AM

### After departure of first flight

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM

### No-show for subsequent flight(s)

- Reissue: Not allowed
- Revalidation: Not applicable (See reissue conditions)
- Revalidation/Reissue request must be made prior to: Wednesday Jun 11, 2025 12:00 AM

Penalty may apply

## REFUND CONDITIONS

Refund: Restrictions or penalties may apply  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Restrictions or penalties may apply  
After departure of first flight  
- Refund: Not allowed  
No-show for subsequent flight(s)  
- Refund: Not allowed

## Additional Information (Please read your itinerary carefully)

### Baggage and Quarantine

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

### Booking Arrangements

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

### Booking Changes

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

### Check In (International)

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

### Contact Details

Please provide local phone contact numbers for stopover cities.

### Electronic Tickets

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

### No Show / Cancellation Fees

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

### Passenger Security

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website:  
<https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx>

### Passport

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport. Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

### QBT Privacy Notice

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at [www.qbt.travel](https://www.qbt.travel) You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website <https://www.qbt.travel>

## Reconfirmation

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

## Seating and Meals

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

## Ticketing Policy

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

## Travelling to the US

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours in advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. <https://esta.cbp.dhs.gov/>

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

## Travelling to Canada

ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html>.

## Travelling to New Zealand

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

## Visas / Travel Warnings

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from [www.cibtrvisas.com.au](http://www.cibtrvisas.com.au) or by contacting your travel consultant for information. It is also recommended that you check

[www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for health and consular travel warnings for all destinations.

\*\*\*\*\* Itinerary End \*\*\*\*\*



Printed: 04-Jun-2024

**QBT Pty Limited**  
**ABN: 50 128 382 187**Level 7, 175 Liverpool Street  
Sydney NSW 2000

Tel: (+61) 1300 138 766

**Attention****SA DEPT OF HUMAN SERVICES****SADHS COMM ABORIGINAL PART INV**

GPO BOX 292 Adelaide SA 5001


**Booking Details****Last Updated Date:** 04 Jun 2024**Created Date:** 21 May 2024**QBT Booking Reference:** 5PSXD6**Customer Number:** 00015341

We are pleased to advise the following travel arrangements


**Name of Passenger**

Ms Alexandra [REDACTED] Reid


Clause 6(1)

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA204</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>WHAPGN</b>	<b>06:05</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>07:55</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 3</b> <b>Melbourne:</b> <b>Tullamarine Airport</b>	<b>ECONOMY (Q)</b> Confirmed	<b>Aircraft type:</b> BOEING 737-800 <b>Flight Duration:</b> 1:20 <b>Number of stops:</b> 0 <b>Seat Information:</b> 19C <b>Check-in terminal:</b> Terminal 1 <b>Baggage allowance:</b> 2PC

**Remarks****ADL MEL - Dep:** 09/06/2024 06:05 Terminal 1 /**Arr:** 09/06/2024 07:55 Terminal 3**ADL MEL - CO2/PAX\*** 65.83 KG ECO, 65.83 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA99</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>EGR46Q</b>	<b>09:30</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal 2</b> <b>Melbourne:</b> <b>Tullamarine Airport</b>	<b>06:45</b> <b>09/06/2024</b> <b>Sun</b> <b>Terminal B</b> <b>Los Angeles: Los</b> <b>Angeles International</b> <b>Airport</b>	<b>PREMIUM</b> <b>ECONOMY (A)</b> Confirmed	<b>Aircraft type:</b> BOEING 787-9 <b>PASSENGER JET</b> <b>Flight Duration:</b> 14:15 <b>Airline Meal:</b> (L) Lunch <b>Number of stops:</b> 0 <b>Seat Information:</b> 20D <b>Check-In terminal:</b> Terminal 2 <b>Baggage allowance:</b> 2PC

**Remarks****MEL LAX - Dep:** 09/06/2024 09:30 Terminal 2 /**Arr:** 09/06/2024 06:45 Terminal B**MEL LAX - CO2/PAX\*** 669.12 KG ECO, 1,338.24 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	12:45	15:46	ECONOMY (Q)	Aircraft type: BOEING 737 MAX 8
	AC555	09/06/2024	09/06/2024	Confirmed	Flight Duration: 3:01
	TKT: P1 - 2047241954	Sun	Sun		Airline Meal: (F) Food for purchase
	Airline Reference: 5PSXD6	Terminal 6	Terminal M		Number of stops: 0
		Los Angeles: Los Angeles International Airport	Vancouver: Vancouver International Airport		Check-in terminal: Terminal 6
					Baggage allowance: 2PC

Remarks

LAX YVR - Dep: 09/06/2024 12:45 Terminal 6 /Arr: 09/06/2024 15:46 Terminal M  
LAX YVR - CO2/PAX\* 125.40 KG ECO, 125.40 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	13:35	21:11	ECONOMY (V)	Aircraft type: BOEING 737 MAX 8
	AC184	11/06/2024	11/06/2024	Confirmed	Flight Duration: 4:36
	TKT: P1 - 2047334435	Tue	Tue		Airline Meal: (F) Food for purchase
	Airline Reference: 5PSXD6	Terminal M	Terminal 1		Number of stops: 0
		Vancouver: Vancouver International Airport	Toronto: Lester B Pearson International		Check-in terminal: Terminal M


Remarks

YVR YYZ - Dep: 11/06/2024 13:35 Terminal M /Arr: 11/06/2024 21:11 Terminal 1  
YVR YYZ - CO2/PAX\* 228.76 KG ECO, 457.51 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	08:10	09:16	ECONOMY (T)	Aircraft type: AIRBUS INDUSTRIE A319
	AC444	13/06/2024	13/06/2024	Confirmed	Flight Duration: 1:06
	TKT: P1 - 2047334435	Thu	Thu		Number of stops: 0
	Airline Reference: 5PSXD6	Terminal 1	Ottawa: Ottawa McDonald Cartier International		Check-in terminal: Terminal 1
		Toronto: Lester B Pearson International			

Remarks


YYZ YOW - Dep: 13/06/2024 08:10 Terminal 1 /Arr: 13/06/2024 09:16 Terminal N/A  
YYZ YOW - CO2/PAX\* 50.43 KG ECO, 50.43 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC457</b> <b>TKT: P1 - 2047334435</b> <b>Airline Reference: 5PSXD6</b>	<b>14:00</b> <b>14/06/2024</b> <b>Fri</b> <b>Ottawa: Ottawa</b> <b>McDonald Cartier</b> <b>International</b>	<b>15:11</b> <b>14/06/2024</b> <b>Fri</b> <b>Terminal 1</b> <b>Toronto: Lester B</b> <b>Pearson International</b>	<b>ECONOMY (S)</b> <b>Confirmed</b>	<b>Aircraft type: AIRBUS INDUSTRIE</b> <b>A319</b> <b>Flight Duration: 1:11</b> <b>Number of stops: 0</b>

## Remarks

**YOW YYZ - Dep:** 14/06/2024 14:00 Terminal N/A /Arr: 14/06/2024 15:11 Terminal 1


**YOW YYZ - CO2/PAX\*** 50.44 KG ECO, 50.44 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC556</b> <b>Airline Reference: 5PSXD6</b>	<b>13:10</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal M</b> <b>Vancouver:</b> <b>Vancouver</b> <b>International Airport</b>	<b>16:09</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 6</b> <b>Los Angeles: Los</b> <b>Angeles International</b> <b>Airport</b>	<b>ECONOMY (Q)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737 MAX 8</b> <b>Flight Duration: 2:59</b> <b>Airline Meal: (F) Food for purchase</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal M</b> <b>Baggage allowance: 2PC</b>

## Remarks

**YVR LAX - Dep:** 16/06/2024 13:10 Terminal M /Arr: 16/06/2024 16:09 Terminal 6


**YVR LAX - CO2/PAX\*** 125.37 KG ECO, 125.37 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA839</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>EGR46Q</b>	<b>22:40</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 7</b> <b>Los Angeles: Los</b> <b>Angeles</b> <b>International Airport</b>	<b>06:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>PREMIUM</b> <b>ECONOMY (A)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 787-9</b> <b>PASSENGER JET</b> <b>Flight Duration: 15:15</b> <b>Airline Meal: (D) Dinner</b> <b>Number of stops: 0</b> <b>Seat Number: 20C,20F</b> <b>Check-in terminal: Terminal 7</b> <b>Baggage allowance: 2PC</b>

## Remarks

**LAX SYD - Dep:** 16/06/2024 22:40 Terminal 7 /Arr: 18/06/2024 06:55 Terminal 1

**LAX SYD - CO2/PAX\*** 671.25 KG ECO, 1,342.49 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Virgin Australia</b> <b>VA412</b> <b>TKT: P1 - 2047241954</b> <b>Airline Reference:</b> <b>WHAPGN</b>	<b>09:15</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 2</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>10:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>ECONOMY (Q)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737-800</b> <b>Flight Duration: 2:10</b> <b>Number of stops: 0</b> <b>Seat Information: 17C</b> <b>Check-in terminal: Terminal 2</b> <b>Baggage allowance: 2PC</b>

Remarks

**SYD ADL - Dep:** 18/06/2024 09:15 Terminal 2 /**Arr:** 18/06/2024 10:55 Terminal 1  
**SYD ADL - CO2/PAX\*** 98.00 KG ECO, 98.00 KG PRE

Pricing Description	Curr	Price	Tax	GST	Total
Service fees are excluded					
Air Fare (ADL/MEL/LAX/YVR/LAX/SYD/ADL) for Ms Alexandra Reid	Clause 6(1) AUD	5964.00	466.82	0.00	6430.82

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

BUSUNIT : COMMUNITY AND ABORIGINAL PARTNERSHIPS  
COST : 8832  
TRAVELBKR : MAIJA ROBINSON

Booking Remarks

---VIRGIN UNITED AIR CANADATICKET AND FARE CONDITIONS---  
ADL-MEL-LAX-YVR-LAX-SYD-ADL  
TICKETING DEADLINE IS 23MAY24.  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE NON REFUNDABLE  
CANCELLATION PENALTY AFTER DEPARTURE NON REFUNDABLE  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.  
VIRGIN UNITED AIR CANADA REF IS AC/5PSXD6 UA/EGR46Q VA/WHAPGN

Fare Conditions

Fare Information: AKW00SAV  
Adelaide-Vancouver

ADVANCE PURCHASE

CHANGE CONDITIONS

- Prior to departure of first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation/Reissue request must be made prior to: Wednesday Jun 04, 2025 12:00 AM
  - Revalidation: Not applicable (See reissue conditions)
- No-show for first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Wednesday Jun 04, 2025 12:00 AM
- After departure of first flight
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- No-show for subsequent flight(s)
  - Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply

## REFUND CONDITIONS

Refund: Not allowed  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Not allowed  
After departure of first flight  
- Refund: Not allowed  
No-show for subsequent flight(s)  
- Refund: Not allowed

Fare Information: AKX00SAV  
Vancouver-Adelaide

## ADVANCE PURCHASE

## CHANGE CONDITIONS

Prior to departure of first flight  
- Reissue: Restrictions or penalties may apply  
- Revalidation/Reissue request must be made prior to: Wednesday Jun 04, 2025 12:00 AM  
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After departure of first flight  
- Reissue: Restrictions or penalties may apply  
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- Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM  
No-show for subsequent flight(s)  
- Reissue: Restrictions or penalties may apply  
- Revalidation: Not applicable (See reissue conditions)  
- Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM  
Penalty may apply

## REFUND CONDITIONS

Refund: Not allowed  
Penalty may apply. Please check the complete fare rules.  
No-show for first flight  
- Refund: Not allowed  
After departure of first flight  
- Refund: Not allowed  
No-show for subsequent flight(s)  
- Refund: Not allowed

## Additional Information (Please read your itinerary carefully)

### Baggage and Quarantine

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

### Booking Arrangements

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

### Booking Changes

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may



rebook or process a refund if applicable.

**Check In (International)**

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

**Contact Details**

Please provide local phone contact numbers for stopover cities.

**Electronic Tickets**

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

**No Show / Cancellation Fees**

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

**Passenger Security**

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website:

<https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx>

**Passport**

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport.

Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

**QBT Privacy Notice**

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at [www.qbt.travel](http://www.qbt.travel) You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website

<https://www.qbt.travel>

**Reconfirmation**

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

**Seating and Meals**

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

**Ticketing Policy**

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

**Travelling to the US**

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours in advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website <https://esta.cbp.dhs.gov/>

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

## Travelling to Canada

### ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html>.

## Travelling to New Zealand

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

## Visas / Travel Warnings

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from [www.cibtvisas.com.au](http://www.cibtvisas.com.au) or by contacting your travel consultant for information. It is also recommended that you check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for health and consular travel warnings for all destinations.

\*\*\*\*\* Itinerary End \*\*\*\*\*

Printed: 06-Jun-2024

**QBT Pty Limited**  
**ABN: 50 128 382 187**Level 7, 175 Liverpool Street  
Sydney NSW 2000

Tel: (+61) 1300 138 766

**Attention****SA DEPT OF HUMAN SERVICES****SADHS COMM ABORIGINAL PART INV**

GPO BOX 292 Adelaide SA 5001


**Booking Details****Last Updated Date:** 06 Jun 2024  
**Created Date:** 21 May 2024  
**QBT Booking Reference:** 5PSXD6  
**Customer Number:** 00015341

We are pleased to advise the following travel arrangements


**Name of Passenger**

Ms Alexandra [REDACTED] Reid


Clause 6(1)

Product	Flight Details	Departure	Arrival	Status	Other Info
	United Airlines UA7399 TKT: P1 - 2047461323 Airline Reference: EGR46Q	06:00 09/06/2024 Sun Terminal 1 Adelaide: Adelaide Airport	08:20 09/06/2024 Sun Terminal 2 Sydney: Kingsford Smith	ECONOMY (V) Confirmed	<b>Aircraft type:</b> BOEING 737-800 <b>Flight Duration:</b> 1:50 <b>Number of stops:</b> 0 <b>Check-In terminal:</b> Terminal 1 <b>Baggage allowance:</b> 2PC <b>Flight Operated By:</b> VIRGIN AUSTRALIA(VA7399)

**Remarks**ADL SYD - Dep: 09/06/2024 06:00 Terminal 1 /Arr: 09/06/2024 08:20 Terminal 2  
ADL SYD - CO2/PAX\* 98.08 KG ECO, 98.08 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	United Airlines UA870 TKT: P1 - 2047461323 Airline Reference: EGR46Q	10:20 09/06/2024 Sun Terminal 1 Sydney: Kingsford Smith	06:50 09/06/2024 Sun Terminal 1 San Francisco: San Francisco International Airport	PREMIUM ECONOMY (A) Confirmed	<b>Aircraft type:</b> BOEING 777-300ER <b>Flight Duration:</b> 13:30 <b>Airline Meal:</b> (L) Lunch <b>Number of stops:</b> 0 <b>Check-in terminal:</b> Terminal 1 <b>Baggage allowance:</b> 2PC

**Remarks**SYD SFO - Dep: 09/06/2024 10:20 Terminal 1 /Arr: 09/06/2024 06:50 Terminal 1  
SYD SFO - CO2/PAX\* 648.03 KG ECO, 1,296.07 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	United Airlines	08:43	11:04	ECONOMY (B)	Aircraft type: BOEING 737 MAX 9
	UA784	09/06/2024	09/06/2024	Confirmed	Flight Duration: 2:21
	TKT: P1 - 2047461323	Sun	Sun		Airline Meal: (N) No meal service
	Airline Reference:	Terminal 3	Terminal M		Number of stops: 0
	EGR46Q	San Francisco: San Francisco International Airport	Vancouver: Vancouver International Airport		Check-in terminal: Terminal 3 Baggage allowance: 2PC

Remarks

SFO YVR - Dep: 09/06/2024 08:43 Terminal 3 /Arr: 09/06/2024 11:04 Terminal M  
SFO YVR - CO2/PAX\* 116.98 KG ECO, 116.98 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	13:35	21:11	ECONOMY (V)	Aircraft type: BOEING 737 MAX 8
	AC184	11/06/2024	11/06/2024	Confirmed	Flight Duration: 4:36
	TKT: P1 - 2047334435	Tue	Tue		Airline Meal: (F) Food for purchase
	Airline Reference: 5PSXD6	Terminal M	Terminal 1		Number of stops: 0
		Vancouver: Vancouver International Airport	Toronto: Lester B Pearson International		Check-in terminal: Terminal M


Remarks

YVR YYZ - Dep: 11/06/2024 13:35 Terminal M /Arr: 11/06/2024 21:11 Terminal 1  
YVR YYZ - CO2/PAX\* 228.76 KG ECO, 457.51 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	Air Canada	08:10	09:16	ECONOMY (T)	Aircraft type: AIRBUS INDUSTRIE A319
	AC444	13/06/2024	13/06/2024	Confirmed	Flight Duration: 1:06
	TKT: P1 - 2047334435	Thu	Thu		Number of stops: 0
	Airline Reference: 5PSXD6	Terminal 1	Ottawa: Ottawa McDonald Cartier International		Check-in terminal: Terminal 1
		Toronto: Lester B Pearson International			


Remarks

YYZ YOW - Dep: 13/06/2024 08:10 Terminal 1 /Arr: 13/06/2024 09:16 Terminal N/A  
YYZ YOW - CO2/PAX\* 50.43 KG ECO, 50.43 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>Air Canada</b> <b>AC457</b> <b>TKT: P1 - 2047334435</b> <b>Airline Reference: 5PSXD6</b>	<b>14:00</b> <b>14/06/2024</b> <b>Fri</b> <b>Ottawa: Ottawa McDonald Cartier International</b>	<b>15:11</b> <b>14/06/2024</b> <b>Fri</b> <b>Terminal 1</b> <b>Toronto: Lester B Pearson International</b>	<b>ECONOMY (S)</b> <b>Confirmed</b>	<b>Aircraft type: AIRBUS INDUSTRIE A319</b> <b>Flight Duration: 1:11</b> <b>Number of stops: 0</b>


Remarks

**YOW YYZ - Dep:** 14/06/2024 14:00 Terminal N/A /Arr: 14/06/2024 15:11 Terminal 1  
**YOW YYZ - CO2/PAX\*** 50.44 KG ECO, 50.44 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA8433</b> <b>TKT: P1 - 2047461323</b> <b>Airline Reference: EGR46Q</b>	<b>18:25</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 1</b> <b>Toronto: Lester B Pearson International</b>	<b>21:02</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 2</b> <b>San Francisco: San Francisco International Airport</b>	<b>ECONOMY (V)</b> <b>Confirmed</b>	<b>Aircraft type: AIRBUS INDUSTRIE A320-100/200</b> <b>Flight Duration: 5:37</b> <b>Airline Meal: (F) Food for purchase</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 1</b> <b>Baggage allowance: 2PC</b> <b>Flight Operated By: AIR CANADA(AC745)</b>


Remarks

**YYZ SFO - Dep:** 16/06/2024 18:25 Terminal 1 /Arr: 16/06/2024 21:02 Terminal 2  
**YYZ SFO - CO2/PAX\*** 231.45 KG ECO, 462.89 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA863</b> <b>TKT: P1 - 2047461323</b> <b>Airline Reference: EGR46Q</b>	<b>23:00</b> <b>16/06/2024</b> <b>Sun</b> <b>Terminal 1</b> <b>San Francisco: San Francisco International Airport</b>	<b>07:00</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Sydney: Kingsford Smith</b>	<b>PREMIUM ECONOMY (A)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 777-300ER</b> <b>Flight Duration: 15:00</b> <b>Airline Meal: (D) Dinner</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 1</b> <b>Baggage allowance: 2PC</b>

Remarks

**SFO SYD - Dep:** 16/06/2024 23:00 Terminal 1 /Arr: 18/06/2024 07:00 Terminal 1  
**SFO SYD - CO2/PAX\*** 648.06 KG ECO, 1,296.13 KG PRE

Product	Flight Details	Departure	Arrival	Status	Other Info
	<b>United Airlines</b> <b>UA7458</b> <b>TKT: P1 - 2047461323</b> <b>Airline Reference:</b> <b>EGR46Q</b>	<b>09:15</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 2</b> <b>Sydney: Kingsford</b> <b>Smith</b>	<b>10:55</b> <b>18/06/2024</b> <b>Tue</b> <b>Terminal 1</b> <b>Adelaide: Adelaide</b> <b>Airport</b>	<b>ECONOMY (V)</b> <b>Confirmed</b>	<b>Aircraft type: BOEING 737-800</b> <b>Flight Duration: 2:10</b> <b>Number of stops: 0</b> <b>Check-in terminal: Terminal 2</b> <b>Baggage allowance: 2PC</b> <b>Flight Operated By: VIRGIN</b> <b>AUSTRALIA(VA7458)</b>

Remarks

**SYD ADL - Dep:** 18/06/2024 09:15 Terminal 2 /**Arr:** 18/06/2024 10:55 Terminal 1  
**SYD ADL - CO2/PAX\*** 98.00 KG ECO, 98.00 KG PRE



Pricing Description	Clause 6(1)	Curr	Price	Tax	GST	Total
Service fees are excluded						
Air Fare (ADL/SYD/SFO/YVR/YYZ/SFO/SYD/ADL) for Ms Alexandra Reid		AUD	6039.00	509.29	0.00	6548.29

Clause 6(1)

(Note: All prices are subject to change prior to final payment being received. Non-AIR products are reported in total price only and do not have tax and GST breakdown.)

Customer References

BUSUNIT : COMMUNITY AND ABORIGINAL PARTNERSHIPS  
COST : 8832  
TRAVELBKR : MAIJA ROBINSON

Booking Remarks

---VIRGIN UNITED AIR CANADATICKET AND FARE CONDITIONS---  
ADL-MEL-LAX-YVR-LAX-SYD-ADL  
TICKETING DEADLINE IS 23MAY24.  
THE ITINERARY MAY HAVE TO BE RE-PRICED.  
CANCELLATION PENALTY BEFORE DEPARTURE NON REFUNDABLE  
CANCELLATION PENALTY AFTER DEPARTURE NON REFUNDABLE  
NO SHOW PENALTY IS NON REFUNDABLE  
CHANGE FEE BEFORE DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGE FEE AFTER DEPARTURE AUD0.00 SUBJECT TO AVAILABILITY  
CHANGES ARE SUBJECT TO SAME FARE TYPE AVAILABILITY.  
ADDITIONAL FARE DIFFERENCES MAY APPLY.  
ROUTING AND AIRLINE RESTRICTIONS MAY APPLY.  
VIRGIN UNITED AIR CANADA REF IS AC/5PSXD6 UA/EGR46Q VA/WHAPGN

Fare Conditions

Fare Information: AKW00SAV  
Adelaide-Vancouver

TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday Jun 07, 2024 11:59 PM

CHANGE CONDITIONS

- Prior to departure of first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation/Reissue request must be made prior to: Friday Jun 06, 2025 12:00 AM
  - Revalidation: Not applicable (See reissue conditions)
- No-show for first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Friday Jun 06, 2025 12:00 AM
- After departure of first flight
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- No-show for subsequent flight(s)
- Reissue: Restrictions or penalties may apply
  - Revalidation: Not applicable (See reissue conditions)
  - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply

## REFUND CONDITIONS

- Prior to departure of first flight
  - Refund: Not allowed
  - Penalty may apply. Please check the complete fare rules.
- No-show for first flight
  - Refund: Not allowed
- After departure of first flight
  - Refund: Not allowed
- No-show for subsequent flight(s)
  - Refund: Not allowed

Fare Information: AKX00SAV

## TICKETING AND ADVANCE PURCHASE

All tickets will be issued at latest 1 business day prior to: Friday Jun 07, 2024 11:59 PM

## MINIMUM STAY

Travel must commence after: Sunday Jun 09, 2024 11:04 PM from YYZ

## MAXIMUM STAY

Travel must commence before: Monday Jun 09, 2025 12:00 AM from YYZ

## CHANGE CONDITIONS

- Prior to departure of first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation/Reissue request must be made prior to: Friday Jun 06, 2025 12:00 AM
    - Revalidation: Not applicable (See reissue conditions)
  - No-show for first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Friday Jun 06, 2025 12:00 AM
  - After departure of first flight
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
  - No-show for subsequent flight(s)
    - Reissue: Restrictions or penalties may apply
    - Revalidation: Not applicable (See reissue conditions)
    - Revalidation/Reissue request must be made prior to: Monday Jun 09, 2025 12:00 AM
- Penalty may apply

## REFUND CONDITIONS

- Prior to departure of first flight
  - Refund: Not allowed
  - Penalty may apply. Please check the complete fare rules.
- No-show for first flight
  - Refund: Not allowed
- After departure of first flight
  - Refund: Not allowed
- No-show for subsequent flight(s)
  - Refund: Not allowed

[Additional Information \(Please read your itinerary carefully\)](#)

**Baggage and Quarantine**

Please refer to respective airlines and destination airports for further information on baggage allowances and restrictions, security measures and quarantine items, or contact your travel consultant prior to travel.

**Booking Arrangements**

The person making the booking will be deemed to have accepted these Booking Conditions on behalf of everyone named in the booking.

**Booking Changes**

Please call your dedicated 1300 number for changes to your booking at any time and please advise this office if you do not use your ticket so that we may rebook or process a refund if applicable.

**Check In (International)**

For international flights departing from Australia, and domestic sectors of flights departing from international terminals make sure you have checked in by the checkin deadline specified in your airline documentation, or if no deadline is specified, then at least 120 minutes prior to scheduled departure for Economy Class or at least 90 minutes prior to scheduled departure for First or Business Class. Failure to do so may result in cancellation of your reservation.

**Contact Details**

Please provide local phone contact numbers for stopover cities.

**Electronic Tickets**

Photo Identification is required when travelling on an electronic ticket. Failure to ensure the full booking name matches the photo identification may result in cancellation fees and/or loss of reservation.

**No Show / Cancellation Fees**

See the fare conditions above for the relevant rules relating to your airfare.

No show and cancellation fees may apply to hotels and car rental bookings on your itinerary. Generally hotels and car rentals need to be cancelled at least 24 hours prior to checkin, so please notify the relevant service provider if you will not be able to use the booking in order to minimise any fees that may be payable.

**Passenger Security**

What items can I pack in my carry-on baggage?

Some countries have made changes to security measures at airports. If you are travelling in any of these countries, these measures will affect what you can carry on board an aircraft on international flights. To get the most up to date information, visit the Australian Government's travel security website:

<https://www.homeaffairs.gov.au/travelsecure-subsite/Pages/Items-you-cannot-take-on-plane.aspx>

**Passport**

A valid passport is required for international travel. Immigration authorities may refuse entry if you have less than 6 months validity on your passport.

Ensure the name on this itinerary matches the passport name because if it does not, you may be refused travel. Please advise your travel consultant if you are not travelling on an Australian passport as you may require a reentry visa for Australia.

**QBT Privacy Notice**

QBT collects information about you (including health information where necessary) to provide products and services to you, process your travel arrangements, facilitate your participation in the loyalty programs of airlines, conduct marketing activities and market research.

If the information is not provided, QBT may not be able to provide the service requested. QBT may disclose your personal information to its related companies, carriers, travel service providers, organisations which provide services to QBT, such as collecting commissions, your employer if you are travelling on a ticket provided through your employer's corporate travel arrangements. QBT and carriers may also disclose your personal information to various law enforcement agencies and governments around the world for security, customs and immigration purposes. See QBT's Privacy Statement at [www.qbt.travel](http://www.qbt.travel) You can gain access to the information QBT holds about you by contacting your dedicated Account Manager. QBT is a wholly owned subsidiary of Helloworld Travel Limited. Our Privacy Policy explains how we handle and protect your personal information. It also explains how you may request to access and correct your personal information. You can find out more about how we manage your privacy by visiting our website

<https://www.qbt.travel>

**Reconfirmation**

We suggest that onward reservations and flight times are reconfirmed 72 hours prior to departure as policies differ between airlines and failure to do so may result in the cancellation of your reservation.

**Seating and Meals**

Any seating and meal requests shown on your itinerary are subject to confirmation upon check in.

**Ticketing Policy**

Our QBT business standard is to issue airline tickets 1 business day prior to the airline time limit advised on your itinerary and inside your online booking tool. This is to help ensure there are safeguards to protect for challenges such as when credit cards decline.

When there are instances of multiple tickets and multiple airline ticketing dates, QBT will issue all tickets in accordance with the earliest date shown.

Please note there may be instances where QBT will need to issue your ticket earlier than the recommended date. For example, when airlines request that ticketing occur earlier than the recommended ticketing time limit.

**Travelling to the US**

ESTA Authorities for individual travel to the USA under the Visa Waiver Program.

US Customs have introduced new enhanced security requirements for travellers entering the USA under the visa waiver program. It is mandatory for all individuals who plan to travel to the USA under the Visa Waiver Program to receive an authorisation through the ESTA website before travel to the USA. Applications can be made at any time at the ESTA website. Applicants will be asked to answer basic biographical and eligibility questions typically requested on the current paper form completed on board the flight ( I94W form). The system will advise the applicant whether their travel to the USA is Authorised, Not Authorised or Authorisation pending.

Travellers must now apply for their ESTA at least **72 hours In advance of travel**.

For all guests who have approved ESTA's there will be no change to their check-in. Travellers arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

For more information visit the US Department of State website. <https://esta.cbp.dhs.gov/>

Other points of note:

An application fee applies when applying for an ESTA. Please refer to the US Department of State website.

Even if a traveller has an ESTA they will still be required to complete a paper form I94W and present it to US Customs on arrival into the USA.

Accompanied and unaccompanied children, regardless of age, will be required to obtain an independent ESTA approval.

VWP nationals who have valid visas, and other nationals that require visas, will not be required to apply for an ESTA.

An ESTA is valid for two years (unless the passport data limits validity) and will be considered acceptable for multiple use.

US Customs recommends that ESTA applications be submitted no less than 72 hours before travel.

**Travelling to Canada**

ELECTRONIC TRAVEL AUTHORIZATION for flights to Canada

The government of Canada has introduced a new entry requirement, known as an Electronic Travel Authorization (eTA), that applies to visa-exempt foreign nationals travelling to or transiting Canada by air. Visa-exempt foreign nationals must obtain an eTA before they can board a flight to Canada. To complete your application for an eTA, you will need a valid passport, a credit card and an email address. An eTA costs \$7 CAD and is valid for up to five years or until the passport expires (whichever comes first). For more information please go to

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html>.

**Travelling to New Zealand**

From 1 October 2019, Australian permanent residents need a New Zealand Electronic Travel Authority (NZeTA) to enter New Zealand. Australian citizens are exempt from this requirement. For more information go to <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/about-visa/nzeta>

**Visas / Travel Warnings**

Please ensure you have any applicable Visas for the countries you are visiting or transiting. It is your responsibility to obtain correct Visas documentation. Visa information can be obtained from [www.cibtvisas.com.au](http://www.cibtvisas.com.au) or by contacting your travel consultant for information. It is also recommended that you check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for health and consular travel warnings for all destinations.

\*\*\*\*\* Itinerary End \*\*\*\*\*

**Hon Natalie Cook MP****Minister for Human Services****Minister for Seniors and Ageing Well****Government of South Australia**

Nat Cook is the South Australian Minister for Human Services and Minister for Seniors and Ageing Well. She has been an elected Member of Parliament since 2014.

She was Parliamentary Secretary to the Minister for Housing and Urban Development in the previous Labor government.

Nat is a lifetime local of Adelaide's southern suburbs, a fierce advocate for her local constituents and a dedicated mum.

Nat's passions lie in health and disability care, ending homelessness, and making our families and communities fairer and safer places in which to live.

Having spent nearly 30 years as a Registered Nurse in specialty areas such as intensive care and brain injury rehabilitation, Nat is honoured to hold the title of Adjunct Associate Professor with the School of Nursing and Midwifery, University of South Australia.

After losing their son Sam to a violent and unprovoked one-punch assault in 2008, Nat and husband Neil formed the Sammy D Foundation to educate youth about the consequences of violence.

On becoming the Minister in 2022, Nat committed to a proactive and collaborative approach to delivering improved policy and services for marginalised South Australians.

In 2024, Minister Nat Cook added the portfolio, Minister for Seniors and Ageing Well, where she will focus on improving the lives of senior South Australians and promoting the benefits of an age-diverse, accessible workplace and community.



**Senator Restaurant**

249 Victoria St  
Toronto, ON  
Canada, M5B 1V8  
Tel: NULL

Printed June 16, 2024 at 11:06 AM

June 16, 2024 at 11:06 AM

Order #:  
259983**Table:** 10, 1 guest

Party Name: 8

Waiter: Ava

Tax 1 #: 105249528LT0001

Organic Tea	\$4.00
Spinach Bowl	\$24.00

Food Total	\$24.00
Hot Drink Total	\$4.00

*Bunch*  
*CC*

Sub Total	\$28.00
Tax 1	\$3.64
Tax 2	\$0.00
<b>Total</b>	<b>\$31.64</b>

Thank You  
Please Come Again!

**Ms Alex Reid PSM**

Executive Director, Community and  
Aboriginal Partnerships

Department of Human Services

Government of South Australia



Alex Reid is the Executive Director of Community and Aboriginal Partnerships in the Department of Human Services. Alex's division comprises three key streams, Youth Justice and Exceptional Needs, Remote and Regional Services and Aboriginal Practices and Partnerships. Alex has executive responsibility for strategic policy and the delivery of state-wide operational services that aim to help build community safety and wellbeing by providing support and services to children, young people and families, including those in the youth justice system, remote Aboriginal communities and people with complex and exceptional needs.

From March 2019 to March 2021 Alex was the Chief Executive Officer in the Office of the Training and Skills Commission. From December 2017 until February 2019 Alex was Interim Chief Executive, TAFE SA and was responsible for overseeing TAFE SA's new quality system, while also ensuring the organisation delivered vocational education and training to thousands of students across South Australia. Prior to this position, Alex was Deputy Chief Executive with the Department of State Development integrating the work of the Department across multiple industry sectors in support of the State's economic development.

Earlier in her career Alex filled the roles of Group Executive Director, Arts and Cultural Affairs (including Arts and Cultural Heritage, Aboriginal Affairs and the State's Capital City Committee) and Executive Director, Arts SA, in the Department of State Development and Department of the Premier and Cabinet. Prior to commencing work at Arts SA Alex spent many years in regional and remote South Australia as an Arts Officer with Country Arts SA.

Trained as an actor at the Flinders University Drama Centre, Alex has always valued the role of art and culture in community and its ability to advance creative economic development and social change.

Alex was awarded a Public Service Medal in 2019 for outstanding public service to the arts, culture and education, particularly through delivery of significant improvements to TAFE South Australia.





# AMSTERDAM BrewHouse

ON THE LAKE

\*\*\*\*\*  
CHECK # 1020412 DATE 6/12/24  
TABLE # 700 TIME 9:04PM  
\*\*\*\*\* DUPLICATE CHECK \*\*\*\*\*

-- SOUTH MEZZ : Chloe C --

SEAT#	ITEMS ORDERED	AMOUNT
1	SPINACH DIP*, 0.25	4.69
	WATERFRONT POWER BOWL*	17.75
	GUACAMOLE*, 0.25	4.81
	KF CALAMARI*, 0.25	6.00
	SUBTOTAL	33.25
	TAX	4.32
		37.57
	TOTAL	37.57

\*\*\*\*\*

SUBTOTAL	33.25
TAX	4.32

TOTAL DUE 37.57

MAY LONG WEEKEND IS HERE!  
COME JOIN US TO CHEER ON THE JAYS  
AND HAVE A DAMN GOOD TIME!!!

EFFECTIVE MONDAY, MAY 20TH, WE ARE  
OPEN AN EXTRA HOUR EVERY DAY!!

AMSTERDAM GOOD TIMES

CONTACT JESSICA FOR YOUR  
RESERVATION TODAY!!

reservations@amsterdambh.com

HST # 871793519



## **Australian High Commissioner to Canada**

### **The Honourable Scott Ryan**



The Honourable Scott Ryan commenced as Australia's High Commissioner to Canada in December 2021.

Immediately prior to this Scott was the 25<sup>th</sup> President of the Senate in the Australian Parliament.

Scott was elected to this office in November 2017 and re-elected in July 2019. He is the youngest person ever elected to that office.

Scott was elected to the Australian Parliament on three occasions, in 2007, 2013 and 2016.

He held various ministerial portfolios and offices in the Australian Government from 2013-2017. These included Special Minister of State, Minister Assisting the Prime Minister for Cabinet, Minister Assisting the Cabinet Secretary, Minister for Vocational Education and Skills, Assistant Cabinet Secretary and Parliamentary Secretary for Education & Training. He also chaired the Senate Standing Committee on Finance and Public Administration.

Prior to serving in public office, Scott worked in the pharmaceutical and health sector, as a consultant in the health and insurance industries, in various capacities in state and federal politics and as a tutor in political science at the University of Melbourne.

Scott is married to Helen, and they have two young boys.

**33 Gerrard Street West, Toronto, Ontario M5G 1Z4**  
**Tel: 416-595-1975 Fax: 416-581-8934**

Rhiannon Newman  
 Level 12, 1 King William Street  
 Adelaide SA 5000  
 Australia

Room: 1461  
 Folio: 3826766  
 Cashier: 35  
 Arrival: 06/14/24  
 Departure: 06/16/24  
 Membership:  
 Reference:  
 Booking Ref. #:  
 A/R Invoice:  
 A/R Account:

Date	Description	Additional Information	Charges	Credits
06/14/24	Room Charge		289.00	
06/14/24	Room - HST 13%		37.57	
06/14/24	Municipal Accommodations Tax		17.34	
06/14/24	MAT - HST		2.25	
06/15/24	Room Charge		435.00	
06/15/24	Room - HST 13%		56.55	
06/15/24	Municipal Accommodations Tax		26.10	
06/15/24	MAT - HST		3.39	
06/16/24	Visa	XXXXXXXXXXXX [REDACTED] XX/XX		867.20

Clause 7(1)(b), Clause 7(1)(c)

Total	867.20	867.20
Balance Due	0.00	CDN

<b>HST Summary</b>	
Registration No.:	887925881
Room	99.76
F&B	0.00
Other	0.00
<b>Total</b>	<b>99.76</b>

A Little  
Something

HEINEMANN DUTY FREE  
A LITTLE SOMETHING  
SYDNEY INTERNATIONAL TERMINAL

ABN 36 159 521 338

www.heinemann.com.au

1800 46 46 66 (Australia toll free)  
+61 2 9667 6800 (International calls)

Flight: UA870 Dest: SFO CustomID: X

Mt Frank Water 0.6L  
1254436

AU\$ 3.00

**Total**

**AU\$ 3.05**

(incl. AU\$ 0.05 surcharge)

Total QTY 1

Visa

AU\$ 3.05

0 % GST

Tax  
AU\$ 0.00

Net amount  
AU\$ 3.05

Rec.	Date	Time	Serv.	Reg.	Shop
123694	9/06/2024	09:28	101504	001	8736

<=STARTSALECONFIRMTXT>

PLEASE RETAIN RECEIPT AS PROOF OF PURCHASE.

THANK YOU FOR CHOOSING HEINEMANN OCEANIA

ENJOY YOUR FLIGHT.

service@heinemann.com.au

Dinnies CC.  
 AIR CANADA

Air Canada  
Flight AC184 YVR-YYZ  
Departure Tue 11-Jun-2024  
Order No. YYZ 3100000637/14/1  
Date 11-Jun-2024  
Time 17:51:23  
Trans Type Sales

1 Mezete classic @	6	6
GST	CAD	0.3
Total	CAD	6.3

Payments:

Credit Card	CAD	6.3
Total payments	CAD	6.3

Card No. ...\*\*\*\*  
Total Amount CAD 6.3

Clause 7(1)(b), Clause 7(1)(c)

Air Canada  
GST/HST reg # 100092287 RT0001  
QST reg # 1000043172 TQ1991

CUSTOMER COPY



AIR CANADA

Air Canada  
Flight AC745 YYZ-SFO  
Departure Sun 16-Jun-2024  
Order No. YYZ 3100000763/2/12  
Date 16-Jun-2024  
Time 19:39:18  
Trans. Type Sales

1 Fruit & Cheese @ 11.95 11.95

Total CAD 11.95

## Payments:

Credit Card CAD 11.95

Total payments CAD 11.95

Card No. \*\*\*\* [REDACTED]

Total Amount CAD 11.95

Clause 7(1)(b), Clause 7(1)(c)

Air Canada  
GST/HST reg # 100092287 RT0001  
QST reg # 1000043172 TQ1991

COPY



Travel cc

**AIRFLIGHT SERVICES**3300 STEELES AVE W  
CONCORD, ON L4K 2Y4

4164451999

WWW.AIRFLIGHTSERVICES.COM

Cashier: 1800 - CAR 25

11-Jun.-2024 10:09:04p.m.

Transaction **401603**

1 Manual Transaction \$85.00

**Total** \$85.00**Tip** \$12.75

CREDIT CARD SALE \$97.75

VISA [REDACTED]

Clause 7(1)(b), Clause 7(1)(c)

Retain this copy for statement  
validation

Clause 7(1)(b), Clause 7(1)(c)

Station: CAR 25

11-Jun.-2024 10:09:18p.m.

\$97.75 | Method: CONTACTLESS

Visa Credit XXXXXXXXXX [REDACTED]

Reference ID: 416400797387

Auth ID: 451070

MID: \*\*\*\*\*1045

AID: A0000000031010

AthNtwkNm: VISA

NO CARDHOLDER VERIFICATION

Clover ID: NVCHG9QEYAQZR



Travel CB

AirFlight Services

**AIRFLIGHT SERVICES**3300 STEELES AVE W  
CONCORD, ON L4K 2Y4  
4164451999

WWW.AIRFLIGHTSERVICES.COM

Cashier: 0053 - CAR 12

14-Jun.-2024 2:13:43p.m.

Transaction **2001688**

1 Manual Transaction \$70.00

**Total** \$70.00**Tip** \$10.50

CREDIT CARD SALE \$80.50

VISA **Clause 7(1)(b), Clause 7(1)(c)**Retain this copy for statement  
validation**Clause 7(1)(b), Clause 7(1)(c)**

Station: CAR 12

14-Jun.-2024 2:13:53p.m.

\$80.50 | Method: CONTACTLESS

Visa Credit XXXXXXXXXXXX

Reference ID: 416600658339

Auth ID: 491909

MID: \*\*\*\*\*1045

AID: A0000000031010

AthNtwkNm: VISA

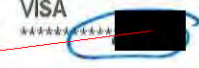
NO CARDHOLDER VERIFICATION

Clover ID: 3N945GNCPN4V6

ARAMARK SCHULICH SCHOOL  
4700 KEELE ST  
NORTH YORK ON M3J 1P3  
(416) 650-8317

SALE

Batch #: 100 REF#: 00000043  
06/12/24 SEQ: 100001001043  
APPR CODE: 470719 09:47:16  
VISA



Clause 7(1)(b), Clause 7(1)(c)

AMOUNT \$5.03  
TIP \$0.76  
TOTAL \$5.78

00 - APPROVED - 001

Visa Credit  
AID: A0000000031010  
TVR: 00 00 00 00 00

CUSTOMER COPY

Incidental CC DOCUMENT 26



Basil Box  
441 Queen St. W.  
Toronto, ON M5V 2A5 CA

2024-06-12 04:33 PM  
Bill # : 304527  
ORDER # : 356377  
Operator : Trang P

QTY	DESCRIPTION	TOTAL
1	Mango Yogurt	\$7.25
	SUBTOTAL	\$7.25
	HARMONIZED SALES TAX	\$0.94
	TOTAL	\$8.19
	VISA	\$8.19
	Auth #	186432
	CHANGE	\$0.00
	TIP	\$0.82
	GRAND TOTAL	\$9.01

Live Love Eat  
Yes we cater! Connect with us at [feedback@thebasilbox.com](mailto:feedback@thebasilbox.com) to learn more!

HST 75970 9892 RT0001

CC Travel

BECK TAXI  
1 Credit Union Dr.  
Toronto ON. M4A 2S6  
www.becktaxi.com  
(416) 751-5555

## SALE

REF#: 00000003  
Batch #: 029 SEQ: 029001001003  
06/12/24 21:50:26  
APPR CODE: 702727  
VISA  
\*\*\*\*\*

\*\*/\*\*

Clause 7(1)(b), Clause 7(1)(c)

AMOUNT	\$12.00
TIP	\$1.80
TOTAL	\$13.80

00 - APPROVED - 001

Visa Credit  
AID: A0000000031010  
TTQ B2 A0 40 00

Thank you for choosing  
Beck Taxi  
3 Ways to Order  
PHONE-WEB-APP

Travel AC

BECK TAXI  
1 Credit Union Dr.  
Toronto ON. M4A 2S6  
www.becktaxi.com  
(416) 751-5555

## SALE

REF#: 00000002  
Batch #: 027 SEQ: 027001001002  
06/14/24 18:22:45  
APPR CODE: 236034  
VISA  
\*\*\*\*\*  
\*\*/\*\*

Clause 7(1)(b), Clause 7(1)(c)

AMOUNT	\$13.00
TIP	\$1.96
TOTAL	\$14.96

00 - APPROVED 001

Visa Credit  
AID: A0000000031010  
TTQ B2 A0 40 00

Thank you for choosing  
Beck Taxi  
3 Ways to Order  
PHONE-WEB-APP

CUSTOMER COPY

CS  
BEL-AIR TAXI - 097  
2121 HARTLEY AVE  
COQUITLAM, BC V3K6Z3  
(604) 524-1111

**SALE**

REF#: 00000001  
Batch #: 318 SEQ: 318001001001  
06/09/24 12:25:12  
APPR CODE: 236292  
VISA  
\*\*\*\*\*  
\*\*/\*\*

Clause 7(1)(b), Clause 7(1)(c)

**AMOUNT \$50.00**

00 - APPROVED - 001

Visa Credit  
AID: A0000000031010  
TTQ B2 A0 40 00

Thank You  
Please Come Again  
BEL-AIR TAXI - 097  
COQUITLAM BC

CUSTOMER COPY

*Travel*

BLUELINE

**Blueline Taxi Ottawa**455 COVENTRY RD  
OTTAWA, ON K1K 2C5

8665658294

HTTP://WWW.BLUELINETAXI.COM

/

Cashier: 54531

Transaction 5200883

<b>Total</b>	<b>CA\$35.12</b>
<b>Tip</b>	<b>CA\$5.27</b>

CREDIT CARD SALE	CA\$40.39
VISA	

Retain this copy for statement  
validation

Clause 7(1)(b), Clause 7(1)(c)

Clause 7(1)(b), Clause 7(1)(c)

14-Jun-2024 10:24:57A

CA\$40.39 | Method:

CONTACTLESS

Visa Credit XXXXXXXXXXXX

Reference ID: 416600642638

Auth ID: 340026

MID: \*\*\*\*\*5092

AID: A0000000031010

AthNtwkNm: VISA

NO CARDHOLDER VERIFICATION

Online: <https://clover.com/p/GY7EXPRZKMRPC>

GY7EXPRZKMRPC



Tracking

DOCUMENT 31

Canada Post / Postes Canada  
SHOPPERS DRUG MART #0943  
465 YONGE ST  
TORONTO, ON M4Y 1X0  
GST/TPS#123150930

2024/06/16  
CC102603

12:54:41  
W/G 1

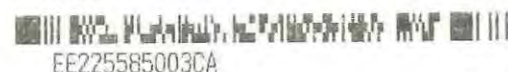
teresita

ONH 1 @ \$4.99 \$4.99  
BUBBLE CUSHIONING/FILM A BULLES

ONH 1 @ \$2.99 \$2.99  
#7 BUBBLE MAILER/POCH A BULLES NO 7

N \$114.14  
XP INT

Item Weight/Poids de l'article: 0.610 kg  
Volumetric Equivalent (VE)/  
Equivalent volumétrique (EV): 2.460  
Destination: Australia  
Postal code - ZIP Code/Code postal -  
ZIP: 5000  
Recipient/Destinataire: Hon Natalie Cook



EE225585003CA

N \$0.00  
INDERN XP US-COV/INDERN XP EU COVERT

Amount covered/Montant de la  
couverture: \$100.00

N \$0.00  
DELIVERY CFIRM./CON DE LIVRAISON

N \$17.41  
FUEL SURCHARGE/SUPPLEMENT POUR CAR

SUBTL/SOUS-TOTAL \$139.53  
HST/TVH \$1.04  
TOTAL \$140.57

Visa \$140.57

Receipt required for all eligible returns  
within 30 days of purchase./  
Reçu requis pour tous les retours  
admissibles dans les 30 jours suivant  
l'achat.

For complete terms and conditions consult  
the Canada Postal Guide at  
WWW.CANADAPOST.CA or any Post Office./  
Pour connaître les modalités complètes  
consultez le Guide des postes du Canada  
à l'adresse WWW.POSTESCANADA.CA ou à votre  
bureau de poste.

# CHELSEA *Hotel*

Page: 1 of 1  
DOCUMENT 32

## TORONTO

33 Gerrard Street West, Toronto, Ontario M5G 1Z4  
Tel: 416-595-1975 Fax: 416-581-8934

Alex Reid  
Level 8, Riverside Building, North Tce  
Adelaide SA 5000  
Australia

Room: 1549  
Folio: 3823901  
Cashier: 737  
Arrival: 06/11/24  
Departure: 06/13/24  
Membership:  
Reference:  
Booking Ref. #:  
A/R Invoice:  
A/R Account:

Date	Description	Additional Information	Charges	Credits
06/11/24	Deposit Transferred at C/I	First night prepaid NR VA6797		351.26
06/11/24	Room Charge		293.25	
06/11/24	Room - HST 13%		38.12	
06/11/24	Municipal Accommodations Tax		17.60	
06/11/24	MAT - HST		2.29	
06/12/24	Room Charge		245.65	
06/12/24	Room - HST 13%		31.93	
06/12/24	Municipal Accommodations Tax		14.74	
06/12/24	MAT - HST		1.92	
06/13/24	Visa	XXXXXXXXXXXX [REDACTED] XX/XX		294.24

Clause 7(1)(b), Clause 7(1)(c)

Total	645.50	645.50
-------	--------	--------

Balance Due	0.00	CDN
-------------	------	-----

### HST Summary

Registration No.:	887925881
Room	74.26
F&B	0.00
Other	0.00
<b>Total</b>	<b>74.26</b>

# CHELSEA *Hotel*

## TORONTO

33 Gerrard Street West, Toronto, Ontario M5G 1Z4  
Tel: 416-595-1975 Fax: 416-581-8934

Alex Reid  
Level 8, Riverside Building, North Tce  
Adelaide SA 5000  
Australia

Room: 2659  
Folio: 3826713  
Cashier: 737  
Arrival: 06/14/24  
Departure: 06/16/24  
Membership:  
Reference:  
Booking Ref. #:  
A/R Invoice:  
A/R Account:

Date	Description	Additional Information	Charges	Credits
06/14/24	Room Charge		245.65	
06/14/24	Room - HST 13%		31.93	
06/14/24	Municipal Accommodations Tax		14.74	
06/14/24	MAT - HST		1.92	
06/15/24	Room Charge		369.75	
06/15/24	Room - HST 13%		48.07	
06/15/24	Municipal Accommodations Tax		22.19	
06/15/24	MAT - HST		2.88	
06/16/24	Visa	XXXXXXXXXXXX [REDACTED] XX/XX		737.13

Clause 7(1)(b), Clause 7(1)(c)

<b>HST Summary</b>	
Registration No.:	887925881
Room	84.80
F&B	0.00
Other	0.00
<b>Total</b>	<b>84.80</b>

Total	737.13	737.13
Balance Due	0.00	CDN

CC.

Chelsea Hotel  
33 Gerrard Street West  
M5G 1Z4 Toronto  
Tel: 1 416 386 0450

DATE : 11/06/24 11:14  
PIN TEST ID: 43000001  
TRANSACTION ID: 80634015704  
LOCAL ID: 430009

\*\*\* APPROVED \*\*\*  
AUTH REPLY TEXT:  
Approval

## CARDHOLDER RECEIPT

TRANS TYPE: PreAuthorization

TOTAL AMOUNT...: CAD 150.00

EXCHANGE RATE\*...:

1 CAD = 1.187 AUD

WHOLESALE RATE: +4.99 %

TRANS CURRENCY: AUD

TRANS. AMOUNT...: AUD 178.05

CARD ID...: VS

CARD TYPE...: VISA CREDIT

PRD...: 8715

CARD ENTRY...: Chip

AID...: A00000000031010

TVP...: 0000000000

TSI...: E800

ENV APP LBL: Visa Credit

REQ. TRX. PEF. NUM: 1010001496  
TRX PEF NUM: 70552

Please Confirm (X) Below :

(X) I understand that if  
I elected to pay in my billing  
currency, the final charge will  
be converted to my billing  
currency at the exchange rate  
in effect on date of check-out  
without further consultation.

I have been offered a choice  
of payment currencies.  
This currency conversion  
service is offered by  
this merchant.

Signature verified

Thank you



**CHELSEA**  
*Hotel*

TORONTO  
Market Garden

Chelsea Hotel, Toronto  
www.chelseatoronto.com  
HST#887925881RT0001  
Tel:(416) 595-1975

Staff: Kateryna Cover: 1  
Date: Jun 16, 2024 Time: 14:23:51  
Check: 22045285 Table: 597

1	Cappuccino	5.00
1	Parfait	7.50

Sub-Total:	12.50
HST 13%:	1.63
Tax Total:	1.63
Check Total	14.13
FOOD	12.50

Payment	Amount	Tips
VISA	14.13	0.00
Coupon Number:		
Points Redeemed:		
Payment:	14.13	

Chelsea Hotel Toronto  
33 Gerrard Street West  
Toronto ON M5G1Z4  
416-595 1975

Clause 7(1)(b), Clause 7(1)(c)

\*\* TRANSACTION RECORD \*\*  
Tran. #: 3386  
Visa Purchase  
XXXXXXXXXX  
AID: A0000000031010  
App Name: Visa Credit  
Amount CAD\$14.13  
APPROVED 089082  
00-001 (001) 089082  
CHMGCS03  
168001001086  
06/16/2024 2:24:09 PM  
TTQ: 32A04000  
TSI: 0000  
No signature required  
Customer Copy  
471514XXXXXX8715  
-----CHECK CLOSED-----

Jun 16, 2024 14:23:55  
Closed By:  
Kateryna

*Incd* **DISTRICT  
MARKET** *CC*

DISTRICT MARKET-SFO AIRPORT  
Store #665  
3 N TERMINAL Hub #F.2.030  
San Francisco, CA 94128  
United States  
650-821-8300

Store: 665 Register: 7  
Date: 6/9/24 Time: 7:56 AM  
Ticket: 93049  
Salesperson:  
1 (Selfcheckout)  
Cashier: 1

Welcome to our store!

Item	Qty	Price	Amount
160Z PROUD SOURCE SPARKLING WA			
SKU:77854300005	1	4.99	4.99
UPC:853303007173			
CRV CHARGE 0.05			
SKU:14082500005	1	0.05	0.05
		Subtotal	5.04
		Tax 9.38%	0.47
		<b>Total</b>	<b>5.51</b>

Visa Credit Card 5.51

\*\*\*\*\*

Auth #: 567866

Transaction Type: Sale

Entry Method: Contactless

Verification: NONE

Auth Time: 07:56:49

Trace Number: 000077

MID: 720000319838  
TID: 107  
AID: A0000000031010  
TVR: 0000000000  
TSI: 0000  
ARC: 00

Change 0.00



0T16T1YK11C19CLR4AY9GH0

Thank you for shopping at  
DISTRICT MARKET-SFO AIRPORT  
Please visit us at  
[www.MarshallRetailGroup.com](http://www.MarshallRetailGroup.com)

\*\*\*\*\*  
With receipt, a full refund is available  
within 30 days of purchase. All sales on  
face masks, swimwear, sunglasses, jewelry,  
electronics, magazines, books, newspapers,  
tobacco, alcohol, and gift cards are  
non-refundable. Merchandise must not be worn  
or used. Refunds will be issued to the  
original form of payment. All cash refunds  
over \$50 will be issued from the corporate  
offices. For returns without a receipt  
please contact customer support at:  
[customersupport@marshallretailgroup.com](mailto:customersupport@marshallretailgroup.com)  
\*\*\*\*\*

Customer Copy

TAX INVOICE  
elaware North Retail Services  
ABN 99 001 341 073  
6/2024 5:12

AIA Precinct  
eck: 60217122  
rver: Ripu  
rminal: 6021  
ecinct

Regular  
1 chia pudding 10.50  
1 tea regular 4.90  
FullCreamMilk

Total:  
GST Amount: 1.40

sa Linkly 15.40  
XXXXXXXXXXXX Clause 7(1)(b), Clause 7(1)(c)

GRAND TOTAL 15.40

021 C22878 9/5/2024 05:12

Adelaide Airport  
PH (08) 8234 4059  
\* Item does not include GST



**Fastfresh Foods**

686 Bay Street  
Toronto, ON  
M5G0A4

June 14, 2024  
3:14 PM  
Tony

Receipt: pCPS  
Authorization: 110274

Visa Credit  
AID A0 00 00 00 03 10 10

FOR HERE

Superfood \$13.25

Limonata \$2.99

Subtotal \$16.24

HST (13%) \$2.11

Total \$18.35

Visa [REDACTED] (Contactless) \$18.35

Clause 7(1)(b), Clause 7(1)(c)



## OTTAWA MARRIOTT HOTEL

## GUEST FOLIO

1916 ROOM	REID/ALEX NAME	215.10 RATE	06/14/24 DEPART	10:02 TIME	29960 ACCT#
NKNG TYPE	LEVEL 8 RIVERSIDE BU NORTH TERRACE		06/13/24 ARRIVE	17:21 TIME	
184 ROOM CLERK	ADELAIDE 5000 ADDRESS	VSXXXXXXXXXXXX8715 PAYMENT			MBV#: XXXXX6939

DATE	REFERENCES	CHARGES	CREDITS	BALANCES DUE
------	------------	---------	---------	--------------

06/04	ADVDP-VS			255.22
06/13	PAYMENT RECEIVED BY: VISA	XXXXXXXXXXXX		
06/13	RS FOOD 28701916		76.67	Clause 7(1)(b), Clause 7(1)(c)
06/13	ROOM 1916, 1		215.10	
06/13	ROOM HST 1916, 1		27.96	A
06/13	MAT 1916, 1		10.76	J
06/13	MAT HST 1916, 1		1.40	L
06/14	CCARD-VS			76.67
	PAYMENT RECEIVED BY: VISA	XXXXXXXXXXXX		Clause 7(1)(b), Clause 7(1)(c)
	***** AUTHORIZATION *****			
	APPROVED			
	Total: \$1.00 Card Type: VISA Card Entry: CHIP Acct #: *****		Approval Code: 295744	
	***** EMV AUTHORIZATION *****		Clause 7(1)(b), Clause 7(1)(c)	
	App Label: Visa Credit Mode: Issuer			
	AID: A0000000031010 TVR: 0080008000 IAD: 06051203602002 TSI: E800 ARC: 00 AC: 32A07EED0AE6A6BF CVM: 1E0300			.00

===== HST #744755018RT0001 =====			
	DESCRIPTION	TAXED AMOUNT	TAX
HST	(ALMNO) NET CHARGES 302.53	TAX 29.36	29.36
		CREDITS 331.89	FOLIO .00

See our "Privacy & Cookie Statement" on [Marriott.com](https://www.marriott.com)



OTTAWA MARRIOTT HOTEL  
100 KENT STREET  
OTTAWA ON K1P 5R7

Treat yourself to the comfort of Marriott Hotels in your home. Visit [ShopMarriott.com](https://ShopMarriott.com).

This statement is your only receipt. You have agreed to pay in cash or by approved personal check or to authorize us to charge your credit card for all amounts charged to you. The amounts shown in the credit column opposite any credit card entry in the reference column above will be charged to the credit card number set forth above. (The credit card company will bill in the usual manner.) If for any reason the credit card company does not make payment on this account, you will owe us such amount. If you are direct billed, in the event payment is not made within 25 days after check-out, you will owe us interest from the check-out date on any unpaid amount at the rate of 1.5% per month (ANNUAL RATE 18%), or the maximum allowed by law, plus the reasonable cost of collection, including attorney fees.

Signature X

RELEASED UNDER FREEDOM OF INFORMATION ACT

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*Should've been  
personal  
cards*

1423 Continental Street  
Vancouver, BC V3S 9A5  
(604) 265-1311  
www.freshstmarket.com

Lane: 003 Cashier: 233  
Date: 06/10/2024 Time: 21:12  
Transaction: 05511262007

**\*\* Grocery \*\***

JELLY BELLY PANCAKE&SYRU \$5.18 GD  
2 @ /\$2.59/100g  
Savings 1.80

**\*\* Dairy \*\***

D'LAND MILK - 2% \$1.49 D  
^ DEPOS\_GT\_ALL\_MILK\_1 \$0.10  
^ RECY\_GT\_ALL\_MILK\_1 \$0.01

**\*\* Deli \*\***

UPML MANGO COCONUT CHSW \$6.49 GD

Sub-Total: \$13.27  
GST \$0.58  
Total Amount: \$13.85  
VISA \$13.85  
Total Tendered: \$13.85

Items Sold: 4

You Saved: *→* \$1.80

Thank You for Shopping  
at Our Store!  
GST#771941895RT0001

**Clause 7(1)(b), Clause 7(1)(c)**

Purchase  
Jun 10, 2024 21:12:19  
VISA \*\*\*\*\*  
TID: V3515339 Entry: Tap EMV (H)  
Sequence: 001 867  
Auth#: 166586 Response: 01-027  
Batch: 001

Amount \$ 13.85  
Total \$ 13.85  
A0000000031010  
Visa CREDIT  
TVR 0000000000

Approved  
Signature Not Required  
Important: Retain this copy  
Cardholder

Lunch AR

**FRESH<sup>ST</sup> MARKET**

1423 Continental Street  
 Vancouver, BC V3S 9A5  
 (604) 265-1311  
 www.freshstmarket.com

Lane: 010 Cashier: 123  
 Date: 06/09/2024 Time: 13:58  
 Transaction: 511257679

**\*\* Deli \*\***  
 MAUREENS VEG/1 ROLL GRND 22.49 D  
 CAPPUCCINO 12OZ \$4.75 GD  
 SML SOUP PROMO W/PURCH 5 2.00 GD

Sub-Total \$9.24  
 GST \$0.34  
 Total Amount: \$9.58  
 VISA \$9.58  
 Total tendered: \$9.58

Items Sold: 3

Thank You for Shopping  
 at Our Store!  
 GST#771941895R10001

**Clause 7(1)(b), Clause 7(1)(c)**

Purchase 13:53:00  
 Jun 09, 2024  
 VISA \*\*\*\*\*  
 CID: V3647562 Entry: Tap EMV (H)  
 Sequence: 001 347  
 Auth#: 912509 Response: 01-027  
 Batch: 001

Amount \$ 9.58  
 Total \$ 9.58  
 A0000000031010  
 Visa CREDIT  
 TVR 0000000000

Approved  
 Signature Not Required  
 Important: Retain this copy for  
 Cardholder copy



Dennis CC

## G-B Hand-Pulled Noodles

66 Edward St. Toronto ON M5G 1G9

Tel#: 647-872-1336

HST#: 753160514RT0001

SHIFT#: 221

\*\*\*\*\*

POS#: 17072898

Table#: N/A

Rec#: null

240611 23:49

Staff: 13

\*\*\*\*\*

Pre-print copy  
This is not a valid receipt.

\*\*\*\*\*

Spicy Sliced Tofu	5.99x1.0	5.99
319 麻辣豆腐丝		
Sweet & Sour Meat	9.99x1.0	9.99
322 酸甜丸子		

Item count:2

Subtotal	15.98
HST 13.0%	2.08

Total	18.06
-------	-------

\*\*\*\*\*


 Thank You.

*Incidental**CL*

OPERATED BY



STARBUCKS T1 ANEX NODE #56227  
LESTER B PEARSON AIRPORT (TORONTO)  
356726 Rajeswary

WS#: 32

CHK 91245

6/13/2024 6:27 AM

## To Go

1 GR CAPPUCCINO 6.25  
DOUBLE  
NONFAT

Subtotal \$6.25

Tax \$0.81

Payment \$7.06

Change Due \$0.00

Visa \$7.06

XXXXXXXXXX [REDACTED]

Clause 7(1)(b), Clause 7(1)(c)

Check Closed

6/13/2024 6:27 AM

We value your feedback!  
Scan the QR code below to share  
your experience.



<https://hmshost.com/contact/>  
Votre opinion est importante  
pour nous! Balayez le code QR  
afin de partager votre  
experience.

STORE ID: YYZSTA14

HST # 137512901





TORONTO BLUE JAYS  
JAYS SHOP  
ROGERS CENTRE  
1 BLUE JAYS WAY  
TORONTO, ONTARIO M5V 1J1  
416.341.2904

Date: 2024.06.14 Time: 18:39:38  
Trn: A7544891517184046271570  
Loc: KIOSK 114  
Emp: Sayed K.

5600000123		
124779 - HG: BUTTONS -		
LARGE PRIDE (2.25")	x1	5.00
5663001763		
115282 - HG: DRINKWEAR		
- SPORTS VAULT -		
REVERSIBLE JERSEY MESH		
CAN COOLER - ROYA	x1	12.00
1060006311		
122029 - M T-SHIRT:		
NIKE - PNN SPRINGER -		
NEW BLUE M	x1	50.00
Small Reusable Bag	x1	1.50
Subtotal:		68.50
Tax:		8.91
13% Exclusive		8.91

Total: C\$ 77.41

VISA **Clause 7(1)(b), Clause 7(1)(c)** C\$ 77.41

Total Paid: 77.41

Print: 2024.06.14 18:39:38

Sold Item Count: 4

, 800260

**Clause 7(1)(b), Clause 7(1)(c)** VISA, Ingenico



Terminal Id: 8915

PLEASE RETAIN THIS COPY FOR YOUR RECORDS

THANK YOU FOR VISITING THE JAYS SHOP - THE OFFICIAL TEAM SHOP OF THE TORONTO BLUE JAYS

#### RETURN POLICY

You may return or exchange your item(s) within 60 days of purchase with the original receipt. All items must be in their original condition, unwashed and unworn with all hangtags, packaging, and labels intact. All authenticated merchandise,

CC Breakfast  
JG

**LE GENIE BAKERY & ESPRESSO**

382 Yonge Street, Unit3 June 15, 2024  
toronto, ON 9:56 a.m.  
M5B1S8  
(416) 546-8578  
www.Le-Genie.ca

Ticket: 35  
Receipt: 3HwR  
Authorization: 903490

Visa Credit  
AID AO 00 00 00 03 10 10

**FOR HERE**

Sandwich	\$16.99
French Ham Sandwich	
Americano x 2	\$12.00
Hot, Featured Bean (\$1.50), NO CREAM, No Milk (\$6.00 each)	
Subtotal	\$28.99
13% Tax (13%)	\$3.77
Tip	\$3.28
Total	\$36.04
Visa [redacted] (Chip)	\$36.04

Clause 7(1)(b), Clause 7(1)(c)

Please leave us a google review. It would  
make our day!

[https://g.page/r/CZ3mvVSKVlcvEBM  
/review](https://g.page/r/CZ3mvVSKVlcvEBM/review)

AR  
privateLONDON  
DRUGSLD VANCOUVER HOUSE 604 448 4890  
LOOKING FOR WORK? www.londondrugs.com

S HANSEN PURE NAIL	8.99 B
CUTEX RMVR	4.99 B
**** TAX 1.68 BAL	15.66
VF Visa	15.66

XXXXXXXXXXXX

Clause 7(1)(b), Clause 7(1)(c)

AUTH: 620035

CHANGE .00

(P)ST .98

(G)ST .70

6/09/24 13:51 0090 93 0179 68749

(B)OTH = G.S.T P.S.T

LONDON DRUGS LIMITED GST #R103378972



060924 1351 0090 0093 0179

Collect points every time you shop  
and unlock rewards with LDextras.  
Download the London Drugs app to join

## CREDIT CARD TRANSACTION RECORD

LONDON DRUGS #90  
#201-1431 CONTINENTAL ST  
VANCOUVER, BC  
V6Z 0G3

CASH REG.: 093 EMPLOYEE: 68749 1

NO.: XXXXXXXXXXXX

Clause 7(1)(b), Clause 7(1)(c)

AMOUNT \$15.66

VISA PURCHASE

06/09/24 13:51:20 AUTH: 620035

REFERENCE: 66305217 0010029400 C

APL: Visa Credit

APN:

AID: A0000000031010

TVR: 0080008000

TSI: F800

01 APPROVED - THANK YOU 027

IMPORTANT:

Retain this copy for your records.

0090 093 68749 0179

Dinner

DOCUMENT 47

\*\*\*\*\*

CHECK # 1418340      DATE 6/09/24  
TABLE # 208      TIME 8:47PM

--      PUB : Dona1 37      --

SEAT#    ITEMS ORDERED      AMOUNT

4    WEST COAST BOWL      25.00

                                 SUBTOTAL      25.00

                                 GST      1.25

-----  
26.25

TOTAL      26.25

\*\*\*\*\*

SUBTOTAL      25.00

GST      1.25

-----  
TOTAL DUE      26.25  
-----

MAHONY CONVENTION CENTRE  
UNIT 36 - 1055 CANADA PLACE  
604-647-7513

NOW ACCEPTING CRYPTOCURRENCY!  
PAY WITH BTC, ETH AND MORE!

GST # 83462 3910 BT0001

CC ? Breakfast  
DOCUMENT 48

Marriott Ottawa  
SPIN KITCHEN & BAR  
100 Kent Street  
Ottawa, ON. K1P 5R7  
PHONE: 613.783.4202  
HST#: 744755018RT0001

96520 Albert

CHK 1907 TBL 24/1  
GST 1

14 Jun'24 7:45 AM

1 COFFEE TO GO 2.95

Subtotal: \$2.95

Tax: \$0.15

7:45 AM

TOTAL DUE: \$3.10

GRATUITY \_\_\_\_\_

TOTAL \_\_\_\_\_

ROOM NUMBER \_\_\_\_\_

PRINT LAST NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

3 Dinnew CC.



Server: Elias  
Printed By: Elias

Seats: 2 s2  
ID: 264885 #1 Jun 10, 24 07:20 PM

1	Beet Ceviche	\$16.95
1	Veg Sopes	\$16.95

Total Number of Items: 2

Subtotal	\$33.90
GST	\$1.70

**Total \$35.60**

Bring this receipt to the Mercado for 10% off  
all retail items



**CHELSEA**  
*Hotel*

TORONTO

33 Gerrard Street West, Toronto, Ontario M5G 1Z4  
Tel: 416-595-1975 Fax: 416-581-8934

Natalie Cook  
Level 12, 1 King William Street  
Adelaide SA 5000  
Australia

Room: 2580  
Folio:  
Cashier: 590  
Arrival: 06/14/24  
Departure: 06/16/24  
Membership:  
Reference:  
Booking Ref. #:  
A/R Invoice:  
A/R Account:

Date	Description	Additional Information	Charges	Credits
06/14/24	Room Charge		289.00	
06/14/24	Room - HST 13%		37.57	
06/14/24	Municipal Accommodations Tax		17.34	
06/14/24	MAT - HST		2.25	
06/15/24	Room Charge		435.00	
06/15/24	Room - HST 13%		56.55	
06/15/24	Municipal Accommodations Tax		26.10	
06/15/24	MAT - HST		3.39	
06/16/24	Visa	XXXXXXXXXX [REDACTED] XX/XX		867.20
<b>Clause 7(1)(b), Clause 7(1)(c)</b>			Total	867.20
			Balance Due	0.00 CDN

**HST Summary**

Registration No.: 887925881  
Room 99.76  
F&B 0.00  
Other 0.00  
**Total 99.76**

A.R. corporate card used for  
Min Cook accommodation.  
Ann Marie card not working /  
declined

518

Lunch  
CCPACIFIC  
FARMS  
MARKET

Have you enjoyed your time  
with us?  
Please scan the QR code.  
fill out a  
short survey and receive \$5  
off your  
next visit.

Server: Saranjit B

Check #518

Ordered:

24-06-11 12:14 p.m.

1 Hummus Platter	\$13.95
1 Small Cappuccino	
Cappuccino	\$5.25
Subtotal	\$19.20
Tax	\$0.96
Tip	\$3.02
Total	\$23.18

Credit Card	Contactless
Visa	XXXXXX (XX) [REDACTED]

Clause 7(1)(b), Clause 7(1)(c)

Transaction Type	Sale
Authorization	Approved
Approval Code	714114
Payment ID	ryg9s9njPCwr
Application Label	VISA
Card Reader	VERIFONE

Tastes on the Fly- Pacific  
Farms Market  
Vancouver  
3880 Grant McConachie Way  
Richmond, CN V7B 1K2

Inc EC.

PARADIES LAGARDERE - YVR  
VANCOUVER INTERNATIONAL AIRPORT  
VANCOUVER, BC CANADA  
GST # 821177177RT0001

PL WATER 710ML 068274000072  
3.99 t  
FISHERMAN FRND X STG 058997000060  
5.79 TT

SUBTOTAL \$9.77  
TAX16 \$0.2  
TOTAL \$10.07  
VISA \$10.07  
\*\*\*\*\* PURCHASE \*\*\*\*\*  
APPROVED

Total: \$10.07

Card Type: VISA  
Card Entry: Contactless  
Acct #: \*\*\*\*\*  
Approval Code: 947326

Clause 7(1)(b), Clause 7(1)(c)

\*\*\*\*\* EMV PURCHASE \*\*\*\*\*  
App Label: Visa Credit  
Mode: Issuer  
AID: A0000000031010  
TVR: 0000000000  
IAD: 06051203A00000  
TSI:  
ARC: 00  
AC: F916E4C7A3929AC3  
CVM:

MERCI DE MAGAZINER CHEZ  
PARADIES LAGARDERE  
AEROPORT INTERNATIONAL DE VANCOUVER  
VANCOUVER, BC CANADA  
TPS# 821177177RT0001  
VISITEZ-NOUS SUR LE WEB!  
WWW.PARADIESLAGADERE.COM

CUSTOMER COPY

ITEMS 2 POS SELF CHECK  
06/11/2024 12:36PM  
000860 52 92500 6091

Breakf.  DOCUMENT 53

PULP + GRIND T1

A.B.N. 72 143 969 500

Sydney International Airport Terminal 1,  
Mascot, NSW 2020

---

**TAX INVOICE**

---

09/06/2024 09:15:01 No: A2406090011

Service: Staff

**Quick Service**

---

DESCRIPTION	AMOUNT
-------------	--------

---

Yogurt Cup	
	1 @ \$9.50 = \$9.50

---

Sub Total:	\$9.50
------------	--------

Credit Card Surcharge:	\$0.17
------------------------	--------

<b>Total:</b>	<b>\$9.67</b>
---------------	---------------

GST Included In Total:	\$0.86
------------------------	--------

Visa:	\$9.67
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<b>Balance:</b>	<b>\$0.00</b>
-----------------	---------------

---

\* Indicates GST free item.

---

**Order Number: 092**

---

Breakfast CC

SSP America  
 Boccone T1  
 Lester B. Pearson Intl Airport  
 GST # 825875560RT001  
 416-776-2477

316 RESHMABE

Chk 4676 Jun13'24 06:44A Gst 0

**To Go**

1 GG Vegetariano 18.00

Panini

Charge Tip 3.05

XXXXXXXXXXXXXXXXXX

Visa 23.39

**Clause 7(1)(b), Clause 7(1)(c)**

Food 18.00

HST Tax 2.34

Service Cge 3.05

Payment 23.39

LOCATION: 7103125

Customer Care  
 Service a la Clientele  
 1-877-325-8777



SSP Canada  
7251250 - Bridgehead D  
YOW Airport  
Ottawa ON K1V 9B4  
1-888-310-0583

\*\* TRANSACTION RECORD \*\*

Tran. #: 6878

Workstation #: 0078

Check #: 2330

Employee #: 748

Employee: Gita B

Clause 7(1)(b), Clause 7(1)(c)

Type: Purchase

Acct: Visa

Card #: xxxxxxxx

Amount CAD\$14.21

Reference #:

0017271730 H

Auth. #: 567418

S0001T0078 005

06/14/2024 10:59:15 AM

Visa Credit

A0000000031010

APPROVED - THANK YOU  
01-027

No signature required

--IMPORTANT--

Retain this copy for  
your records

\*\*\* CARDHOLDER COPY \*\*\*



AR pa meal

SSP TORONTO  
BOCCONE PRONTO  
Lester B Pearson Airport  
GST # 825875560RT001  
1-888-310-0583

## \*\* TRANSACTION RECORD \*\*

Tran. #: 989  
Lookup #: 0098979741309  
RVC: Y BOCCONE PRONTO  
Check #: 6976  
Employee #: 3812  
Employee: Susan D

Type: Purchase

Acct: Visa

Card #: xxxxxxxxxxxx

Clause 7(1)(b), Clause 7(1)(c)

Amount \$11.29

Tip \$1.80

TOTAL CAD\$13.09

Reference #:

0012160120 H

Auth. #: 062206

YYZ30CS13 005

06/16/2024 5:46:20 PM

Visa Credit

A00000000031010

APPROVED - THANK YOU  
01-027

No signature required

--IMPORTANT--  
Retain this copy for  
your records

\*\*\* CARDHOLDER COPY \*\*\*

THANK YOU  
Come Again

AR  
the personal  
**FLYING WHALE**  
WATERFRONT CAFE

201-999 Canada Place  
Vancouver, BC V6C 3E1

Order: 102557635

Date: 6/9/2024 5:33 PM  
Client: 550 PVALENZUELA  
Transaction ID: 102557635

Qty	Item	Amount
1	Okanagan - Apple Cider	7.50
1	473ml BEER	9.50
1	WESTCOAST PALE ALE	0.00

Subtotal:	17.00
Tax:	2.56

Total:	19.56
Change Due:	0.00

Payment Details:  
CREDIT CARD 19.56  
Card Number:

GST # 12108424841 RT001

[ExperienceFlyover.com](http://ExperienceFlyover.com)

WHS SYD Airport T1 Pier C Airst

Tel: 02 9693 8530 ABN: 70146430622  
Visit our website at [www.whsmith.com.au](http://www.whsmith.com.au)

TICTAC Orange 24g	4.49
M/LAND CRM CHS CHED	6.99
Sub-Total	\$11.48
Visa	11.48

Incid AR

Clause 7(1)(b), Clause 7(1)(c)

Tyro Payments EFTPOS

Visa CREDIT

AID: A00000000000000000000000000000000

Card: xxxxxxxxxxxxxxxx

Purchase	AUD	\$11.48
Surcharge	AUD	\$0.17

Total	AUD	\$11.65
-------	-----	---------

APPROVED: 00

Terminal ID: 2  
Transaction Ref: 787204  
Authorisation No: 992964  
09 Jun 2024 at 09:32 AM

2 item(s) sold  
0 item(s) returned  
Thank you for shopping at WHSmith  
Please retain your receipt  
as proof of purchase.

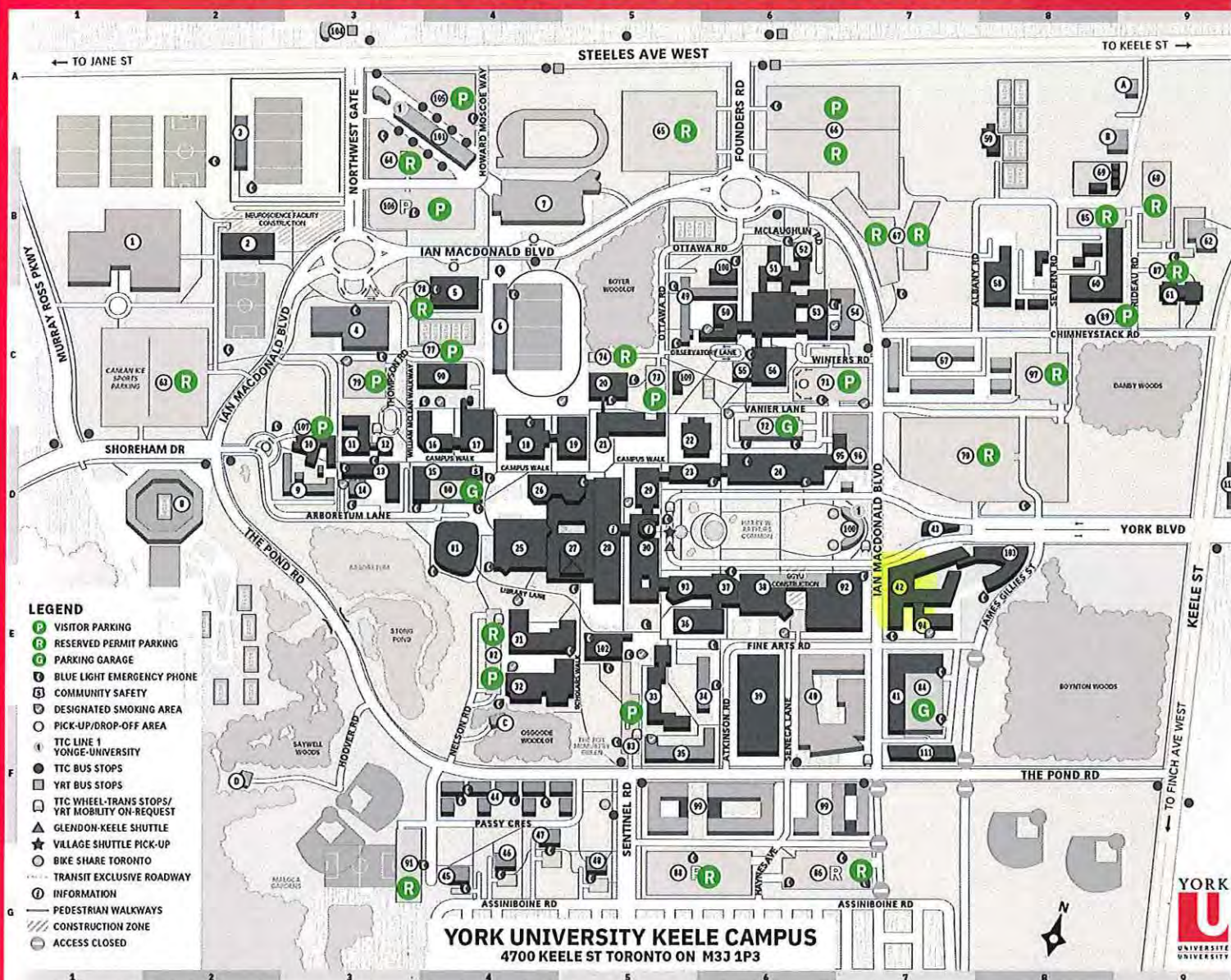


09058235139085050624

09/06/2024 09:34:16 09058 0235 139085 FL



# PARKING AND TRANSPORTATION SERVICES



## CAMPUS DIRECTORY

### ACADEMIC, ADMINISTRATIVE & COMMERCIAL BUILDINGS

59 190 Albany Road	ALB A8
110 4747 & 4751 Keele Street	D9
92 Accolade East	ACE E7
93 Accolade West	ACW E5
33 Atkinson	ATK E5
17 Allan I. Carswell Astronomical Observatory, Petrie	PSE D4
29 Behavioural Science	BSB D5
41 Bennett Centre for Student Services, Admissions	BCS E7
81 Bergson Centre for Engineering Excellence	BRG D4
24 Bookstore, York Lanes	YL D6
69 Bus Compound	B8
10 Calumet College	CC D3
27 Central Square	CSQ D5
58 Central Utilities Building	CUB B8
3 Centre for Film & Theatre	CFT E6
16 Chemistry	CB D4
26 Curtis Lecture Halls	CLH D4
94 Executive Learning Centre	ELC E7
21 Farquharson Life Sciences	FRQ D5
23 First Student Centre	STC D5
108 Founders Annex North	FAN B6
109 Founders Annex South	FAS C5
50 Founders College	FC C6
31 Health, Nursing & Environmental Studies	HNE E4
32 Ignat Kaneff Building, Osgoode Hall Law School	OSG E4
36 Joan & Martin Goldfarb Centre for Fine Arts	CFA E5
95 Kaneff Tower	KT D7
61 Kinsmen	K C9
19 Lassonde Building	LAS D5
90 Life Sciences Building	LSB C4
43 Lorna R. Marsden Honour Court & Welcome Centre	HC D7
20 Lumbers	LUM C5
51 McLaughlin College	MC B6

### RESIDENCES & APARTMENTS

11 Norman Bethune College	BC D3
17 Petrie Science & Engineering	PSE D4
60 Physical Resources Building	PRB B8
103 Rob and Cheryl McEwen Graduate Study & Research Building	MB D8
28 Ross Building	R D5
25 Scott Library	SCL D4
27 Scott Religious Centre, CSQ	SRC D5
111 School of Continuing Studies	SCS F7
102 Second Student Centre	SSC E5
42 Seymour Schlich Building	SSB E7
2 Sherman Health Science Research Centre	SHR B2
18 Steele Science & Engineering Library	STL D4
22 Stedman Lecture Halls	SLH D5
13 Stong College	SC D3
4 Tait McKenzie Centre	TM C3
56 Vanier College	VC D6
30 Vail Hall	VH D5
39 Victor Philip Dahdaleh Building	VB E4
5 West Office Building	WOB C4
15 William Small Centre	WSC D4
53 Winters College	WC C6
24 York Lanes	YL D6
48 320 Assiniboine Road	AS2 G5
47 340 Assiniboine Road	AS4 G4
46 360 Assiniboine Road	AS6 F4
45 380 Assiniboine Road	AS8 A4
34 Atkinson Residence	AR E6
9 Calumet Residence	CR D3
49 Founders Residence	FR C5
12 Norman Bethune Residence	BR D3
44 Passy Gardens, 2-18 Passy Cres.	PASSY F4
14 Stong Residence	SR D3
52 Tatham Hall	TH B6
35 The Pond Road Residence	PON F5
55 Vanier Residence	VR C6
5 Winters Residence	WR C7

### PARKING GARAGES - VISITORS

80 Arboretum Lane Parking Garage	APG D4
84 Student Services Parking Garage	SPG E7
72 York Lanes Parking Garage	YPG D6

### PARKING LOTS - VISITORS

83 Atkinson Lot	F5
107 Calumet Lot	D3
66 Founders Road East Lot	A6
73 Lumbers Lot	C5
82 Nelson Road Lot	E4
64 Northwest Gate Lot	B3
105 Northwest Gate North Lot	A4
106 Northwest Gate South Lot	B3
89 Physical Resources South Lot	C8
77 Thompson Road East Lot	C3
79 Thompson Road Lot	C3
71 Vanier Lot	C6

### PARKING LOTS - RESERVED PERMIT

67 Albany Road Lot	B7
97 Chimneystack Lot	C8
66 Founders Road East Lot	A6
65 Founders Road West Lot	A5
88 Haynes Avenue Lot	G5
87 Kinsmen Lot	B9
74 Lumbers North Lot	C5
82 Nelson Road Lot	E4
64 Northwest Gate Lot	B3
91 Passy Crescent Lot	G3
85 Physical Resources North Lot	B8
68 Physical Resources East Lot	B9
63 Shoreham Drive Lot	C2
86 The Pond Road Lot	G6
78 West Office Building Lot	C4
70 York Boulevard Lot	D7

### VISUAL PERFORMANCE ARTS FACILITIES

92 Art Gallery of York University	ACE E7
37 Burton Auditorium *	BU E6
93 Gales Gallery	ACW E6
38 Joseph G. Green Studio Theatre	CTF E6
92 McLean Performance Studio	ACE E7
92 Price Family Cinema	ACE E7
92 Sandra Fair & Ivan Fecan Theatre	ACE E7
92 Tribute Communities Recital Hall	ACE E7

### ATHLETICS & RECREATION FACILITIES

3 Alumni Field	STA A2
4 Tait McKenzie Centre	TM C3
6 York Lions Stadium	YLS C4

### HISTORICAL HOUSES

D Hoover House	HOH F2
C Skennen'kô'wa Gamig "bab-d bi"	SKG F4
B Stong Barn	SB A9
A Stong House	SH A9

### NON-YORK U BUILDINGS

96 Archives of Ontario *	AO D7
1 Canlan Ice Sports *	ICE B1
62 CMIC Building	CMB B9
57 Harry Sherman Crowe Housing Co-op	HCC C7
101 Pioneer Village TTC subway station	PVS A3
4 Seneca @ York, Stephen E. Quinlan Building	SAY E7
8 Tennis Canada - Sobey's Stadium *	TC D2
7 Track & Field Centre *	TFC B4
99 The Quad Student Housing (managed by Forum Campus Suites)	QSH F6
104 York Region Transit Terminal	A3
100 York University TTC subway station	YUS D6

\* Shared use  
\* Temporarily Closed





# THE PARKER HOTEL VANCOUVER

## Guest Folio

**Natalie Cook**

Level 12, 1 King William Street  
Adelaide,  
5000  
Australia

**Arrival Date:** 09 Jun 2024

**Departure Date:** 11 Jun 2024

**Folio:** 147451-1

**Room Type:** QNS

**Room:** 0505

**CC Number:** \*\*\*\*\*

Clause 7(1)(b), Clause 7(1)(c)

Date	Folio	Reference	Amount	Tax	Total
09 Jun 2024	1	Room Charge	\$459.00	\$94.90	\$553.90
10 Jun 2024	1	Room Charge	\$459.00	\$94.90	\$553.90
<b>Room Charges</b>			<b>\$918.00</b>	<b>\$189.80</b>	<b>\$1107.80</b>
<b>Other Charges</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Credits</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Balance</b>					<b>\$1107.80</b>

GST	5.00 %	\$1055.04	\$52.76
PRT	8.00 %	\$929.56	\$74.36
ME MRDT	2.50 %	\$929.56	\$23.24
MRDT	3.00 %	\$929.56	\$27.88
DMF (Taxable)	1.26 %	\$918.00	\$11.56

Signature \_\_\_\_\_

Charges incurred after checkout may not show on the above invoice, and will be billed separately.

If you enjoyed your stay, please let other travelers know by posting a review on TripAdvisor.com. If you have suggestions that could have made your stay even better, please contact us directly at 604-688-7678 or email gm.vancouver@executivehotels.net. We welcome all guest feedback!

If you chose the EXPRESS CHECKOUT and received your invoice via email, please drop your keys by the desk so we know you are on your way, and can say goodbye.

Thank you for choosing The Parker Hotel Vancouver. We look forward to seeing you again!

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
<b>Travel Adelaide to Vancouver</b> <b>Sunday 09 June</b>  Airline Reference: (MHS) PBSPDN; (RN) PCGWKK; (AR) EGR46Q [QBT Booking Reference: (MHS) 6DYZSD; (RN) 596F29; (AR) 5PSXD6 <sup>1</sup> ]					
<b>Sunday 09 June</b>	Depart: 06:00am  Adelaide Airport	Internal flight (1hr 50m)	United Airlines UA7399 (Operated by Virgin Australia VA7399)	Adelaide to Sydney (Terminal 2)	Arrive: 08:20am
	Depart: 10:20am  Sydney Kingsford Smith  (Terminal 1)	International Flight (13hr 30m)	United Airlines UA870	Sydney to San Francisco International Airport (Terminal 1)	Arrive: 06:50am
	Depart: 08:43pm  San Francisco International Airport  (Terminal 3)	International Flight (2hr 21m)	United Airlines UA784	San Francisco To Vancouver International Airport (Terminal M)	Arrive: 11:04am
	Upon arrival	Travel to Hotel	Taxi is recommende d	The Parker Hotel 1379 Howe Street Vancouver, BC V6Z 2R5	Travel time: (20 mins approx.)
	No meetings and engagements in the evening				

<sup>1</sup> MHS (Minister for Human Services); RN (Rhiannon Newman); AR (Alex Reid).



As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
<b>Vancouver, British Columbia, Canada</b>					
<b>Monday 10 June – Tuesday 11 June</b>					
<b>Monday 10 June</b>	8:45am	Travel to Vancouver Aboriginal Friendship Centre Society shop to purchase gifts for Elders	Car	1607 East Hastings Street Vancouver BC	Travel time: (15mins.)
	9:00am (Shop opens at 9am; <u>is not open on Sunday</u> )	Attend Vancouver Aboriginal Friendship Centre Society shop to purchase gifts for Elders	Onsite – store	1607 East Hastings Street Vancouver BC	<a href="https://vafcs.org/">https://vafcs.org/</a>
	9:20-9:25am	Travel to Vancouver Aboriginal Children & Family Services Society	Car	Clarke Office 745 Clarke Drive Vancouver BC V5L 3J3	Travel time: (2-5mins.)
	9:30am (2hrs 30mins)	Meeting with Vancouver Aboriginal Children & Family Services Society	Onsite	Clarke Office 745 Clarke Drive Vancouver BC V5L 3J3	
	12:00pm	Travel to Plea Community Services	Car	101-2071 Kingsway Avenue, Port Coquitlam	Travel time: (approx.) Plea's CEO has offered to pick you up from VACFSS
	12:30pm (2hrs 30 mins)	Lunch and roundtable with Plea Community Services and partner agencies	Onsite	101-2071 Kingsway Avenue, Port Coquitlam	Onsite
	3:00pm	Travel to Plea Community	Car (provided by Plea)	16590 96th Avenue Surrey	Travel time: (approx.)

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
		Services Waypoint facility	Community Services)	British Columbia	
	4:30pm	Travel to Hotel	Car	The Parker Hotel 1379 Howe Street Vancouver, BC V6Z 2R5	Travel time: (30 mins approx.)
	No further meetings or engagements scheduled				
	TBC	Dinner Reservation is being sought (from recommendation of VACFSS) <u>Salmon and Bannock - 1128 West Broadway, Vancouver</u> Salmon and Bannock is Vancouver's only indigenous restaurant. Reservations required. <a href="https://www.salmonandbannock.net/">https://www.salmonandbannock.net/</a>			
Tuesday 11 June	7:45am	Travel to Burnaby Youth Custody Centre	Car	Burnaby Youth Custody Services Centre 7900 Fraser Park Dr, Burnaby, BC V5J 5H1	Travel time: (45 mins approx.)
	8.30am	Meeting with Provincial Government Youth Justice Executive Leadership Team	Onsite	Burnaby Youth Custody Services Centre 7900 Fraser Park Dr, Burnaby, BC V5J 5H1	
	9.30am (approx..)	Facility tour – Burnaby Youth Custody Centre	Onsite	Burnaby Youth Custody Services Centre 7900 Fraser Park Dr, Burnaby, BC V5J 5H1	
	10.30am (approx..)	Facility tour – Inpatient Assessment Unit (IAU)	Onsite	Burnaby Youth Custody Services Centre 7900 Fraser Park Dr, Burnaby, BC V5J 5H1	

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
	11:00am -11:30am (approx..)	Travel to Vancouver International Airport	Car	Vancouver International Airport (Terminal M)	Travel time: (40 mins)
<b>Travel Vancouver to Toronto</b> <b>Tuesday 11 June</b>  Airline Reference: (MHS) 6DYZSD; (RN) 5P6F29; (AR) 5PSXD6 [QBT Booking Reference: (MHS) 6DYZSD; (RN) 5P6F29; (AR) 5PSXD6]					
<b>Tuesday 11 June</b>	Depart: 01:35pm Vancouver International Airport (Terminal M)	Internal flight (4hr 36m)	Air Canada AC184	Vancouver to Toronto Lester B Pearson International (Terminal 1)	Arrive: 09:11pm
<b>Toronto, Ontario, Canada</b> <b>Tuesday 11 June - Wednesday 12 June</b>					
<b>Tuesday 11 June</b>	On arrival	Travel to Hotel	Car	Chelsea Hotel 33 Gerrard Street West Toronto, Ontario M5G 1Z4	Travel time: (30 mins approx.)
	No further meetings or engagements scheduled				
<b>Wednesday 12 June</b>	9.15am – 9.30am	Travel to Youth REX Research Institute	Car	Executive Dining Room, Executive Learning Centre Schulich School of Business, Seymour Schulich Building 4700 Keele Street Toronto ON M3J 1P3	Travel time: (30min approx., traffic dependent)

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
	10:00am (120 mins)	Youth Justice Research, Policy and Evaluation Thought Leaders Roundtable (10-15 people approx..)	Onsite	Executive Dining Room, Executive Learning Centre Schulich School of Business, Seymour Schulich Building 4700 Keele Street Toronto ON M3J 1P3	
	12:00pm (45mins – 1hour)	Lunch	Onsite	4700 Keele Street Toronto ON M3J 1P3	Lunch provided by Youth REX, York University.  They are advised you need to leave by 12.45pm.
	12:45 -1:00pm	Travel to Turning Point Youth Services Facility	Car	67 Everett Crescent East York (Toronto) ON M4C 4P4	Travel time: (30 mins approx.)
	1:30pm -1:45pm	Facility tour – Turning Point Youth Services live in program 'Everett Program'	Onsite	67 Everett Crescent East York (Toronto) ON M4C 4P4	

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
	2.00pm	Travel to Turning Point Youth Services Head Office	Car	95 Wellesley Street East Toronto Ontario M4Y 2X9	NB: will discuss car-pool option
	2:30pm (60-90mins)	Meeting with Turning Point Youth Services	Onsite	95 Wellesley Street East Toronto Ontario M4Y 2X9	
	4:00-4:30pm	Travel to meeting with Toronto Homelessness support leaders (hosted by Homes First)	Car	224 Spadina Avenue Toronto ON M5T 2H1	Travel time (15 mins approx..)
	5:00pm	Meeting with Homes First CEO and other Homelessness support leaders	Onsite	224 Spadina Avenue Toronto ON M5T 2H1	

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
	6:30pm	Travel to Hotel	Car	Chelsea Hotel 33 Gerrard Street West Toronto, Ontario M5G 1Z4	Travel time: (10 mins approx.)
No further meetings or engagements scheduled					
Thursday 13 June	5:30am (Recommend arriving at least two hours prior to departure)	Travel to Lester B Pearson International	Car	Toronto Lester B Pearson International Airport (Terminal 1)	Travel time: (25 mins approx.)
<b>Travel Toronto to Ottawa</b> <b>Thursday 13 June</b> Airline Reference: (MHS) 6DYZSD; (RN) 5P6FF29; (AR) 5PSXD6 [QBT Booking Reference: (MHS) 6DYZSD; (RN) 5P6F29; (AR) 5PSXD6]					
Thursday 13 June	Depart: 08:10am Lester B Pearson International (Terminal 1)	Internal flight (1hr 6m)	Air Canada AC446 [Flight # updated]	Toronto to Ottawa McDonald Cartier International	Arrive: 09:16am
<b>Ottawa, Ontario, Canada</b> <b>Thursday 13 June – Friday 14 June</b>					



As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
Thursday 13 June	Upon arrival	Travel to BGC Ottawa Taggart Parkes Family Clubhouse	Car	1770 Heatherington Rd Ottawa ON K1V 8T8	Staff from BGC Ottawa to collect you from airport  Travel time: (15 mins approx.)
	10:00am	Ottawa Youth Justice Community Service Leaders Roundtable (5-10 organisations to be represented)	Onsite	BGC Ottawa Taggart Parkes Family Clubhouse	
	12:00pm (approx.)	Lunch with Ottawa Youth Justice Community Leaders	Onsite	BGC Ottawa Taggart Parkes Family Clubhouse	Lunch provided by BGC Ottawa
	1:00pm (approx.)	Site visits to Ottawa-based Youth Justice facilities open community and secure closed.	Various sites	William E. Hay Centre (closed secure site); and Sherwood (open secure site)	
	4:00pm (approx..)	Attend afternoon Youth Program at the BGC Ottawa clubhouse	Onsite	BGC Ottawa Taggart Parkes Family Clubhouse	
	4:30-5:00pm	Travel to Department of Justice	Car	Department of Justice Canada Offices East Memorial Building, 284 Wellington St., Ottawa, K1A 0H8	Travel time: (20 mins approx.)
	5:30pm (arrive by 5:25pm)	Meeting with Ministry of Justice officials (Federal Government)	Onsite	Department of Justice Canada Offices East Memorial Building,	<u>Refer to daily briefing for specific entrance details</u>

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
				284 Wellington St., Ottawa, K1A 0H8	
	6:45pm	Travel to hotel	Walk or drive	Ottawa Marriot Hotel 100 Kent Street Ottawa, Ontario K1P 5R7	Hotel is 2–5-minute walk from the Department of Justice.
	No further meetings or engagements scheduled				
Friday 14 June	8:50am	Travel to Australian High Commission	Walk	Australian High Commission 50 O'Connor St, Suite 1301 Ottawa, ON K1P 6L2	Travel time: (approx. 5-minute walk)
	9.00am (30 mins)	Meeting with the Australian High Commissioner to Canada, The Hon Scott Ryan	Onsite	Australian High Commission 50 O'Connor St, Suite 1301 Ottawa, ON K1P 6L2	
	9:30am	Travel to Ottawa McDonald Cartier International	Car	Ottawa McDonald Cartier International (Terminal 1)	Travel time: (20 mins approx.)
<b>Travel Ottawa to Toronto</b> <b>Friday 14 June</b> Airline Reference: (MHS) 6DYZSD; (RN) 5P6F29; (AR) 5PSXD6 [QBT Booking Reference: (MHS) 6DYZSD; (RN) 5P6F29; (AR) 5PSXD6]					
Friday 14 June	Depart: 12:00pm	Internal flight (1hr 11m)	Air Canada AC####	Ottawa to	Arrive: 01:11pm

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
	Ottawa McDonald Cartier International (Terminal 1)			Toronto Lester B Pearson International (Terminal 1)	
<b>Toronto, Ontario, Canada</b> <b>Friday 14 June - Sunday 16 June</b>					
<b>Friday 14 June</b>	Upon arrival	Travel to Hotel	Car	Chelsea Hotel 33 Gerrard Street West Toronto, Ontario M5G 1Z4	Travel time: (30 mins approx.)
	3:45pm (approx..)	Travel to Meeting with Ministry of Children, Community and Social Services	Car	Algonquin Boardroom, 5 <sup>th</sup> Floor 101 Bloor Street West Toronto ON M5S 3L7	Travel time: 7 mins approx.)
	3:55pm arrival 4:00pm meeting	Meeting with Ontario Government (provincial), Ministry of Children Community and Social Services (Youth Justice leadership)	Onsite	Algonquin Boardroom, 5 <sup>th</sup> Floor 101 Bloor Street West Toronto ON M5S 3L7	1 hour
	5:00pm	Travel to Hotel	Car	Chelsea Hotel 33 Gerrard Street West Toronto, Ontario M5G 1Z4	Travel time: (7 mins approx.)
	No further meetings or engagements scheduled				
<b>Saturday 15 June</b>	10:45am	Travel to Friends in Toronto Community Services	Car	40 Carl Hall Road North York Toronto	Travel time: (45 mins approx.)

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
				ON M3K 2C1	
	11:30am	Meeting with Friends in Toronto Community Services	Onsite	40 Carl Hall Road North York Toronto ON M3K 2C1	Lunch included (Caribbean and Canadian themed)
	1:45pm	Travel to Hotel	Car	Chelsea Hotel 33 Gerrard Street West Toronto, Ontario M5G 1Z4	Travel time: (45 mins approx.)
	No further meetings or engagements scheduled				
<b>Sunday 16 June</b>	3:00pm	Travel to Lester B Pearson International Airport	Car	Lester B Pearson International Airport (Terminal 1)	Travel time: (30mins.)
<b>Travel Toronto to Adelaide</b> <b>Sunday 16 June – Tuesday 18 June</b> Airline Reference: (MHS) PBSPDN; (RN) PCGWKK; (AR) EGR46Q [QBT Booking Reference: (MHS) 6DYZSD; (RN) 5P6F29 (AR) 5PSXD6					
<b>Sunday 16 June</b>	Depart: 06:25pm  Lester B Pearson International Airport (Terminal 1)	International flight (5hr 37m)	United Airlines UA8433 (Operated by Air Canada AC745)	Toronto to San Francisco International Airport (Terminal 2)	Arrive: 09:02pm
	Depart: 11:00pm (Terminal 1)	International Flight (15hr 00m)	United Airlines UA863	San Francisco to Sydney Kingsford Smith Airport (Terminal 1)	Arrive: 07:00am (+2) (18 June)

As at 10:00am 14 / 06 / 2024

Date	Time	Activity	Travel Summary	Destination details	Notes
Tuesday 18 June	Depart: 09:15am Sydney Kingsford Smith (Terminal 2)	Internal Flight (2hr 10m)	United Airlines UA7458 (Operated by Virgin Australia VA7458)	Sydney to Adelaide	Arrive: 10:55am
Arrive in Adelaide Tuesday 18 June					

# **Minister for Human Services**

**Canada youth justice, early intervention, and  
homelessness system tour**

**Briefing Material**

**June 2024**



### Trip Summary – 09 June to 18 June

Day	Key activities	Accom Location
<b>Sunday 09 June</b>	<b>Travel to Canada</b>	Vancouver
<b>Monday 10 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Vancouver Aboriginal Children and Family Services Society</li> <li>• Plea Community Services (host) <ul style="list-style-type: none"> <li>◦ Elizabeth Fry Society of Greater Vancouver</li> <li>◦ Options Community Services</li> <li>◦ Waypoint fulltime attendance program</li> </ul> </li> </ul>	Vancouver
<b>Tuesday 11 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• British Columbia Youth Justice Leadership (provincial / state government) <ul style="list-style-type: none"> <li>◦ Burnaby Youth Custody Centre</li> <li>◦ Independent Assessment Unit</li> </ul> </li> </ul> <p><b>Travel to Toronto</b></p>	Toronto
<b>Wednesday 12 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Thought Leaders Roundtable, hosted by Youth Research Exchange, YouthREX</li> <li>• Turning Point Youth Services <ul style="list-style-type: none"> <li>◦ Turning Point: Everett Program live-in facility</li> </ul> </li> <li>• Toronto homelessness support sector leaders</li> </ul>	Toronto
<b>Thursday 13 June</b>	<b>Travel to Ottawa</b> <p>Meetings and site visits:</p> <ul style="list-style-type: none"> <li>• BGC Ottawa (host) <ul style="list-style-type: none"> <li>◦ Youth Services Bureau (YSB)</li> <li>◦ You Turn</li> <li>◦ John Howard Society of Ottawa</li> <li>◦ Crossroads</li> <li>◦ Ottawa Police (youth section)</li> <li>◦ YSB: William E. Hay Centre (secure custody)</li> <li>◦ YSB: Sherwood Youth Centre (open custody)</li> <li>◦ BGC Ottawa: Clubhouse</li> </ul> </li> <li>• Ministry of Justice, federal agency (Youth Justice)</li> </ul>	Ottawa
<b>Friday 14 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Australian High Commissioner to Canada</li> </ul> <p><b>Travel to Toronto</b></p> <ul style="list-style-type: none"> <li>• TBC Ontario Government (YJ) [Toronto]</li> </ul>	Toronto
<b>Saturday 15 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Friends in Toronto Community Services</li> <li>• TBC Roy McMurty Youth Custody Centre</li> </ul>	Toronto
<b>Sunday 16 June</b>	<b>Travel to Adelaide (returning Tuesday 18 June)</b>	In transit

## Canada Safety Advice

Below is general safety and travel advice provided by DFAT. It is recommended all travellers register travel with [smartraveller.gov.au](https://smartraveller.gov.au)

<https://www.smartraveller.gov.au/destinations/americas/canada>

### Consular support

#### 24-hour emergency consular support

If you're an Australian citizen and you have serious concerns about your welfare or that of another Australian overseas, contact your local Australian Embassy, High Commission or Consulate, (listed below) or call the 24-hour **Consular Emergency Centre** on **+61 2 6261 3305** from anywhere in the world.

#### Consular Assistance

- For consular assistance, contact:
  - **Vancouver:** Australian Consulate, Vancouver, Suite 2050, 1075 West Georgia Street, Vancouver, British Columbia +1 604 694 6160
  - **Toronto** (only in transit in airport): Australian Consulate General, Toronto, Suite 1100, South Tower, 175 Bloor Street East, Toronto, +1 416 323 4280
  - **Ottawa:** Australian High Commission, 50 O'Connor Street, Suite 1301, Ottawa, Ontario +1 (613) 236 0841
- Monitor the Embassy, Consulates-General and Smartraveller social media channels for information, alerts and updates relating to natural disasters, severe weather events and other significant incidents impacting the US.
- The Consular Services Charter tells you what the Australian Government can and can't do to help when you're overseas.

### **Latest safety update for Canada (from Smartraveller.gov.au)**

Still current at: 04 June 2024; Updated: 22 April 2024

We continue to advise exercise **normal safety precautions** in Canada.

#### Safety overview

- Avoid areas where demonstrations and protests are occurring. Follow instructions of local authorities.
- Canada has a similar crime rate to Australia. Crime is more likely to occur in larger cities. Petty crime can occur in tourist areas and on public transport. Look after your belongings. Theft from cars is common in larger cities. Don't leave valuables in your vehicle. Credit card scams and fraud occur. Check your statements often.
- Bears and other dangerous wildlife live in forested areas. Get local advice before hiking.
- Canada can experience severe weather. This includes wildfires, tornadoes and hurricanes in summer, and extreme cold, ice and heavy snowfalls in winter. Monitor the media and official sources for weather alerts.
- Exercise normal safety precautions in Canada.

## Canada - Terminology Guide

A useful rule in Canada and in the United States - when in doubt, as to what is the most appropriate term to use, ask the person or group involved, learn what is in use in your area or subject field, or simply ask someone knowledgeable.

### Terms to Use

#### Indigenous

"Indigenous" is an umbrella term for First Nations (status and non-status), Métis and Inuit. "Indigenous" refers to all of these groups, either collectively or separately, and is the term used in international contexts, e.g., the 'United Nations Declaration on the Rights of Indigenous Peoples' (UNDRIP – though this is not called its acronym). Recently, it has been associated more with activism than government policy and so has emerged, for many, as the preferred term.

#### First Nations

Most, but not all, reserve-based communities in Canada refer to themselves as 'First Nations'. For informal documents, use 'First Nation,' or, collectively in referring to reserve-based communities, 'First Nations,' but in specific references, it is more preferential to use the name that the community (or First Nation) uses publicly.

The term 'First Nations' can be applied to individuals, but technically refers only to those who have Indian status under Canadian law as part of a recognized community. Many Aboriginal people in Canada do not have this formal connection, and those who are Métis or Inuit should never be referred to as 'First Nations.' Sometimes, the term 'Nation' is more generally applied to a whole cultural group, e.g., "the Mohawk Nation."

#### Métis

Métis are a specific Indigenous (and Aboriginal) group in Canada with a very specific social history. Until very recently, they have not been regarded as 'Indians' under Canadian law and are never considered 'First Nations.' The term 'Métis' may be used as singular or plural, and refers to individuals or groups, e.g., "Tom, a Métis student, is attending Queen's University," or "The Indian Act does not govern the Métis." Please be sure to use the acute accent over the 'e' in Métis unless quoting a name or source in which it is not used.

#### Inuit

Inuit are another Aboriginal group, historically located in the Arctic and legally and culturally distinct from First Nations or legally defined Indians and Métis. The singular of 'Inuit' is 'Inuk,' and because the translation of Inuit is 'the people,' it is redundant to add 'people' after it. Do not use 'Eskimo,' which the Inuit consider a derogatory term.

## Terms to Avoid

### **Native**

This term is rarely used in respectful conversations, therefore this term should not be used unless there is a specific reason to do so, such as in an organizational name that derives from an earlier period (e.g., Queen's Native Students Association). However, those with Indigenous ancestry might use the term to refer to themselves or other Indigenous peoples. 'First Nations,' 'Aboriginal,' and more recently, 'Indigenous' are more current and are preferred by many in the community, though each has particular nuances.

### **Our Native People / Native Canadian / Indigenous Canadian**

Indigenous peoples have been on these lands for time immemorial, thousands of years before Canada became a nation, and Indigenous peoples are NOT Indigenous or Native to Canada.

Many Indigenous peoples DO NOT consider themselves Canadians. They are part of their own sovereign nations and do not consider themselves part of one that has actively worked to assimilate their people.

The word "our" Indigenous people is not used as Indigenous people do not belong to Canada. Canada is bound to Indigenous peoples through treaties that were made by early representatives of the Crown. By saying "our" or "Canada's Indigenous peoples", is considered paternalistic.

### **Aboriginal**

"Aboriginal" is a general term that collectively refers to First Nations, Métis and Inuit people in Canada, and is found in the Canadian constitution. This distinction legalized in 1982 when the Constitution Act came into being. Section 35 (2) of the Act states, "Aboriginal Peoples of Canada" includes the Indian, Inuit and Métis peoples of Canada. It is broad, on one hand, because it includes all Canadian groups, but specific, on the other, in that it is not widely used in international contexts. (In the US, for instance, it is not widely understood.) Though until recently a preferred term, it does carry a negative connotation because of its use in government policy, though not nearly as strong a one as its predecessor, 'Indian.' Please note that 'Aboriginal' should never be used as a noun, e.g., "Aboriginals think...". Never use 'Aboriginal' as a noun, but rather as an adjective.

### **Indian**

The term 'Indian' because of its negative connotation, should be avoided in most contexts unless it is used as part of a historical reference or used in reference to a government policy (e.g., The Indian Act, 'status Indian'). You may encounter, particularly in legal or policy contexts, the terms:

- status Indian
- Indian status
- status

All refer to the government classification system in which 'status' confers certain agreements based on treaties with the Crown, however; historically, certain penalties were also handed down. This is a technical area with sensitivities, so you may want to consult with knowledgeable people before initiating the use of any of these terms.

## Acknowledgment of Land

Acknowledgments of Land are a common and respectful practice in Canada.

Below are examples of acknowledgments for each city you will visit.

**Vancouver:** *derived from Vancouver Aboriginal Children and Family Services Society:*

"I acknowledge that our meeting takes place on the traditional, ancestral, and unceded territory of the Musqueam Peoples [**pronounced MUSS-kwee-um**], the Squamish [**pronounced SKWAA-MISH**] and Tsleil-Waututh [**pronounced tSLAY-wah-tooth**] Nations. I pay my deepest respects to past, present and future generations."

**Toronto:** *The following is sourced from Destination Toronto*

"I acknowledge the land we are on is the traditional territory of many nations including the Mississaugas [**pronounced MIS + i + SAW + GUH**] of the Credit, the Anishnabeg [**pronounced an-ishin-abeg**], the Chippewa [**pronounced chi-pay-wuh**], the Haudenosaunee [**pronounced hoe-dee-no-SHOW-nee**] and the Wendat [**pronounced wawn-DA(t)**] peoples and is now home to many diverse First Nations, Inuit and Métis peoples. I also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas [**pronounced MIS + i + SAW + GUH**] of the Credit."

**Ottawa:** *The following is sourced from the City of Ottawa:*

"I acknowledge that Ottawa is built on un-ceded Anishinabe [**pronounced An-ish-in-aabe**] Algonquin [**pronounced AL + GON + KWIN**] territory.

The peoples of the Anishinabe [**pronounced An-ish-in-aabe**] Algonquin [**pronounced AL + GON + KWIN**] Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this land.

I honour the peoples and land of the Anishinabe [**pronounced An-ish-in-aabe**] Algonquin [**pronounced AL + GON + KWIN**] Nation.

I honour all First Nations, Inuit and Métis [**pronounced Mey - tee**] peoples and their valuable past and present contributions to this land."

**Reference document: 'RCMP Native Spirituality Guide' (addendum in folder)**

- This document was developed by the Royal Commission of Mounted Police (RCMP), Canada's federal police services.
- The information included in the learning resource is relevant to North American First Peoples' Spiritual and 'Traditional Aboriginal' protocols covering cultural knowledge, Elders, ceremony, prayer, songs, plant medicine - including tobacco as a sacred plant, sacred objects/symbols as carried in a Medicine Bundle, and more.



## Overview – Background information on Canada – Indigenous Peoples

**Purpose:** The below provides background information for the Minister and team's understanding on cultural and demographic information on First Nations people in Canada. The issues and sensitivities apply across all organisations met with.

### Self-governance and treaties

Section 35 of Canada's Constitution Act, 1982 "recognizes and affirms" the existing Indigenous and treaty rights of Indigenous peoples, that is, *Indian, Inuit and Métis* peoples. Determining what those rights have been the work of courts across Canada since 1982. Before 1982, Canada's Constitution did not protect Aboriginal and treaty rights.

Governments within Canada recognize that Indigenous peoples have an inherent right of self-government guaranteed in section 35 of the Constitution Act, 1982.

Self-governance, also called self-determination and/or sovereignty, refers to First Peoples' right to govern themselves according to their traditional knowledge systems and the economic, social, and geographic conditions distinct to each nation and/or community.

Treaties are the legally binding agreements that set out the rights, responsibilities and relationship between the Indigenous and the federal and provincial governments. It covers such elements as Payment of goods or monies; Cessions for First Nations title to certain lands; and Creation of the reserves (First Nation communities) system.

### Demographic Canada and Aboriginal Peoples

- There are more than 1.8 million Indigenous people, representing 5.0% of the total Canadian population, up from 4.9% in 2016.
- The Indigenous population continues to grow faster than the non-Indigenous population and continues to grow in large urban centres
- More than half of First Nations people live in Western Canada (Incl Manitoba, Saskatchewan, Alberta and British Columbia)
- Nearly two-thirds of Indigenous people are working age.

### Sensitivities

- "We are all treaty people" is a slogan intended to emphasize that all people have treaty rights and responsibilities in Canada.
- While the slogan aims for inclusivity, it is crucial to understand the historical context and complexities surrounding treaties and Indigenous rights.
- In summary, treaties play a foundational role in Canadian society, and the slogan serves as a reminder of shared responsibilities and the need for ongoing dialogue and understanding.

### Poverty and displacement issues

- First Peoples knowledge, ceremony, traditional protocols and way of life is richly practiced, although contrasted by the marginalisation, displacement and intergenerational trauma of forced assimilation policy through the Indian Residential School era – similar to Stolen Generations in Australia.
- For example, in Vancouver, the Downtown and Main Street and East Hastings Street neighbourhoods, have faced socio-economic difficulties, this suburb has a high homeless population as well as drug use and crime, with a high Aboriginal demographic.
- Poverty rates, substance misuse, homelessness and crime levels have been higher here compared to other parts of Vancouver. The COVID-19 pandemic, substance misuse (illegal and prescription drug use) has in part contributed to the displacement.
- Currently, these areas of Main St and East Hastings St have become 'town camps' of displaced and homeless people in the core downtown area of Winnipeg. Please exercise caution in these areas.

#### Missing and Murdered Indigenous Women and Girls and Two-Spirit (MMIWG2)

- Missing and Murdered Indigenous Women and Girls and Two-Spirit is a human rights issue that disproportionately affects Indigenous women, girls.
- Two-Spirit (preferred Aboriginal term for Gay, Lesbian) individuals in Canada and the United States.
- Indigenous women and Two-Spirit people on Turtle Island (North America) have played vital roles as caregivers, creators, and knowledge keepers within their communities. However, colonization and patriarchal authorities directly undermined these roles.
- The Indian Act, residential schools (operated from 1880s into late 1990s - run by church and government from the period), and the Sixties Scoop (1960's forced adoption of generations of First Nation children nationally and internationally by government) contributed to the loss of identity and ways of knowing within Indigenous communities, leading to intergenerational trauma and violence.
- In February 2016, activists listed over 4,000 missing or murdered women and girls, with 60-70% of them being Indigenous.
- Indigenous women experience violence at rates 3.5 times higher than non-Indigenous women, and the incidence of death from violence is five times higher.
- There has been an MMIWG national enquiry and report to shed light on the urgent need for awareness, action, and justice.

#### Indian Act

- The Indian Act is federal legislation that governs matters pertaining to Indian status, bands and Indian reserves.
- Enacted in 1876 this gave the federal government exclusive authority over Indian affairs.

- There is current dialogue to dismantle / repeal the legislation as it is regarded as paternalistic to regulate and administer in the affairs and day to day lives of registered Indians and reserve communities.

### Homelessness in Canada

**Purpose:** the below overview relates to the context and response of government to addressing homelessness.

- In Canada, the estimated number of homeless people ranges from 150,000 to 300,000, with 25,000 to 35,000 individuals homeless on any given night.
- Canada's overarching approach to addressing homelessness is through their *Reaching Home: Canada's Homelessness Strategy* which is a community-based program that funds local communities' responses.
- Funding commitments under the strategy are around \$4 billion over nine years, which includes National, provincial, and local government contributions.
- The dispossession of First Nations peoples and the impact of colonialism is felt to this day, contributing to the disproportionate experience of homelessness by Indigenous people.
- The key features of the Canadian approach to homelessness are:
  - Outcomes-based and flexible funding to communities to address local needs and priorities. These include a focus on prevention and specific programs for key groups (e.g., women escaping violence)
  - Coordinated Access system to streamline the client experience and triage service responses based on need. A feature of this is the By-Name List to create a common list of priority clients – an approach also adopted in South Australia through the Adelaide Zero project).
  - Strong collaborative systems, at the strategic and service level.
  - Point-in-Time counts to determine the number of people experiencing homelessness on any given night to inform responses to priority groups.
  - Built for Zero campaigns to address rough sleeping, supported by the Canadian Alliance to End Homelessness, which has reached functional zero homelessness (for people experiencing chronic homelessness or who are veterans) in three communities across Canada.
  - Shared data/information systems across the sector through the Homeless Individuals and Families Information System (HIFIS).
  - Sector and community capacity building.
  - Specific Indigenous homelessness funding (again, with flexible funding) and deep engagement with First Nations and Indigenous community leaders to support specific responses.
  - Integration with the social enterprise sector to support employment pathways for people who have experienced homelessness, or as an intervention to prevent homelessness.

# Daily meeting briefings

## Monday, 10 June: Vancouver

### Meeting with Vancouver Aboriginal Child and Family Services Society

**Time:** 9:30am – 12:00pm

**Location:** Clark Office, 745 Clark Drive, Vancouver, BC, V5L 3J3

**Note:** As VACFSS is a First Nations organisation, an Elder has been invited to open the meeting in a cultural manner.

You may wish to provide an acknowledgement of land (refer to Acknowledgment of Land section, page 6 of this briefing pack)

**Gifts:** A small token gift of appreciation is recommended for the visit as a gesture of respect and sincerity for the meeting. It is appropriate to present this gift at the beginning of the meeting, after you have been welcomed and grounded by an Elder.

Gift option – to be purchased by Ministerial Advisor before the meeting (9am – 9.20am). The recommended gift is medicine (sage, cedar, sweet grass, tobacco), or locally sourced indigenous herbal tea.

VACFSS has suggested that you can purchase a gift from the gift store at the following location: Vancouver Aboriginal Friendship Centre Society (refer master itinerary for location – it is 2-5 mins drive from the meeting location).

If you are to provide a gift of traditional tobacco, it is recommended that you provide it as a gift along with cloth. Aboriginal Affairs and Reconciliation has advised that they purchased a painted Aboriginal cloth on which this gift of tobacco was placed on and then provided (advice from a recent ministerial visit to Canada).

There is no expectation to provide a gift for every participant. The sole gift will be taken as a collective gift.

**Contact:** Jennaya Hayden, Child and Youth Engagement Coordinator

Tel: **Clause 6(1)** Cell: **Clause 6(1)**

E: Jennaya\_Hayden@vacfss.com

**Overview:** You will be meeting with staff from the Vancouver Aboriginal Child and Family Services Society (VACFSS), to learn about the support they provide to Indigenous children, youth and families. They provide holistic services that culturally and spiritually strengthen Aboriginal families. This is done through direct service delivery in the areas of family preservation and reunification, guardianship, and child protection response, as well as research, publications and development of resources to support restorative practice.

More information can be found at [VACFSS • Vancouver Aboriginal Child and Family Services Society](#)

**The agenda for the meeting will be:**

Welcome and Grounding: Orene Johnston, one of our Elders, will start with a grounding.

YAC Introduction and Presentation: Introduction of the Youth Advisory Committee (YAC) members followed by a presentation and discussion about the role, functions, and activities of the YAC.

VACFSS Overview: A presentation on the broader work of VACFSS to support Indigenous youth and families, focusing on family preservation approaches, supporting children and young people, and the importance of centering the voices of lived experience.

Questions and Open Discussion: An open session for questions and further discussion.

**Attendees:** the following is a list of VACFSS attendees:

- Orene Johnston - Elder
- April Bennett - Elder
- Holly Anderson - Director of Integrated Practice and Operations (Resources & Guardianship)
- Nazeem Ratanshi - Director responsible for Child Safety and Family Preservation
- Doris Peters - Family Preservation and Reunification Manager
- Jennaya Hayden - Child and Youth Engagement Coordinator
- Amber Moon - YAC Member
- Lexi Allinott - YAC Member
- Tanisha Good Eagle - YAC Member
- Justice Maker-Williams - YAC Member

**Focus of discussion:** Discussing VACFSS' approaches to:

Youth voices

- VACFSS facilitates a Youth Advisory Committee (YAC) of current and former youth in or from care that work to advocate for change, and promote the voice of young people, in the care system.
- Members of the YAC will be invited to present to you about their role.
- Focus on supporting every young Indigenous person to move successfully from care into community.

Family preservation, reunification, and responses to child protection concerns

- Reducing the number of Indigenous children and young people in care.
- Formal delegation to respond to child protection concerns for Indigenous children – assessment, intake and investigating functions.
- Voluntary referral pathways for families seeking access to support services.



- Collaborative partnerships with affiliated First Nations and other Indigenous agencies.
- Use of voluntary care agreements and other agreements with extended family or community for children to stay connected with culture.
- In-home supports and strengthening group programs (facilitated by Indigenous Elders) to support families at different points of interaction with the child protection system, including:
  - Strengthening families group providing parenting education, support and guidance, and support for children to increase social and emotional functioning.
  - Strengthening fathers group addressing parenting skills, intergenerational trauma, and cultural and traditional roles.
  - Sacred life-givers group to support women with high-risk pregnancies.

### **Key Australian/SA intersections**

- **Youth Minister's Advisory Council**
  - Representing the views of young people to shape strategies and youth policy in South Australia.
  - Made up of young people aged 15-25.
- **CREATE Foundation**
  - Promoting the voice of children and young people with a care experience to improve policies and practices.
  - Support and programs for children and young people in out of home care.
- **No Capes for Change (DCP)**
  - Youth advisory group for young people to improve the care system.
  - Made up of young people with a care experience aged 16-24.
- **Child and Family Support System**
  - Family support services including resources, workshops and events.
  - A spectrum of CFSS services that respond to different degrees of complexity and safety concerns of children and families, delivered by government and non-government organisations including specialist providers for Aboriginal families.
  - Intensive Family Services supporting families with high level safety concerns, designed to help families move out of (or away from) the child protection system. These services require referral through formal child protection systems and are delivered by government and non-government organisations.
- **Metropolitan Aboriginal Youth and Family Services (MAYFS)**
  - MAYFS is a dedicated Aboriginal service with a focus on diverting young people away from the justice system.

- Restorative and family inclusive service that has a strong focus on strengthening Aboriginal young people's connection to family, community and culture.
- Partners with Youth Justice, SA Police, Courts, schools, training organisations and other service organisations to support young people to access programs and services. This includes mental health, domestic violence, housing, financial counselling, and drug and alcohol services.
- Features family-centred yarning circles to engage the young person and their family to solve problems, repair harm and create positive change.

#### **Operational questions**

Discussion may wish to focus on the administration and operations of the organisation, including understanding of the service model and practice frameworks.

Key questions include:

- How is organisation funded?
- What are current main priorities?
- How does the governance structure operate?
- What works and what could be changed?
- How do you work / relate with the government, and other community organisations?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Monday, 10 June: Vancouver**  
**Meeting with PLEA Community Services**

**Time:** 12:30pm to 4:30pm (inclusive of site visit and associated travel)

**Location:** 101-2071 Kingsway Avenue, Port Coquitlam; and 16590 96th Avenue, Surrey BC

**Contact:** Tim Veresh, Chief Executive Officer

Clause 6(1)

tveresh@plea.bc.ca

**Gifts:** One gift can be provided for the whole group. You may wish to bring additional gifts for other attendees.

**Overview:** You will be meeting with staff from PLEA Community Services, a service provider that works with children, youth, adults and families facing significant families to build their strengths and improve outcomes.

More information can be found at: [PLEA - Community Services & Outreach Programs in BC](#)

**The agenda for the meeting will be:**

12.30pm: arrival for shared lunch and organisation presentations.

- Plea Services has arranged for presentations from other youth justice service community service providers, the Elizabeth Fry Society of Greater Vancouver and Options Community Services. Each organisation will provide a brief presentation on their services and scope of practice.

3:00pm: After lunch and presentations you will driven to Plea's Waypoint fulltime attendance program (approx. 30 mins drive) for a walk through and meet and greet with staff and some young people. The site visit will take approximately 1 hour.

4.30pm: Plea community services can arrange to transport you back to the hotel.

**Attendees:**

- PLEA 5
  - Tim - CEO
  - Tina – Director of Youth Services, Youth Justice, Addictions and FASD Programs
  - Two of our managers
  - Charles – Our Indigenous Knowledge Keeper
  - Emma – EA to the CEO
- Options (3 representatives)
- Elizabeth Fry (2 representatives)

**Focus of discussion:** Discussing PLEA Community Services' approaches to:

Youth outreach and engagement

- One-to-one outreach services for young people to address current issues (e.g. housing, education, employment or safety including risk of sexual exploitation) and to connect them to other supports and resources.
- Relationship with KidStart British Columbia providing mentorship to vulnerable children and young people through a volunteer mentor program.

Youth justice

- One-to-one support for young people in contact with the youth justice system to help them develop skills and set future goals, and to comply with the conditions of court orders, in partnership with probation officers.
- Referrals from probation officers and social workers from the Ministry of Children and Family Development.

Waypoint fulltime attendance program

- Waypoint is a four-month treatment program that serves young men aged 12-18 whose substance use is problematic.
- The young men accessing Waypoint live with PLEA Family Caregivers in the community and participate in day, evening and weekend programming at our treatment centre in Surrey.
- Programming is tailored to each youth's individual strengths, needs and circumstances. It includes individual and group counselling, teacher-supervised education, addiction awareness learning and practical life-skills. A range of social, arts, cultural and recreational activities are integral components of the program and take place in the community.
- On average, one or two youth live in each home. The Family Caregivers are members of our treatment team who support and reinforce what the youth learn while they are at the centre. They are also trained to support youth through detox, stabilization and the treatment process.

Elizabeth Fry Society of Greater Vancouver

EFry is a non-profit organisation focused on delivering gender-specific support. Their goal is to support criminalized and marginalized women, girls and children in achieving their potential. Their programs work to help women break the cycle of poverty, addiction, mental illness, **homelessness** and crime. Programs are tailored to those at risk; those involved in the justice system; and those in recovery and transition.

More information can be found at: <https://efry.com/we-can-help/programs-services/#justice-system-women>

### Options Community Services

Options is a non-profit charity providing social services within the greater Vancouver region, predominantly in Surry, Delta, White Rock and Langley. Options range of programs and services include **housing**, crisis, employment, community inclusion and integration, substance abuse, and family support and assistance.

More information can be found at: <https://www.options.bc.ca/about-options-community-services/overview>

### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure
- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- Best practices from custodial services and community youth justice settings
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.
- **Youth Justice**
  - DHS supports young people in contact with the youth justice system to make positive choices in order to reduce reoffending and to reconnect with family, community and culture.
  - DHS delivers the custodial Kurlana Tapa Youth Justice Centre using a behaviour support framework to encourage and support young people to develop positive behaviours and set goals for their future through individual case plans.
  - Rehabilitative Youth Justice Programs are focussed on addressing offending behaviour, culture, health and development, family and social dynamics and community engagement.
  - Young people are also supported with programs and services on critical thinking, mental health, trauma, family dynamics, cultural identity and connection, social and relationship skills, and education.
  - DHS also delivers psychology, speech pathology and child diversion pathways.
- **Community Youth Justice and Home Detention**

- DHS provides statutory supervision and case management services to children and young people on supervised youth justice mandates, so they can comply with these mandates.
- DHS also supports assessment, case planning and support for young people on home detention or to comply with electronic monitoring conditions, connecting them with support, training or education.
- Delivered in partnership with government and non-government services.
- **Metropolitan Aboriginal Youth and Family Services (MAYFS)**
  - MAYFS is a dedicated Aboriginal service with a focus on diverting young people away from the justice system.
  - Restorative and family inclusive service that has a strong focus on strengthening Aboriginal young people's connection to family, community and culture.
  - Partners with Youth Justice, SA Police, Courts, schools, training organisations and other service organisations to support young people to access programs and services. This includes mental health, domestic violence, housing, financial counselling, and drug and alcohol services.
  - Features family-centred yarning circles to engage the young person and their family to solve problems, repair harm and create positive change.

**Operational questions**

Discussion may wish to focus on the administration and operations of the organisation, including understanding of the service model and practice frameworks. Key questions include:

- How is organisation funded?
- What are current main priorities?
- How does the governance structure operate?
- What works and what could be changed?
- How do you work / relate with the government, and other community organisations?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response



**Tuesday, 11 June: Vancouver**

**Meeting with British Columbia Provincial Government Youth Justice  
Executive Leadership Team**

**Time:** 8:30am – 11:30am (approximately)

**Location:** Burnaby Youth Custody Services Centre, 7900 Fraser Park Dr, Burnaby, BC V5J 5H1

- As they arrive, there is parking on the right with buildings on the left. The first building is the In-Patient Assessment Unit and Outpatient Clinic for Youth Forensic Psychiatric Services (YFPS). The second building is the Custody Centre (BYCS). Please come to the Custody Centre first. When you enter the foyer, there is buzzer to the right side of the interior door. We will watch for their arrival but in case someone is not waiting for them, please press the buzzer and they can let Control know they have arrived.
- They have space for you to store luggage during the meeting and tour.

**Contact:** Diane Bruce, Executive Director, Specialised Intervention & Youth Justice (and Provincial Director, Youth Justice)

Ph: **Clause 6(1)** | Cell: **Clause 6(1)**

[diane.bruce@gov.bc.ca](mailto:diane.bruce@gov.bc.ca)

**Gifts:** No formal gift exchange is required for this meeting. You may wish to provide an informal gift.

**Overview:** You will be meeting the Executive Leadership Team of the British Columbia Provincial Government Youth Justice system. This meeting will coincide with a tour of the Burnaby Youth Custody Centre, and the Inpatient Assessment Unit.

**The agenda for the meeting will be:**

- 08:30am – welcome and introductions
- 08:45am – presentation from BC Youth Justice leadership
- 09:30am - facility tour of Burnaby Youth Justice Centre
- 10:30am – facility tour of the independent assessment unit
- By 11:30am – departure for the airport

**Attendees:**

- Diane Bruce, Executive Director, Specialised Intervention & Youth Justice (and Provincial Director, Youth Justice)
- Shawn Young, Deputy Provincial Director of Youth Custody
- Pam Drew, Senior Director
- Susan Stapleton, Associate Executive Director of Youth Forensic Psychiatric Services

- Rose Anne Van Mierlo, Director of Program Support
- Denise Townsend, Director of Operations, BYCS
- Andrew Cronkhite, Director of Programs, BYCS
- Rose Kiddle, Director of Provincial Services, YFPS
- Lynne Mansell, Director of Youth Justice Quality Improvement
- Lizette Etsebeth, Executive Assistant

**Focus of discussion:** Discussing approaches to:

Youth Justice in British Columbia

Canada's Youth Justice system is governed by federal legislation. In British Columbia the Youth Justice system is administered by the Ministry of Child and Family Development (state government level department).

In Canada, anyone between 12 and 17 years old is considered a youth and may go through the youth justice system if they commit a crime or are accused of committing a crime.

The Youth Criminal Justice Act says that the court must not give a youth a custodial sentence unless the court has considered all other reasonable options (alternatives to custody).

**Extrajudicial measures** – or diversion from court – are options for dealing with youth instead of going through a court proceeding. Many youth accused of committing a crime are considered for extrajudicial measures. Before police take any action against a youth suspected of committing a crime, they decide whether to use extrajudicial measures.

Extrajudicial measures allow police to use alternatives to court to hold young people responsible for their actions. They allow victims of crime to be involved with decisions related to the extrajudicial measures selected and to receive compensation. Those programs that involve the youth, victim and community members in decision making are often associated with restorative justice.

Extrajudicial measures police can use include taking no further action and giving the youth a warning and releasing them to a parent or guardian. With the youth's agreement, the police can also refer them to a program that can help them with not committing crimes, including:

- Community accountability programs
- Police-based diversion programs
- Aboriginal justice strategy programs
- Community agencies

Some extrajudicial measures police could use include:

- Taking no further action
- Giving the youth a warning and releasing them to a parent or guardian

- With the youth's agreement, referring them to a community program or agency that can help the youth with not committing crimes

**Extrajudicial sanctions** are more formal options for dealing with youths accused of committing crime as an alternative to going to court.

It is up to Crown counsel to refer a case for extrajudicial sanctions. Crown can refer the case to a youth probation office or another agency approved by the Crown to interview the youth and see if they are an appropriate candidate.

To be accepted for extrajudicial sanctions, you must admit responsibility for the offence and agree to follow the rules for the extrajudicial sanctions. If you do not, charges may be laid against you.

**If a matter proceeds to court**, the Court must not sentence to custody unless the young person has:

- Not obeyed community-based sentences
- Committed a violent crime
- Committed an indictable offence for which an adult could be ordered to serve more than two years in jail and they have a criminal history with a pattern of findings of guilt or a pattern of extrajudicial sanctions
- Committed an indictable offence so serious that a custody sentence is necessary

#### Burnaby Youth Custody Centre

A small percentage of youth that have been charged with or found guilty of an offence in B.C. are mandated to receive custody services at Burnaby Youth Custody Services. Burnaby Youth Custody Services provides services and programs for young people who:

- Are placed in custody while they wait for a court appearance
- Have been sentenced by the court

Burnaby Youth custody centres provide safe, secure, and appropriate custody of youth. They have services and programs to help young people:

- Avoid criminal behaviour
- Successfully return back to life in their community

Each youth in custody is helped to find suitable programs and services to help them prepare for release back into the community.

There are four types of programs for youth in custody:

- Basic
- Core

- Specialized
- Reintegration

Once you are released from custody, other community-based programs will be available to you. Here are a few examples:

- Programs designed to meet basic needs like going to school, going to the doctor or dentist, participating in religious activities, exercising, doing a hobby or visiting with family
- Structured programs like drug and alcohol counselling, mental health support, life skills coaching or employment readiness
- Specialized programs like psychiatric treatment for youth who have committed violent or sexual offences
- Community-based programs that support the transition back to daily life.

### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure
- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- Suggested best practices from custodial services and community youth justice settings.
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.

### **Gladue reports**

- Some Aboriginal community controlled organisations employ Gladue Case Coordinators. Gladue Reports are pre-sentencing and bail hearing reports that a Canadian court can request under the Criminal Code when considering sentencing an offender of Indigenous background.
- Gladue reports are unique in providing information before the sentencing judge regarding the role of systemic and background factors which bring Indigenous persons before the court, such as the continued effects of colonisation on Indigenous peoples and their communities, racism, losing language, inter-generational legacies of Indian Residential and Day Schools.
- Analysing impacts of modern colonization an Indigenous individual has faced enables the court to consider alternatives to prison when sentencing; the objective is to address the specific challenges Indigenous people face opposed to non-Indigenous individuals. Key questions to ask include:

- What is their role and are Gladue Reports impacting upon lowering First Nations incarceration rates?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Wednesday, 12 June: Toronto**

**Meeting with Youth REX Research Institute – Youth Justice Research,  
Policy and Evaluation Thought Leaders Roundtable**

**Time:** 10:00am to 12:00pm, followed by lunch (12:00pm – 12:45pm)

**Location:** York University, Faculty of Liberal Arts and Professional Studies

Ross Building (S842), 4700 Keele Street, Toronto ON M3J 1P3

**Contact:** Dr Uzo Anucha, Academic Director, YouthREX

(and York Research Chair in Youth and Contexts of Inequity)

Email: [anucha@yorku.ca](mailto:anucha@yorku.ca) / T: Clause 6(1) —

**Gifts:** One gift can be provided for the YouthREX team and organisers. You may wish to bring additional gifts for other attendees.

**Overview:** You will be participating in an invitation-only roundtable of research, policy and practice experts connected to the Youth REX Research Institute, in the School of Social Work at York University.

The Youth Research and Evaluation eXchange (YouthREX) work to make research evidence and evaluation practices accessible and relevant to Ontario's grassroots youth sector through knowledge exchange, capacity building and evaluation leadership.

More information about YouthREX: <https://youthrex.com/our-story/>

**The agenda for the meeting will be:**

- 10:00am Welcome and Introductions
- 10:15am Presentations and discussions from roundtable participants
- 12:00pm Shared lunch
- 12:45pm Departure

**Attendees:**

- **TBC**

**Focus of discussion:** Discussing approaches to:

Each of the attendees will provide a brief introduction and overview of key research topics they engage in, with a requested focus on evaluation, insights and best practices regarding:

- alternatives to custody models
- restorative practice
- diversion models



- minimum age of criminal responsibility observations.

### **Key Australian/SA intersections**

- Youth Justice and Early Intervention services
- Centering the voices of lived experience into service design.
- Minimum age of criminal responsibility and the impact / and observations for countries changing (and raising) the age.
- Evaluation and measuring service impact and success.

### **Operational questions**

Discussion may wish to focus on the administration and operations of the organisation, including understanding of the service model and practice frameworks. Key questions include:

- How is organisation funded?
- What are current main priorities?
- How does the governance structure operate?
- What works and what could be changed?
- How do you work / relate with the government, and other community organisations?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Wednesday, 12 June: Toronto**  
**Meeting with Turning Point Youth Services**

**Time:** 1:30pm arrival, 1:45pm site tour, followed by formal meeting at head office after site tour.

**Location:** 67 Everett Crescent, Toronto; then 95 Wellesley St. E., Toronto,

**Contact:** Chris Bouchard, Executive Director, Turning Point Youth Services

[cbouchard@turningpoint.ca](mailto:cbouchard@turningpoint.ca) Work cell: **Clause 6(1)**

**Gifts:** One gift can be provided for the whole group. You may wish to bring additional gifts for other attendees.

**Overview:** You will be meeting with staff from Turning Point Youth Services which delivers a range of integrated, youth-centred, relationship-based, and collaborative programs to support young people who are experiencing challenges in their life, including those in contact with the justice system. They work with young people to build on their personal strengths such as leadership, self-awareness, and cultural identity, and develop individualised treatment plans.

Along with Youth Justice Programs, Turning Point also provides mental health counselling, live-in treatment for young people with mental ill-health or substance abuse issues, and therapeutic support through an alternative school program.

Turning Point also facilitates a Youth Engagement Committee that provides young people with opportunities to provide feedback and shape services delivered by Turning Point, and also to contribute to broader advocacy on issues that affect young people in the community.

More information can be found at: [Turning Point Youth Services – Healthy Minds, Healthy Futures](#)

**The agenda for the meeting will be:**

- 1:30pm – Site visit of Everett Program live-in facility
- 2:30pm – Meeting with leadership and program team. Commencing with a quick overview of the range of programs and services, then a focus on the youth justice services, the transfer payment relationship with the Ministry of Child and Community Social Services (MCCSS), and new opportunities Turning Point are currently pursuing with MCCSS.

**Attendees:**

- Chris Bouchard: Executive Director at TPYS since 2022
- Muhaari A (pronounced Moh-hah-ree): Director of Services

- Susan Fragis: Senior Manager of Housing and Youth Justice Services (30 years with TPYS)
- Lynn Bushell: Senior Manager for YJ Community Services
- Rita Pasquini: Supervisor of the Everett Program
- Abdul Towfeq: Supervisor of YJ Community Services
- Maisha (pronounced My-shah): Assistant Supervisor of the Everett Program

**Focus of discussion:** Discussing Turning Point's approaches to:

Youth Justice Programs

- PATH Program – group and individual services to strengthen the life path of young people in contact with the justice system and to reduce the risk of reoffending. Program includes therapeutic group work, counselling, and trauma-specific counselling.
- Youth Mental Health Court Worker Program – voluntary short-term assessment and planning service for young people and the specialised youth court that works with young people with mental health, addiction, or developmental disabilities, supporting problem-solving and the development of an individualised plan to address the offending behaviour and underlying issues.
- YJ Mental Health Access Program – specialised assessment and counselling support working with Central Toronto Youth Services for young people working with a Youth Mental Health Court Worker or a Probation Officer. The service offers quick access to mental health assessments, psychiatric or psychological assessments and provides counselling, substance misuse treatment and family support.

Everett Program

- The Everett Program is an 8-bed, gender specific, structured, live-in program for young males living with mental health challenges.
- Clients are referred through the courts and probation services.
- Staff work with clients to develop individualised case management plans that reflect the client's needs, strengths and factors that could lead to reoffending.
- The program is always staffed by at least two youth workers.
- Residents also receive counselling support and can access other services provided by Turning Point.
- Clients can attend school while in the program. The School Program aims to assist students to deal with their challenges and help them to return to the mainstream school system. Daily programs combine academic learning with therapeutic treatment.

**Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure

- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- Best practices from custodial services and community youth justice settings
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.
- **Youth Justice**
  - DHS supports young people in contact with the youth justice system to make positive choices in order to reduce reoffending and to reconnect with family, community and culture.
  - DHS delivers the custodial Kurlana Tapa Youth Justice Centre using a behaviour support framework to encourage and support young people to develop positive behaviours and set goals for their future through individual case plans.
  - Rehabilitative Youth Justice Programs are focussed on addressing offending behaviour, culture, health and development, family and social dynamics and community engagement.
  - Young people are also supported with programs and services on critical thinking, mental health, trauma, family dynamics, cultural identity and connection, social and relationship skills, and education.
  - DHS also delivers psychology, speech pathology and child diversion pathways.
- **Community Youth Justice and Home Detention**
  - DHS provides statutory supervision and case management services to children and young people on supervised youth justice mandates, so they can comply with these mandates.
  - DHS also supports assessment, case planning and support for young people on home detention or to comply with electronic monitoring conditions, connecting them with support, training or education.
  - Delivered in partnership with government and non-government services.
- **Metropolitan Aboriginal Youth and Family Services (MAYFS)**
  - MAYFS is a dedicated Aboriginal service with a focus on diverting young people away from the justice system.
  - Restorative and family inclusive service that has a strong focus on strengthening Aboriginal young people's connection to family, community and culture.
  - Partners with Youth Justice, SA Police, Courts, schools, training organisations and other service organisations to support young people to access programs and services. This includes mental health, domestic violence, housing, financial counselling, and drug and alcohol services.
  - Features family-centred yarning circles to engage the young person and their family to solve problems, repair harm and create positive change.

**Operational questions**

Discussion may wish to focus on the administration and operations of the organisation, including understanding of the service model and practice frameworks. Key questions include:

- How is organisation funded?
- What are current main priorities?
- How does the governance structure operate?
- What works and what could be changed?
- How do you work / relate with the government, and other community organisations?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Wednesday, 13 June: Toronto**

**Meeting with Homes First and Toronto Homelessness Support Sector  
leaders**

**Time:** 5:00pm to 6:30pm

**Location:** 224 Spadina Avenue, Toronto ON M5T 2H1

**Please see the following entry instructions for 224 Spadina:**

We are located in the old Super 8 Motel at the Chinatown Centre Mall, on the west side of Spadina at Sullivan Street. There is a large white Homes First awning marking the entryway to our building which is located on the left-side of the courtyard. Please ring the bell to the left-hand side of the glass doors and let staff know that you have arrived for a meeting. Frontline staff will grant you access to the vestibule. You can then take the elevator up to the 3rd floor (button '83') and our main lobby area where staff can direct you to the boardroom area on the 5th floor (button '85').

Please note that the elevator moves somewhat slowly.

There isn't free parking available at the site, but fortunately there are an abundance of options nearby. All along both sides of Spadina there are Green P spaces; there is an Indigo lot under the building with an entrance from Spadina just south of Sullivan; and a surface lot at 66 Sullivan just a block east.

**Contact:** Patricia Mueller, Chief Executive Officer, Homes First

[Patricia Mueller patricia.mueller@homesfirst.on.ca](mailto:patricia.mueller@homesfirst.on.ca)

Kim Mole, Administration Coordinator, Homes First

Kim Mole [kim.mole@homesfirst.on.ca](mailto:kim.mole@homesfirst.on.ca)

Clause 6(1)

**Gifts:** TBC One gift can be provided for the whole group. You may wish to bring additional gifts for other attendees.



**Overview: TBC** You will be meeting with several Homelessness support sector leaders / organisations, hosted by Homes First. Homes First provide temporary shelter, long term housing solutions, and support services to the most vulnerable people in the City of Toronto. Homes First is one of the largest emergency shelter providers in Toronto.

Homes First develops and provides affordable, stable housing and support services to break the cycle of homelessness for people with the fewest housing options.

Homes First has a Housing First ethos focused on providing comprehensive wrap-around services to our clients once their immediate need for housing is addressed.

Homes First currently houses over 2,500 individuals, including seniors, adults and families, each night. Our agency operates 26 properties in Toronto, ranging from emergency shelters and apartment buildings offering long-term supportive housing.

More information can be found here: <https://homesfirst.on.ca/>

**The agenda for the meeting will be:**

- **TBC**

**Invited Attendees:**

- Patricia Mueller – Homes First (Host)
- Kim Mole – Homes First
- Leslie – Toronto Shelter Network
- Soha – Toronto Shelter Network
- Brian – St Felix Centre
- Louise Smith – Eva's Initiative for Homeless Youth
- Sylvia Braithwaite – Fred Victor
- Mark Aston – Fred Victor
- Alban Joxhe – Friends of Ruby
- Francisco Vidal – Sojourn House
- Monica Waldman – City of Toronto
- Maritza Sanchez – Red Door Family Shelter
- Eva Melakuova - Covenant House

**Focus of discussion:** Discussing approaches to:

- Homelessness policy setting and response from government and partnership with the community services (non-government) sector.
- Practice approaches, funding structures, intake and referrals, interactions with other service systems and partners
- Innovations, evaluations, and useful insights

- Lessons and challenges

### **Key Australian/SA intersections**

#### Homelessness portfolio

- The South Australian homelessness system is a partnership between government and non-government partners in the homelessness and domestic violence services sector.
- Alliances comprising consortia of NGOs provide services across the state:
  - Adelaide Northwest Homelessness Alliance
  - Inner and Outer Northern Homelessness Service
  - Toward Home (Adelaide South including CBD)
  - Country North
  - Country South
  - Domestic and Family Violence Services (state-wide)
- Services are supported by the Homeless to Home (H2H) case management system which facilitates information and data sharing.
- Intersection with other community service and supports provided by DHS, i.e. cost of living relief, early intervention.
- For further context, refer to the 'Homelessness in Canada' on page 10 of this briefing material.

**Thursday, 13 June: Ottawa**

**Meeting with Ottawa Youth Justice Community Service Organisation Leaders**

**Time:** 10:00am – 4:30pm (approximately)

**Location:** BGC Clubhouse (Taggart Parkes Family Clubhouse)

1770 Heatherington Rd Ottawa ON K1V 8T8

**Contact:** Tom Scholberg, Senior Manager, Community Services, BGC Ottawa

C: **Clause 6(1)** | [tscholberg@bgcottawa.org](mailto:tscholberg@bgcottawa.org)

**Clause 6(1)** (mobile - WhatsApp)

**Gifts:** One gift can be provided for the BGC Ottawa team and organisers. You may wish to bring additional gifts for other attendees.

You may also want to provide a gift to the YSB team to thank them for the site visit of the William Hay Centre.

**Overview:** You will be meeting with several Ottawa-based community organisations delivery youth justice and youth-support services, across the continuum of prevention – policing – diversion – community and custodial service – release and recovery.

This visit will also include a guided site visit to the William Hay Centre, a non-government organisation run secure (and open) custodial facility. This is run by Youth Services Bureau.

**The agenda for the meeting is:**

**TBC**

10am (approx) - 12.30pm. Welcome, introductions and program presentations with Ottawa Youth Justice leaders:

[attendees to include: BGC Ottawa, YSB, You Turn, JHS Ottawa, Crossroads, Ottawa Police]

12.30 - 1.00pm: Shared lunch

1:00pm - 1:10: Travel to William E. Hay Centre (Ryan was assuming the BGC clubhouse will be the one about 10mins away from the Hay).

1:10pm - 3:30pm: Site visit of William E. Hay Centre and Sherwood, and Q&A

3:30pm (approx): travel back to BGC Ottawa Clubhouse

4:00pm - 4.30pm (approx.): Observe youth program at clubhouse

4:30 – 4:45pm: End

**Attendees:**

- **Tom Scholberg - BGC Ottawa (Host)**
- Ryan McKay - Youth Services Bureau
- Marisa Moher - You Turn
- Kim McCalpin - John Howard Society of Ottawa
- Michael Hone - Crossroads Services
- Jessica Ripley - Ottawa Police (youth section)
- Fernando Vieira - Ottawa Police (youth section)

**Focus of discussion:** Discussing approaches to:

**BGC Ottawa:** <https://www.bgcottawa.org/community-services/diversion>

- BGC Ottawa provides children and youth with a safe place between the realities of home life and the pressures of school — a place of positivity and belonging where they can play, create and learn what it takes to become their best selves.
- BGC Ottawa deliver a range of community programs, including the Ottawa Community Youth Justice Diversion program which seeks to improve the manner in which the community deals with youth who are in conflict with the law.
- The program was developed in order to meet the mandate of the Youth Criminal Justice Act that young persons aged 12 to 17 years be diverted from the formal justice system whenever possible and appropriate. The OCYDP aims to hold the young person accountable for his/her actions by providing timely and meaningful consequences. Through the OCYDP, the young person is provided an opportunity to avoid further involvement in the justice system, and he/she does not have to face the negative consequences of having a youth criminal record.
- Youth are referred to the OCYDP through the police to complete an extrajudicial measure (EJM), or through the Crown Attorney's office to complete an extrajudicial sanction (EJS). Screening is completed by the police or Crown Attorney's office and is based on eligibility criteria and the belief that the youth will benefit from involvement in the program.
- At the OCYDP, an individualized risk/needs assessment is completed with each participant using standardized assessment tools. Based on the outcome of the assessment, a case management plan is implemented outlining the goals that the participant is expected to complete. Goals are intended to hold the young person accountable for his/her actions, while also focusing on addressing risk factors and/or needs associated with criminal activity. The assessment process with the caseworker allows parents to express concerns they have with their child and allows them to make suggestions to the goals the youth will be completing.
- All goals are delivered through a network of community-based partnering agencies. Examples of goals include volunteer work, structured programs, counseling, workshops, victim-offender mediation and job search skills. Once

goals are completed, a summary report is forwarded to the referring agency (police or Crown Attorney's office) for review.

- Successful completion of the OCYDP results in no further action being taken by the police or crown attorney's office.

Youth Services Bureau: <https://www.ysb.ca/about/>

- Youth Services Bureau of Ottawa (YSB) is one of the largest and most comprehensive non-profit agencies serving youth in this community and delivers a vast range of programs and services that support at-risk youth and their families.
- Services span mental health, housing and **homelessness**, employment, and youth justice services. Youth Justice services include:
  - Tamarack Trades Training Centre: focused on skills development
  - William E. Hay Centre: The Hay Centre is a 24-bed residence for male youth (aged 12 to 17) in pre-trial detention or post-trial secure custody. It provides educational options and life skills training to help youth in conflict with the law make a positive transition back into the community.
  - Sherwood Youth Centre: Sherwood is an seven-bed residence for male youth (aged 12 to 17) in pre-trial detention or post-trial open custody. Like the Hay, it provides education and training to help youth in conflict with the law make a positive transition back into the community.
  - One-on-one anger management program: This program addresses the links between anger and action, which can lead to conflict with the law. Four one-on-one interactive sessions show youth in the justice system how to recognize anger and manage it with a variety of alternative patterns and problem-solving techniques.
  - Youth Mental Health Court Worker: This program supports youth who are in conflict with the law but who also suffer from serious mental health problems. The court worker redirects these youth away from the justice system and towards the services and programs they and their families need.
  - Community Reintegration Program: Offered to youth in custody, this voluntary program combines personal counselling and a wide range of ongoing support services. By equipping at-risk youth to build healthier relationships and focus on the future, reintegration counsellors help them reduce their risk of reoffending.

John Howard Society of Ottawa: <https://johnhoward.on.ca/jhs-ontario/>

- The John Howard Society of Ontario is a not-for-profit organization of 19 local offices dedicated to effective, just and humane responses to crime and its causes.
- JHS deliver more than 80 evidence-based programs and services focused on prevention, intervention and re-integration across the province.
- These range from helping youth develop the life skills that will let them achieve their full potential, to helping families navigate issues of criminal justice, to

providing job training for those leaving incarceration so they can contribute to their community in a meaningful way.

- **JHS Ottawa also deliver housing supports.**

You Turn: <https://youturn.ca/>

- Youturn provides intensive services and supports to youth (aged 12 to 24) and their families who are in conflict with the law or at risk of becoming involved in the justice system.
- Youturn have experience in child protection; are involved or at risk of being involved in human trafficking or gang activity.
- Programs and services include:
  - Community Support Team: a community-based alternative for young persons in conflict with the law which provides intensive community-based services aimed at preventing or limiting a young person's stay in custody or detention facilities (between 80-90% of young people in program showed a decreased risk to reoffend at discharge).
  - The youth in transition worker: helps youth to develop and pursue their goals, and supports them to identify, access, and navigate adult service systems relevant to their specific needs.
  - Street level violence: provides targeted services to young people between the ages of 12-21 who are at high risk of involvement in street level violence through the On Point program.
  - Intensive Support and Supervision Team: a clinically focused, community-based program. It is designed to provide an alternative to custody for young persons who are found guilty of a criminal offence and who are diagnosed with a mental health disorder(s) or Dual diagnosis.

Crossroads: <https://crossroadschildren.ca/services>

- Crossroads Children's Mental Health Centre works exclusively with children up to the age of 12 and their families. We are committed to developing and delivering a wide range of mental health services to help children and families struggling with severe emotional, behavioural and social challenges.
- Crossroads services included school-based, and in-home treatment and intensive services; wraparound supports; and arson prevention.
- Intersections: one of the programs delivered is the Intersections programs, alongside Ottawa Police.
  - Intersections is an evidence-informed early intervention program for children up to the age of 13 years old with suspected mental health, developmental, and/or substance abuse issues who are at risk of becoming involved with the justice system.
  - A child and youth worker helps the identified child and their family access and coordinate community support services to reduce and prevent further interaction with police services and the justice system.

Ottawa Police (Youth Section)



- Ottawa Police have a dedicated Youth Section which works in partnership with government agencies and community service organisations to engage with and connect at-risk young people to services and supports.

#### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure
- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- What are some successful youth justice or diversionary programs administered in British Columbia, Ontario or Canada more broadly?
- Suggested best practices from custodial services and community youth justice settings.
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.
- Gladue reports
- Some Aboriginal community controlled organisations employ Gladue Case Coordinators. Gladue Reports are pre-sentencing and bail hearing reports that a Canadian court can request under the Criminal Code when considering sentencing an offender of Indigenous background.
- Gladue reports are unique in providing information before the sentencing judge regarding the role of systemic and background factors which bring Indigenous persons before the court, such as the continued effects of colonisation on Indigenous peoples and their communities, racism, losing language, inter-generational legacies of Indian Residential and Day Schools.
- Analysing impacts of modern colonization an Indigenous individual has faced enables the court to consider alternatives to prison when sentencing; the objective is to address the specific challenges Indigenous people face opposed to non-Indigenous individuals. Key questions to ask include:
- What is their role and are Gladue Reports impacting upon lowering First Nations incarceration rates?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Thursday, 13 June: Ottawa**

**Meeting with Ministry of Justice officials (federal government)**

**Time:** 5:30pm – 7:00pm

**Location:** Justice Canada offices at East Memorial Building 284 Wellington St., Ottawa, K1A 0H8 (southeast corner of Wellington St., at Lyon St. - just down from the Supreme Court and on the south side of Wellington St.)

**\*Please arrive at this entrance, rather than our other entrance on Wellington (where the courtyard is – closer to Bank St.) and rather than our Sparks St. entrance**

**Contact:** Bonnie Lidstone

Principal Analyst, International Relations

Justice Canada

Cell: **Clause 6(1)**

**Gifts:** No formal gift exchange is required for this meeting. You may wish to provide an informal gift.

**Overview:** You will be meeting with officials from the Federal Canadian Government responsible for administering the youth justice system in Canada.

**The agenda for the meeting is:**

- Welcome & Introductions (*5 minutes*)
- Discussion Topics (*30 minutes*)
- Canada's *Youth Criminal Justice Act* – Successes & Challenges, Including Overrepresentation of Indigenous Youth (*Charles Belanger, Sandra Couture*) (*15 minutes*)
- Federal Youth Justice funded programs (*Hana Hruska*) (*15 minutes*)
- Additional Questions and Answers (*10 minutes*)
- Closing & Photos (*5 minutes*)

**Attendees: (refer to bios – DOJ Bios – South AUS Meeting 2024)**

- **Mr. Michael Sousa, Senior Assistant Deputy Minister, Policy Sector (*Chair*)**
- Ms. Claire Farid, Director General and Senior General Counsel, Family Law and Youth Justice Policy Section (FLYJ)
- Mr. Charles Belanger, Director and General Counsel, Youth and Indigenous Justice Division, FLYJ
- Ms. Sandra Couture, Counsel, Youth and Indigenous Justice Division, FLYJ
- Ms. Hana Hruska, Senior Director, Policy Implementation Directorate, Programs Branch

- Ms. Bonnie Lidstone, Principal Analyst, International Relations, Intergovernmental and External Relations Division
- Ms. Geneviève Boutin, Senior Analyst, Intergovernmental and External Relations Division

**Focus of discussion:** Discussing approaches to:

Youth Justice in Canada

Canada's Youth Justice system is governed by federal legislation.

In Canada, anyone between 12 and 17 years old is considered a youth and may go through the youth justice system if they commit a crime or are accused of committing a crime.

The Youth Criminal Justice Act is the legal foundation upon which Canada's youth criminal justice system is built. Across the country, governments, police, lawyers, judges and others are working in close partnership with communities and families to prevent youth crime and to ensure a fair and effective youth justice system.

Under Canada's Constitution, the federal government is responsible for the criminal law, including youth justice legislation, while the provinces and territories are responsible for the administration of the criminal justice system.

The Youth Criminal Justice Act is federal legislation that applies across the country. It is a key component of the federal Youth Justice Initiative, which also includes research and policy development, funding for youth justice programs and services, and other youth justice activities.

The Department of Justice is responsible for the Youth Justice Initiative. The objectives of the Youth Justice Initiative are to:

- encourage a fair and effective youth justice system;
- respond to emerging youth justice issues; and
- enable greater citizen/community participation in the youth justice system.

The Youth Justice and Strategic Initiatives Section (YJSIS) provides ongoing interpretation and development of youth justice policy and monitors and analyzes the implementation of the Youth Criminal Justice Act, the law that applies to young people aged 12 to 17 who come into conflict with the law. The YJSIS is also responsible for other activities, such as knowledge-sharing and research, that meet the objectives of the Youth Justice Initiative.

The Department of Justice also administers the Youth Justice Fund, a federal grants and contributions program, and the Youth Justice Services Funding Program, which provides financial support to provinces and territories for the delivery of programs and services to youth in conflict with the law. Additionally, the Department funds provinces and territories for the delivery of the Intensive Rehabilitative Custody and Supervision (IRCS) Program which provides specialized resources for the

assessment and treatment of serious violent young offenders with mental health issues.

#### Youth Justice Services Funding Program (YJSFP)

In Canada, the federal government and the provincial/territorial governments share joint responsibilities for youth justice. The federal government is responsible for criminal law (including the Criminal Code and the Youth Criminal Justice Act – YCJA) while the provinces and territories are responsible for its administration, including the provision of youth justice programs and services. The federal Youth Justice Services Funding Program (YJSFP) is a cost-shared contribution program with all provinces and territories for the delivery of youth justice programs and services.

Only provinces and territories are eligible for federal youth justice services funding. This funding is not provided to individuals or groups. You should contact your provincial or territorial government for information about specific youth justice services programs.

The YJSFP provides all provinces and territories with an annual financial contribution totaling nearly \$185M (2021-22 to 2026-27) to assist in the delivery of various programs and services that target youth who come in contact with the criminal justice system. These programs and services aim to protect the public by:

- Encouraging proportionate and timely accountability for unlawful behavior
- Encouraging effective rehabilitation and reintegration of young persons into the community
- Reserving the formal court process and custody for the most serious offenders

#### Youth Justice Fund

The Youth Justice Fund provides grants and contributions to projects that encourage a more effective youth justice system, respond to emerging youth justice issues and enable greater citizen and community participation in the youth justice system.

All of the following are eligible for funding:

- Non-profit community organizations, societies, and associations which have voluntarily associated themselves for a non-profit purpose;
- Canadian institutions/boards of education;
- Bands, First Nations, Tribal Councils, local, regional and national Indigenous organizations;

- Provincial, territorial and municipal governments and their agencies and institutions;
- Private sector organizations as long as such organizations will not make a profit on the work performed;
- For-profit enterprises, research/evaluation organizations and individuals are eligible for funding to conduct research and evaluation activities; and,
- Individuals.

Projects must meet at least one of the following objectives:

- Establish special measures for violent young offenders;
- Improve the system's ability to rehabilitate and reintegrate young offenders;
- Increase the use of measures, outside the formal court process, that are often more effective in addressing some types of less serious offending;
- Establish a more targeted approach to the use of custody for young people; and
- Increase the use of community-based sentences for less serious offending.

#### Youth Criminal Justice Act

The Youth Criminal Justice Act says that the court must not give a youth a custodial sentence unless the court has considered all other reasonable options (alternatives to custody).

**Extrajudicial measures** – or diversion from court – are options for dealing with youth instead of going through a court proceeding. Many youth accused of committing a crime are considered for extrajudicial measures. Before police take any action against a youth suspected of committing a crime, they decide whether to use extrajudicial measures.

Extrajudicial measures allow police to use alternatives to court to hold young people responsible for their actions. They allow victims of crime to be involved with decisions related to the extrajudicial measures selected and to receive compensation. Those programs that involve the youth, victim and community members in decision making are often associated with restorative justice.

Extrajudicial measures police can use include taking no further action and giving the youth a warning and releasing them to a parent or guardian. With the youth's agreement, the police can also refer them to a program that can help them with not committing crimes, including:

- Community accountability programs
- Police-based diversion programs
- Aboriginal justice strategy programs
- Community agencies

Some extrajudicial measures police could use include:

- Taking no further action
- Giving the youth a warning and releasing them to a parent or guardian
- With the youth's agreement, referring them to a community program or agency that can help the youth with not committing crimes

**Extrajudicial sanctions** are more formal options for dealing with youths accused of committing crime as an alternative to going to court.

It is up to Crown counsel to refer a case for extrajudicial sanctions. Crown can refer the case to a youth probation office or another agency approved by the Crown to interview the youth and see if they are an appropriate candidate.

To be accepted for extrajudicial sanctions, you must admit responsibility for the offence and agree to follow the rules for the extrajudicial sanctions. If you do not, charges may be laid against you.

**If a matter proceeds to court**, the Court must not sentence to custody unless the young person has:

- Not obeyed community-based sentences
- Committed a violent crime
- Committed an indictable offence for which an adult could be ordered to serve more than two years in jail and they have a criminal history with a pattern of findings of guilt or a pattern of extrajudicial sanctions
- Committed an indictable offence so serious that a custody sentence is necessary

### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure
- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- What are some successful youth justice or diversionary programs administered in British Columbia, Ontario or Canada more broadly?
- Suggested best practices from custodial services and community youth justice settings.
- Community organisation service delivery (role of partner agencies)
- Experience and lessons for the Federal Youth Justice Fund.
- Funding relationship with provinces and territories, and community organisations.
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.



- Gladue reports
- Some Aboriginal community controlled organisations employ Gladue Case Coordinators. Gladue Reports are pre-sentencing and bail hearing reports that a Canadian court can request under the Criminal Code when considering sentencing an offender of Indigenous background.
- Gladue reports are unique in providing information before the sentencing judge regarding the role of systemic and background factors which bring Indigenous persons before the court, such as the continued effects of colonisation on Indigenous peoples and their communities, racism, losing language, inter-generational legacies of Indian Residential and Day Schools.
- Analysing impacts of modern colonization an Indigenous individual has faced enables the court to consider alternatives to prison when sentencing; the objective is to address the specific challenges Indigenous people face opposed to non-Indigenous individuals. Key questions to ask include:
- What is their role and are Gladue Reports impacting upon lowering First Nations incarceration rates?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Friday, 14 June: Ottawa**

**Meeting with Australian High Commissioner to Canada**

**Time:** 9:00am – 9:30am

**Location:** Australian High Commission, 50 O'Connor St, Ottawa ON K1P 5E1

*(The Australian High Commission is a five-minute walk from your hotel)*

**Contact:** Lillianne Demers, Executive Officer and Advisor to the High Commissioner

T **Clause 6(1)** | **Clause 6(1)**

Lillianne.Demers@dfat.gov.au

**Gifts:** No formal gift exchange is required for this meeting. You may wish to provide an informal gift.

**Overview:** You will be meeting with the Australian High Commissioner to Canada, The Hon. Scott Ryan. The Australian High Commission has assisted in preparations for your visit to Canada.

**Focus of discussion:** Discussing approaches to:

The High Commissioner extended the invitation for this meeting as an opportunity to connect with you about your visit to Canada.

The invitation was extended to allow Rhiannon and Alex to attend with you.

This is an opportunity to thank the High Commissioner's office for assisting in the preparations for your visit to Canada, in particular supporting connections to be made between the South Australian Government and the Government of Canada.

**Attendees:** (see below Bio of the High Commissioner)



The Honourable Scott Ryan commenced as Australia's High Commissioner to Canada in December 2021.

Immediately prior to this Scott was the 25th President of the Senate in the Australian Parliament.

Scott was elected to this office in November 2017 and re-elected in July 2019. He is the youngest person ever elected to that office.

Scott was elected to the Australian Parliament on three occasions, in 2007, 2013 and 2016.

He held various ministerial portfolios and offices in the Australian Government from 2013-2017. These included Special Minister of State, Minister Assisting the Prime Minister for Cabinet, Minister Assisting the Cabinet Secretary, Minister for Vocational Education and Skills, Assistant Cabinet Secretary and Parliamentary Secretary for Education & Training. He also chaired the Senate Standing Committee on Finance and Public Administration.

Prior to serving in public office, Scott worked in the pharmaceutical and health sector, as a consultant in the health and insurance industries, in various capacities in state and federal politics and as a tutor in political science at the University of Melbourne.

Scott is married to Helen, and they have two young boys.

**Saturday, 15 June: Toronto**

**Meeting with Friends of Toronto Community Services Restorative Justice Initiative**

**Time:** 11:30am – 1:45pm

**Location:** 40 Carl Hall Road (Unit D035)

**Contact:** Antonius Clarke, Executive Director and Project Manager

[antoniusclarke@fitcs.org](mailto:antoniusclarke@fitcs.org)

**Gifts:** One gift can be provided for the whole group. You may wish to bring additional gifts for other attendees.

**Overview:** You will be meeting with Friends of Toronto Community Services (FITCS), a non-profit, community-based, charitable organisation working to create communities where individuals are empowered as leaders, breaking the cycle of poverty through education, empowerment and community engagement.

FITCS's services range from Afterschool & Educational programs, Community Training & Development, Family & Parenting services; Youth Justice & Empowerment; Employment services and Advocacy.

More information can be found here: [Circle of Change – FIT Communities \(fitcs.ca\)](http://fitcs.ca)

**The agenda for the meeting will be:**

11:30 am - 11:45 am: Welcome and Introduction

11:45 am - 12:15 pm: Presentation of Past Participants and Team Members

12:15 pm - 12:45 pm: Discussion with Subject Matter Experts

12:45 pm - 1:30 pm: Networking Lunch with Caribbean/Canadian Infused Flavor

1:30 pm - 1:45 pm: Closing Remarks and Next Steps

**Attendees:**

- TBC

**Focus of discussion:** Discussing approaches to:

Restorative Justice Healing Circles

FITCS has received \$569,989 in federal Youth Justice Fund funding (over 3 years) to deliver a culturally informed youth restorative justice project that will use healing

circles to facilitate the restoration and reintegration process for Black and other racialized youth 12-17 yrs. old, involved in the youth justice system.

The project's objective is to improve the system's ability to rehabilitate and reintegrate young offenders, increase access to community-based rehabilitative and reintegration programming, and grow the use of alternative measures outside of the formal court process.

The project provides the victim, youth/accused, their families, and staff involved in the youth justice system with access to an alternative and effective way to addressing crime and working towards healing for the youth/accused through the development of a reparation plan and engaging the victim and community organizations/businesses to support the reparation plan.

**Key Australian/SA intersections**

- Restorative Practices approach in Ceduna and Port Augusta
- Youth Justice community-based supports

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**TBC Date: Toronto**

**TBC Meeting with Ontario Government Youth Justice officials**

**Please note – this meeting is not yet confirmed – Ontario officials are awaiting approval to commit to this meeting.**

**Time: TBC**

**Location: TBC**

**Contact: TBC**

**Gifts:** No formal gift exchange is required for this meeting. You may wish to give an informal gift.

**Overview: TBC** You will be meeting with officials from the Ontario Government representatives responsible for administering the youth justice system in Ontario (equivalent of state government agency).

**The agenda for the meeting will be:**

- **TBC**

**Focus of discussion:** Discussing approaches to:

Youth Justice in Ontario

Canada's Youth Justice system is governed by federal legislation. In Ontario the Youth Justice system is administered by the Ministry of Children, Community and Social Services (state government level department).

In Canada, anyone between 12 and 17 years old is considered a youth and may go through the youth justice system if they commit a crime or are accused of committing a crime.

The Youth Criminal Justice Act says that the court must not give a youth a custodial sentence unless the court has considered all other reasonable options (alternatives to custody).

**Extrajudicial measures** – or diversion from court – are options for dealing with youth instead of going through a court proceeding. Many youth accused of committing a crime are considered for extrajudicial measures. Before police take any action against a youth suspected of committing a crime, they decide whether to use extrajudicial measures.

Extrajudicial measures allow police to use alternatives to court to hold young people responsible for their actions. They allow victims of crime to be involved with decisions related to the extrajudicial measures selected and to receive



compensation. Those programs that involve the youth, victim and community members in decision making are often associated with restorative justice.

Extrajudicial measures police can use include taking no further action and giving the youth a warning and releasing them to a parent or guardian. With the youth's agreement, the police can also refer them to a program that can help them with not committing crimes, including:

- Community accountability programs
- Police-based diversion programs
- Aboriginal justice strategy programs
- Community agencies

Some extrajudicial measures police could use include:

- Taking no further action
- Giving the youth a warning and releasing them to a parent or guardian
- With the youth's agreement, referring them to a community program or agency that can help the youth with not committing crimes

**Extrajudicial sanctions** are more formal options for dealing with youths accused of committing crime as an alternative to going to court.

It is up to Crown counsel to refer a case for extrajudicial sanctions. Crown can refer the case to a youth probation office or another agency approved by the Crown to interview the youth and see if they are an appropriate candidate.

To be accepted for extrajudicial sanctions, you must admit responsibility for the offence and agree to follow the rules for the extrajudicial sanctions. If you do not, charges may be laid against you.

**If a matter proceeds to court**, the Court must not sentence to custody unless the young person has:

- Not obeyed community-based sentences
- Committed a violent crime
- Committed an indictable offence for which an adult could be ordered to serve more than two years in jail and they have a criminal history with a pattern of findings of guilt or a pattern of extrajudicial sanctions
- Committed an indictable offence so serious that a custody sentence is necessary

**Attendees:** (see bios)

- TBC

### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure

- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- What are some successful youth justice or diversionary programs administered in British Columbia, Ontario or Canada more broadly?
- Suggested best practices from custodial services and community youth justice settings.
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.
- Gladue reports
- Some Aboriginal community controlled organisations employ Gladue Case Coordinators. Gladue Reports are pre-sentencing and bail hearing reports that a Canadian court can request under the Criminal Code when considering sentencing an offender of Indigenous background.
- Gladue reports are unique in providing information before the sentencing judge regarding the role of systemic and background factors which bring Indigenous persons before the court, such as the continued effects of colonisation on Indigenous peoples and their communities, racism, losing language, inter-generational legacies of Indian Residential and Day Schools.
- Analysing impacts of modern colonization an Indigenous individual has faced enables the court to consider alternatives to prison when sentencing; the objective is to address the specific challenges Indigenous people face opposed to non-Indigenous individuals. Key questions to ask include:
- What is their role and are Gladue Reports impacting upon lowering First Nations incarceration rates?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**TBC Saturday, 15 June: Toronto**

**TBC Site visit to Roy McMurtry Youth Centre**

**Please note – this meeting is not yet confirmed – Ontario officials are awaiting approval to commit to this meeting.**

**Time: TBC**

**Location: 8500 McLaughlin Rd S, Brampton, ON L6Y 0N6**

**Contact: TBC**

**Gifts:** No formal gift exchange is required for this meeting. You may wish to provide an informal gift.

**Overview: TBC** You will be undertaking a site visit to the Roy McMurtry Youth Centre.

The largest secure custody/detention centre, the Roy McMurtry Youth Centre (RMYC), is a purpose-built facility that opened in 2009 to house both male and female youth in the Greater Toronto Area with a total capacity for 192 youth in separate and apart smaller cottage style units. Each unit has the capacity to house 12 youth.

**Focus of discussion:** Discussing approaches to:

- operating a closed, secure custodial setting
- underpinning service model and framework
- Cohort mix and profile
- Regular daily routines
- Programs offered i.e. education, training, connection to culture and community
- Multi-disciplinary supports for complex needs and vulnerability (including disability)
- Experience of, and specific programs for First Nations children and young people
- Engagement with community service providers
- Staff recruitment and retention, including training and development
- Independent oversight
- OPCAT

**Attendees:**

- TBC

**Key Australian/SA intersections**

- Kurlana Tapa Youth Justice Centre

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice
- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

**Ms Rhiannon Newman****Senior Adviser****Minister for Human Services****Government of South Australia**


Rhiannon Newman is Senior Adviser to the Minister for Human Services, the Hon Natalie Cook MP, supporting the Minister across a range of her portfolio areas including homelessness and Child and Family supports.


Rhiannon has previously held roles across both State and Federal political offices advising on a range of portfolios across social issues. She has been involved in human rights and equality legislative reform for LGBTIQ+ communities, as well as involvement in abortion law reform in South Australia.

She has completed project work with professional firefighters on Per- and polyfluoroalkyl substances (PFAS) contamination and has conducted legal work on behalf of low paid workers across hospitality, and logistics fields.


Her passion is in women's and First Nations' equality and is active in both her professional and personal life in these aims.

Rhiannon completed her education at the University of Adelaide with a Bachelor of Art/Law while also being elected to the Union board and as student President.






  
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Order ID

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Payment

 Amount: \$7.00  
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Clause 7(1)(b), Clause 7(1)(c)



**Section 1: Administered Acts and Regulations committed to the Minister for Human Services**

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
<b>Youth Justice Administration Act 2016</b>	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	<b>Section 6 - Power of Minister and Chief Executive to delegate:</b> Authority of the Minister and Chief Executive to delegate powers, duties, responsibilities or functions under the Act or any other Act.	The OCE and Youth Justice maintains a register of delegations under all relevant legislation including the <i>Youth Justice Administration Act 2016</i> (the Act).
		<b>Section 7 - Functions of Chief Executive:</b> Sets out the functions of the Chief Executive which include ensuring that proper standards of administration are observed in the management of training centres and establishing community youth justice programs.	The Youth Justice and Exceptional Needs directorate (Youth Justice) provides statutory supervision services to young people both in custodial and community-based settings. Specific legislative responsibilities and services are also provided by the non-government sector on behalf of DHS. These include: <ul style="list-style-type: none"> <li>• SYC Community Service Order Program</li> <li>• Ventia Australia Pty Ltd under the South Australia Prisoner Movement and In-Court Management Services Contract.</li> </ul> Youth Justice has a range of policies, procedures, Kurlana Tapa Orders, guidelines, forms, templates, instructions, Memorandums of Understanding (MoUs) and Memorandums of Administrative Arrangements (MoAAs) to direct and guide proper standards of administration and practice in accordance with legislative requirements. Youth Justice maintains a comprehensive document register to govern this operational framework.
		<b>Section 8 - Use of volunteers in administration of Act:</b> The Minister is required to promote the use of volunteers in the administration of this Act, to such extent as the Minister thinks appropriate.	DHS does not have a youth justice volunteer program.
		<b>Section 9 - Chief Executive's annual report:</b> The Chief Executive must submit an annual report on the operation of the Act with the Minister no later than 30 September each year.	A report on the operation of the Act is included in the DHS annual report, which is tabled by the Minister in both Houses of Parliament within 12 sitting days of receiving the report.
		<b>Section 10 - Official visitors:</b> The Minister may authorise in writing any person as an official visitor entitled to visit a training centre.	The power to authorise under section 10 was delegated by the former Minister for Human Services to the DHS Chief Executive on 11 February 2020.
		<b>Section 11 - Training Centre Visitor:</b> Sets out the requirement to appoint a TCV and the operation, powers and functions of the Visitor.	On 7 July 2022, Her Excellency the Governor in Executive Council appointed Shona Reid as the TCV commencing 1 August 2022 (expiring 31 July 2027), pursuant to section 11 of the Act.
		<b>Section 13 - Staff and resources:</b> The Minister must provide the TCV with reasonable staff and resources to exercise the Visitor's functions.	The Minister provides the TCV with reasonable staff and resources.
		<b>Section 14 - Training Centre Visitor's functions:</b> Functions include visits, inspections, promoting best interest of residents, advocacy, inquiring and providing Ministerial advice.	DHS works with the TCV to support her and her staff to fulfil the functions under section 14 of the Act.  A Memorandum of Administrative Agreement (MoAA) has been established between DHS and the TCV to agree on the manner in which the Visitor will exercise her powers and functions, how this will be supported by DHS, and to establish protocols for the request, provision and use of information.

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<b>Section 15 - Use and obtaining of information:</b> The TCV has the power to request relevant information, which a government or non-government organisation must provide to the Visitor.	The TCV conducts a quarterly review of Kurlana Tapa records. During this process, Kurlana Tapa staff provide the Visitor with all available requested information and documents that are reasonably practicable to provide or give access to. The TCV also requests information through ad hoc requests and targeted inquiries. DHS staff respond to these requests and provide the records as requested.
		<b>Section 16 - Visits to and inspection of training centres:</b> TCV protocols for conducting visits and manager's requirement to provide advice if TCV entry is refused.	DHS facilitates regular face-to-face visits from the TCV to children and young people in Kurlana Tapa. The MoAA between DHS and the TCV includes protocols relating to visits to and inspections of Kurlana Tapa.
		<b>Section 17 - Requests to contact Training Centre Visitor:</b> The Chief Executive must advise the TCV of a request to contact the Visitor within two days after receipt of the request.	The MoAA between DHS and the TCV includes protocols relating to requests for communication with the TCV, including resident mail and telephone communication. Children and young people in Kurlana Tapa can contact the TCV confidentially via mail and telephone at any time.
		<b>Section 21 - Training centres, facilities and programs:</b> Sets out the arrangements that the Chief Executive must put in place in a training centre.	Kurlana Tapa Operational, Security, Business and Emergency Orders instruct and guide practice and operations in accordance with legislative requirements.
		<b>Section 21A - Persons not to be employed in training centres etc unless assessed:</b> A person must not be employed or continue to be employed in a training centre unless they have undergone a psychological assessment of a kind determined by the Chief Executive.	Chief Executive Determination under section 21A (1) requires the Chief Executive or delegate's written approval for all psychologists undertaking the assessment. Powers and functions under section 21A have been delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs. The DHS Psychological Suitability Assessment of People who Work in Kurlana Tapa Youth Justice Centre Policy details the requirements for psychological suitability assessment for all people who work in Kurlana Tapa, in accordance with legislation.
		<b>Section 22 - Charter of Rights for Youths Detained in Training Centres:</b> The requirement to develop and implement a Charter of Rights for Youth Detained in Training Centres, which must be available to the public free of charge on a website maintained by the department.	The Charter is publicly available on the sa.gov.au website at: <a href="https://www.sa.gov.au/topics/rights-and-law/young-people-and-the-law/adelaide-youth-training-centre">https://www.sa.gov.au/topics/rights-and-law/young-people-and-the-law/adelaide-youth-training-centre</a>
		<b>Section 23 - Initial assessment on admission:</b> Actions which must be undertaken by the Chief Executive after the initial admission of a youth to a training centre.	Kurlana Tapa Security Order 20 - Admission, Transfer and Release is in place for management of admissions and is complemented by guidelines and a suite of admission/assessment forms.
		<b>Section 23(1)(c):</b> The relative or carer of the young person must be notified as soon as practicable after their admission.	Kurlana Tapa Security Order 20 - Admission, Transfer and Release outlines parental notification of admission requirements.
		<b>Section 23(3):</b> The Chief Executive must as soon as practicable after initial admission cause the young person to be screened for the purpose of assessing the young person's particular needs and circumstances.	Kurlana Tapa Security Order 20 - Admission, Transfer and Release outlines requirements under this section. This includes intake screening and a health assessment undertaken by a Metropolitan Youth Health nurse as soon as practicable following admission.

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
			<p>An MoAA between DHS and the Women's and Children's Health Network for the collaborative provision of health services to children and young people in Kurlana Tapa also facilitates compliance.</p> <p>Kurlana Tapa Operational Order 29 - Resident Safety Risk Assessment and Assessment Care and Teamwork (ACT) Plan outlines the requirements for safety risk assessments on admission and re-admission.</p> <p>All of the following assessments are undertaken in the first three business days following admission of a young person to Kurlana Tapa:</p> <ul style="list-style-type: none"> <li>• Education assessment</li> <li>• Case coordination screening</li> <li>• Health assessment.</li> </ul>
		<p><b>Section 23(4):</b> The Chief Executive must, as soon as practicable after the young person has been screened, cause the young person to be assessed at least once in each prescribed period (three months) while the young person is at the centre.</p> <p><b>Section 23(5):</b> The Chief Executive must endeavor to include a guardian, relative or carer in the assessment of the young person. The assessment must take into account individual circumstances of the young person including age, gender identity, sexuality, cultural identity, developmental capacity, disability, medical, psychological and educational background and the needs of the young person.</p>	<p>Youth Justice has a range of policies and guidelines that support compliance with sections 23(4) and 23(5):</p> <ul style="list-style-type: none"> <li>• Assessment Update Guideline</li> <li>• Circles of Trust Guideline (Cultural)</li> <li>• Custody Assessment and Victorian Offender Needs Indicator for Youth (VONIY) Guideline</li> <li>• Custodial Remand Assessment Guideline</li> <li>• Child and Adolescent Intellectual Disability Questionnaire (Caids-Q) Guideline.</li> </ul>
		<p><b>Section 23(6):</b> After the first assessment of a young person of a training centre has been completed, the Chief Executive must prepare a case plan for the young person and may, after subsequent assessment, add to or vary the plan.</p> <p><b>Section 23(7):</b> The case plan must include proposals for</p> <ul style="list-style-type: none"> <li>• education or training of the youth</li> <li>• medical, psychological or psychiatric treatment of the youth</li> <li>• the rehabilitation of the youth</li> <li>• relating to the youth's release into, and support in, the community.</li> </ul>	<p>Youth Justice has a range of policies and guidelines that support case planning in compliance with sections 23(6) and 23(7):</p> <ul style="list-style-type: none"> <li>• Case Plan Guideline</li> <li>• Case Plan Review Guideline</li> <li>• Case Management Policy</li> <li>• Client Supervision Policy.</li> </ul>
		<p><b>Section 25 - Chief Executive responsible under Minister for management of training centres:</b> Authority of the Chief Executive to place any particular youth or youth of a particular class in any part of a training centre; and establish a regime for education, training, work, recreation, contact with other youths and other aspects of day-to-day life.</p>	<p>Powers and functions under section 25 were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Kurlana Tapa has established routines to facilitate education and program attendance, visits, recreation and other aspects of day-to-day life in Kurlana Tapa.</p> <p>The Behaviour Support Framework and Kurlana Tapa Orders guide practice in accordance with the established routines.</p>

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<p><b>Section 26 - Chief Executive may make rules relating to management of training centre:</b> Power of Chief Executive to make rules regarding the management of a training centre and conduct of residents, which must be published and made known to residents.</p> <p><b>Section 26(4):</b> The Chief Executive must cause rules made under this section to be published for the benefit of residents of a training centre in such manner as the Chief Executive thinks fit and, in giving effect to this section, must ensure, as far as is reasonably practicable, that the rules are made known to any resident who is illiterate or whose principal language is not the English language.</p> <p><b>Section 27 - Education:</b> Requirements of Chief Executive in regard to training and education of training centre residents.</p> <p><b>Section 28 - Safe rooms:</b> Requirements in relation to a training centre resident being detained in a safe room. This includes provisions relating to the exclusion of children under the age of 12 years, time limitations, supervision and record keeping requirements (including an account of the incident leading to detention in a safe room, written, signed and dated by the resident), management plans, examination by health professional, informing a cultural advisor and action plan post safe-room release.</p> <p><b>Section 28(5):</b> (a) the resident must be closely supervised, (b) must be observed at intervals of no longer than 5 minutes, (c) the observations must be recorded in writing and kept together with the record required in subsection (6).</p> <p><b>Section 28(6):</b> If a resident of a training centre is detained in a safe room, the manager of the centre must ensure that:</p> <p>(a) a record is made containing the following details:</p> <ul style="list-style-type: none"> <li>(i) the name and age of the resident</li> <li>(ii) the date and time the detention began</li> <li>(iii) the date and time the detention ended</li> <li>(iv) the reason for the detention</li> <li>(v) the name of the employee of the centre who ordered the detention</li> <li>(vi) action taken (if any) in respect of the resident before the resident was so detained</li> </ul>	<p>Powers and functions under sections 26 and 32 were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>A booklet containing the rules of the centre is provided to, and discussed with, all children and young people on admission to Kurlana Tapa.</p> <p>An induction video for children and young people at Kurlana Tapa is also available via televisions in bedrooms to support young people with lower levels of literacy.</p> <p>The Kurlana Tapa rules were updated in 2022 in consultation with speech pathologists to make them more accessible and child friendly. The rules are displayed in accommodation units.</p> <p>Kurlana Tapa has a Youth Education Centre on site run by the Department for Education. DHS facilitates attendance by children and young people, and prioritises attendance at education (as well as medical appointments) in its scheduling of staff routines, wherever possible.</p> <p>Kurlana Tapa Operational Order 35 - Safe Rooms outlines the recording, reporting, approval and observation requirements to comply with this section when the use of a safe room is required.</p> <p>The MoAA between the Women's and Children's Health Network and DHS for the collaborative provision of health services to children and young people in Kurlana Tapa facilitates compliance with section 28(6)(b).</p>

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<p>(vii) the management plan established for the resident before the resident was detained</p> <p>(viii) any issues or concerns relating to the resident's medical or psychological condition; and</p> <p>(b) the resident is examined as soon as practicable by an appropriate health professional for the purpose of assessing the resident's health or mental health needs; and</p> <p>(c) if the resident belongs to a cultural or linguistic minority - a cultural advisor is informed of the detention; and</p> <p>(d) an action plan is prepared to manage the resident in the period immediately following the resident's release from the safe room.</p> <p><b>Section 28(7):</b> An account of an incident leading to the detention of a resident in a safe room must be (a) written, signed and dated by the resident.</p>	
		<p><b>Section 29 - Prohibited treatment of residents:</b> Specifies the kinds of treatment a training centre resident must not be subjected to.</p> <p>The prohibited treatment outlined in section 29 is as follows:</p> <p>(a) corporal punishment of any form (that is, any action that inflicts or is intended to inflict physical pain or discomfort)</p> <p>(b) isolation or segregation (other than in a safe room or in prescribed circumstances) from other residents</p> <p>(c) psychological pressure or emotional abuse of any form intended to intimidate or humiliate</p> <p>(d) deprivation of medical attention, basic food or drink, clothing or any other essential item</p> <p>(e) deprivation of sleep</p> <p>(f) restriction of free movement by means of mechanical restraints (other than in prescribed circumstances)</p> <p>(g) unjustified deprivation of contact with persons outside the centre</p> <p>(h) any other treatment that is cruel, inhuman or degrading.</p>	<p>There are a range of mechanisms in place to safeguard children and young people from prohibited treatment including:</p> <ul style="list-style-type: none"> <li>• Charter of Rights for Youths Detained in Training Centres.</li> <li>• Policies, procedures, frameworks, Orders and guidelines that direct and guide operational practice.</li> <li>• Staff screening and psychological assessment.</li> <li>• Training and workforce development, including modules in Trauma-informed Practice and Positive Behavior Support.</li> <li>• Supervision of staff and incident review processes.</li> <li>• Confidential feedback and complaint mechanisms for young people.</li> <li>• CCTV surveillance across Kurlana Tapa.</li> <li>• Regular monitoring of incidents, including Resident Incident Comment Sheets which seek the resident's account of an incident.</li> <li>• Independent oversight through the TCV, including confidential phone access for residents to contact the TCV at any time.</li> </ul>
		<p><b>Sections 30 - Power to search residents:</b> Situations in which the manager of a training centre may cause a resident or their belongings to be searched.</p>	<p>Kurlana Tapa Security Order 6 - Searching of Children, Young People and Visitors outlines requirements in accordance with this section.</p> <p>If required, drug and alcohol screening at Kurlana Tapa is undertaken by Youth Justice staff who have completed accredited training.</p> <p>The Youth Justice Screening for Drug and Alcohol Procedure guides trained staff in the screening of drug and alcohol use.</p>
		<p><b>Sections 31 - Drug testing of residents:</b> Situations in which the Chief Executive may require a training centre resident to undergo a drug test.</p>	<p>If required, drug and alcohol screening at Kurlana Tapa is undertaken by Youth Justice staff who have completed accredited training.</p>

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
			The Youth Justice Screening for Drug and Alcohol Procedure guides trained staff in the screening of drug and alcohol use.
		<b>Sections 32 - Use of sniffer dogs:</b> Power of Chief Executive to authorise the use of a sniffer dog by a person who is authorised to use such a dog under the <i>Police Act 1998</i> or the <i>Correctional Services Act 1982</i> at a training centre to assist in the maintenance of the good order or security of the centre.	<p>Powers and functions under section 32 were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Sniffer dogs are not routinely used in Kurlana Tapa. If there was an event that warranted use, this would be coordinated with SAPOL after approval by the delegated authorities is obtained by the General Manager, Custodial Services.</p> <p>The following Security Orders outline that the use of sniffer dogs must be approved by the Director, Youth Justice and Exceptional Needs:</p> <ul style="list-style-type: none"> <li>• Searching of Residents and Visitors</li> <li>• Access Control</li> <li>• Property and Area Searches.</li> </ul>
		<b>Sections 33 - Use of force against residents:</b> Circumstances in which an employee of a training centre may use force against a resident.	<p>Kurlana Tapa Operational Order 24 - Use of Force outlines requirements in accordance with section 33, including reporting and recording requirements. Operational staff also undertake training to ensure safe practices are used in accordance with the particular circumstances as outlined in this section.</p> <p>There are mechanisms in place to regularly review incidents involving the use of force to monitor compliance.</p>
		<p><b>Section 34 - Leave of absence under authority of Chief Executive:</b> This section sets out:</p> <ul style="list-style-type: none"> <li>• the authority of the Chief Executive to grant and revoke a leave of absence of a youth detained in a training centre</li> <li>• the authority of the Chief Executive to grant a youth detained in a training centre a leave of absence for medical or psychiatric examination, assessment or treatment</li> <li>• leave of absence conditions, including being in the custody and under the supervision of authorised officers during leave.</li> </ul>	<p>Powers and functions under section 34(1)-(4) and (6) were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Powers and functions under sections 34(1)(a) and 34(4) were delegated by the DHS Chief Executive to the General Manager and Duty/On-call Manager of Kurlana Tapa on 16 November 2021.</p> <p>Kurlana Tapa Security Order 25 - External Resident Escorts facilitates compliance with section 34.</p>
		<p><b>Division 7 - Transfer of youths under detention from one jurisdiction to another:</b> Sets out the powers and responsibilities of the Minister in the transfer of young offenders including:</p> <ul style="list-style-type: none"> <li>• <b>Section 36 - Transfer of young offenders to other States</b></li> <li>• <b>Section 37 - Transfer of young offenders to this State</b></li> <li>• <b>Section 38 - Adaptation of correctional orders to different correctional systems</b></li> <li>• <b>Section 39 - Custody during escort</b></li> </ul>	Interstate transfers of young people under custodial supervision are rare. When this occurs, it is managed on case-by-case basis in accordance with requirements.



Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<b>Division 8 - Release from detention: Sections 40 to 42</b> set out the requirements for release from detention including return of personal property.	<p>Powers and functions under section 41(2) were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships, Director of Youth Justice and Exceptional Needs and to the General Manager and Assistant General Manager of Kurlana Tapa on 16 November 2021.</p> <p>The following Kurlana Tapa orders facilitate compliance with sections 40 to 42:</p> <ul style="list-style-type: none"> <li>• Kurlana Tapa Security Order 20 - Admission, Transfer and Release</li> <li>• Kurlana Tapa Operational Order 41 - Property of Children and Young People.</li> </ul>
		<b>Part 5 - Community programs and community service:</b> Sets out the requirements in the establishment and management of community programs and community service including: <ul style="list-style-type: none"> <li>• <b>Section 43 - Community programs</b></li> <li>• <b>Section 44 - Restrictions on performance of community service and other work orders</b></li> <li>• <b>Section 45 - Insurance cover for youths performing community service or other work orders</b></li> <li>• <b>Section 46 - Community service or other work orders may only involve certain kinds of work</b></li> </ul>	<p>Powers and functions under sections 44 and 46 were delegated by the former Minister for Human Services to the DHS Chief Executive on 18 March 2019.</p> <p>Powers and functions under sections 44 and 46 were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships, the Director of Youth Justice and Exceptional Needs and the General Manager of Community Youth Justice on 16 November 2021.</p> <p>On 6 January 2021, a service agreement with agreed KPIs was established between the Service to Youth Council (SYC) Ltd and DHS for the delivery of the Community Services Orders (CSO) program in metropolitan Adelaide. The service agreement will expire on 31 December 2024.</p> <p>SYC have their own internal policies and procedures that guide staff in the delivery of the CSO program.</p> <p>Community Youth Justice staff deliver the CSO program in country locations. The Community Youth Justice CSO policies and guidelines set out requirements to establish and manage the CSO program in accordance with this section.</p>
		<b>Section 49 - Confidentiality:</b> Sets out the circumstances in which information relating to a youth or resident of a training centre, being information obtained (whether by the person or some other person) in the administration or enforcement of this Act, can be disclosed.	<p>The following documents facilitate compliance with section 49:</p> <ul style="list-style-type: none"> <li>• Youth Justice Services Client Information Sharing Policy</li> <li>• Kurlana Tapa Operational Order 43 - Privacy and Confidentiality</li> <li>• <i>Youth Friendly Authority to Release Information</i> which combines simple language and an image rich layout to ensure information is easy for children and young people to understand when considering whether to provide consent to release information that relates to them.</li> <li>• The 2022 MoAA between DHS and the TCV includes protocols relating to the use of information and confidentiality.</li> <li>• The MoAA between the Women's and Children's Health Network and DHS for the collaborative provision of health services to children and young people in Kurlana Tapa includes provisions regarding confidentiality and the sharing and use of information about children and young people at Kurlana Tapa.</li> <li>• The letter of agreement between DHS and the Department for Education includes provisions in respect of the privacy and confidentiality of personal information relating to children and young people at Kurlana Tapa.</li> <li>• The letter of arrangement between the Department for Child Protection and DHS in relation to records and information management practices, including files.</li> </ul>

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
			<ul style="list-style-type: none"> <li>The MoAA between SAPOL and DHS sets out agreed protocols for information exchange arrangements, the use of information and confidentiality.</li> </ul>
		<b>Section 51 - Information about youth may be given in certain circumstances:</b> The Chief Executive has the absolute discretion to grant or refuse an application for release of information.	Information provided to Registered Victims in accordance with section 51 is managed through the Victims Register process. Other information requests from an eligible person are considered on a case by case basis in accordance with requirements.
		<b>Section 52 - Information about youth to be given when youth to be imprisoned:</b> Sets out the obligations on the Chief Executive regarding the provision of information when a youth is being transferred to a prison.	The MoAA between DHS and the Department for Correctional Services (DCS) sets out arrangements for information exchange to ensure coordinated services and support for young people being transferred between youth and adult, or adult and youth custodial settings.
Youth Justice Administration Regulations 2016	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	The Regulations provide the necessary regulatory detail to reflect, in practice, the objects and principles of the <i>Youth Justice Administration Act 2016</i> .	Kurlana Tapa staff receive training upon commencement and refresher training to promote the objects and principles of the <i>Youth Justice Administration Act 2016</i> .
		<b>Regulation 5 - Aboriginal and Torres Strait Islander Youth Justice Principle:</b> Outlines the principles that must be observed by a person or body exercising a power or function under the <i>Youth Justice Administration Act 2016</i> , with respect to an Aboriginal or Torres Strait Islander child or young person.	DHS has a range of policies, procedures and guidelines to guide practice in line with obligations under the Aboriginal and Torres Strait Islander Youth Justice Principle. This includes specific documented Aboriginal cultural considerations and processes for seeking input and advice from Senior Aboriginal Cultural Advisors. Meaningfully embedding the Aboriginal and Torres Strait Islander Youth Justice Principle is an ongoing commitment for Youth Justice and Exceptional Needs, including strengthening practice through the development of an Aboriginal Practice Framework. To support accountability in the implementation of the Aboriginal and Torres Strait Islander Youth Justice Principle, annual reporting will commence in 2024 to coincide with DHS annual reporting processes.
		<b>Regulation 6 - Circumstances in which isolation of residents of training centres allowed</b> 6(7)(c)(ii) - Isolation must not continue for longer than 24 hours unless isolation of the resident for that longer period has been approved by the Chief Executive. 6(8) - The Chief Executive must establish procedures relating to the isolation of residents.	Regulation 6(8) powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021. Procedures have been established under Kurlana Tapa Operational Order 68 - Use of Isolation, to outline when the use of isolation is permitted and all recording, approval, observation and reporting requirements.
		<b>Regulation 7 - Circumstances in which segregation of residents of training centres allowed</b> 7(4)(d) - If a resident of a training centre is segregated from the other residents, the manager must ensure that a parent, guardian or carer of the	Regulation 7(5) powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs on 16 November 2021.

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<p>resident is informed as soon as reasonably practicable, and if the resident is Aboriginal, Aboriginal cultural support is informed.</p> <p>7(5) - The Chief Executive must establish procedures relating to the segregation of residents.</p>	<p>Procedures have been established under Kurlana Tapa Operational Order 69 - Use of Restricted Routine to outline when the use of segregation is allowed and all recording, approval, access and reporting requirements.</p>
		<p><b>Regulation 8 - Circumstances in which use of mechanical restraints allowed</b></p> <p>8(2)(a) - The mechanical restraint must be of a kind approved by the Chief Executive for the purpose.</p> <p>8(2)(b) - The free movement of a resident of a training centre may only be restricted by mechanical restraint where an employee of the centre believes on reasonable grounds that (i) the resident is about to harm themselves or another person, or (ii) it is necessary to restrain a young person to (A) preserve the security of the centre, or (B) to prevent the resident from escaping custody, or (C) to preserve community safety.</p> <p>8(3) - Restricting the free movement of a resident of a training centre by the use of a mechanical restraint may only be used as a last resort and must not be used to punish the resident or contravene the resident's rights under the Charter of Rights for Young People Detained in Training Centres.</p> <p>8(4) - The Chief Executive must establish procedures relating to the use of mechanical restraints on residents.</p> <p>8(5) - Outlines the provisions that apply to the use of a mechanical restraint on a resident of a training centre.</p>	<p>Procedures have been established under Kurlana Tapa Security Order 26 – Use of Mechanical Restraints to outline the restraint types approved by the Chief Executive for use in particular circumstances and recording and supervision requirements to ensure compliance with this section. Relevant operational staff undergo training in the safe use of mechanical restraint types used at Kurlana Tapa and only trained staff can apply mechanical restraints.</p>
		<p><b>Regulation 10 - Drug testing procedures</b></p> <p>10(1) - The Chief Executive may establish procedures for the purposes of drug testing residents under section 31 of the Act.</p>	<p>Regulation 10 powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Children and young people at Kurlana Tapa are not routinely tested for drugs and alcohol. If required, drug and alcohol screening at Kurlana Tapa is undertaken by Youth Justice staff who have completed accredited training.</p> <p>The Youth Justice Screening for Drug and Alcohol Procedure guides trained staff in the screening of drug and alcohol use.</p>
		<p><b>Regulation 11 - Therapeutic use of drugs</b></p> <p>11(1) - The Chief Executive may establish procedures relating to the therapeutic use of drugs by residents and the administration of drugs for such use to the residents.</p>	<p>Regulation 11 powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>The following procedures have been established relating to the therapeutic use of drugs by residents and the administration of drugs:</p> <ul style="list-style-type: none"> <li>• Kurlana Tapa Operational Order 45 - Issuing Prescribed Medication</li> <li>• Kurlana Tapa Operational Order 53 - Issuing Non-Prescribed Medication and Medicines.</li> </ul>

Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
		<b>Regulation 12 - Visitors other than official or professional visitors:</b> Details the responsibilities of the manager of the training centre with respect to domestic (family and friends) visitors for children and young people at Kurlana Tapa.	Kurlana Tapa Operational Order 23 - Visits for Children and Young People (last approved 21 February 2022 - next due for review 21 February 2024) includes the provisions in Regulation 12.
		<b>Regulation 13 - Visits by professional visitors:</b> Details the responsibilities of the manager of the training centre to facilitate and verify the identity of professional visitors to Kurlana Tapa.	Kurlana Tapa Operational Order 23 - Visits for Children and Young People (last approved 21 February 2022 - next due for review 21 February 2024) includes the provisions in Regulation 13.
		<b>Regulation 14 - Power to search visitors:</b> Details the powers of the manager of the training centre to search visitors to Kurlana Tapa.	Kurlana Tapa Security Order 6 - Searching of Children, Young People and Visitors facilitates compliance with Regulation 14.
		<b>Regulation 15 - Mail:</b> Details actions which must be undertaken by the DHS Chief Executive in relation to screening and management of resident mail. The Chief Executive authorises officers of the department for the purposes of the Regulation.	<p>Regulation 15 powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Regulation 15(2) powers and functions were delegated by the DHS Chief Executive to the General Manager and Assistant General Manager of Kurlana Tapa on 16 November 2021.</p> <p>Regulation 15(9) and 15(10) powers and functions were delegated by the DHS Chief Executive to the General Manager, Assistant General Manager and Manager Security Services of Kurlana Tapa on 16 November 2021.</p> <p>Regulation 15(10)(c)(iv) powers and functions of the Minister were delegated to the DHS Chief Executive on 18 March 2019.</p> <p>The 2022 MoAA between DHS and the TCV includes protocols relating to mail and resident communication with the TCV.</p> <p>The following Kurlana Tapa Security and Operational Orders facilitate compliance with Regulation 15:</p> <ul style="list-style-type: none"> <li>• Kurlana Tapa Security Order 31 - Mail for Children and Young People</li> <li>• Kurlana Tapa Operational Order 54 - Visitor and Contact Approval.</li> </ul>
		<b>Regulation 16 - Telephone calls</b> 16(1) - The Chief Executive may make rules relating to telephone communication by and with residents of training centres. 16(3) - Telephone communication between a resident and another person may be monitored by the manager of the training centre or an employee of the centre authorised by the manager to monitor telephone calls.	<p>Regulation 16 (1) powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and Director of Youth Justice and Exceptional Needs on 16 November 2021.</p> <p>Various employees of Kurlana Tapa were authorised by the General Manager of Kurlana Tapa on 1 December 2016 for the purposes of Regulation 16(3).</p> <p>The 2022 MoAA between DHS and the TCV includes protocols relating to telephone calls and resident communication with the TCV.</p> <p>Kurlana Tapa Security Order 55 - Monitored Phone System facilitates compliance with Regulation 16.</p>
		<b>Regulation 17 - Residents' personal property:</b> Details actions that must be undertaken by the DHS Chief Executive in relation to the management and disposal of resident property.	Regulation 17 powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships and Director of Youth Justice and Exceptional Needs on 16 November 2021.

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Act / Regulation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken and/or policies and procedures in place to ensure compliance
			<p>Regulation 17(4) powers and functions were delegated by the DHS Chief Executive to the Executive Director of Community and Aboriginal Partnerships, Director of Youth Justice and Exceptional Needs and the General Manager and Assistant General Manager of Kurlana Tapa on 16 November 2021.</p> <p>Kurlana Tapa Operational Order 41 - Property of Children and Young People facilitates compliance with Regulation 17.</p>
		<p><b>Regulation 18 - Application of Section 21A of the Act:</b> Identifies the persons and classes of persons who are prescribed for the purposes of section 21A(2) of the Act.</p> <p>The Regulations provides various ongoing exemptions - e.g., those who have no/incidental contact with children at Kurlana Tapa in the course of their work, those who are always supervised by staff , registered teachers and registered health professionals.</p>	<p>The Psychological Suitability Assessment of People who Work in the Kurlana Tapa Youth Justice Centre Policy details the exemptions and circumstances regarding Regulation 18.</p>

**Section 2: Legislation with sections/powers delegated/authorised to the Minister for Human Services or DHS**

Legislation	Assigned from	Instrument of delegation / authorisation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken to ensure compliance
<b>Bail Act 1985</b>	Attorney-General	South Australian Government Gazette dated 28 March 2019 (G1)	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	<b>Section 11 - Conditions of bail:</b> Under section 11(7a), if it is a condition of a bail agreement that the person released under the agreement will remain at a particular place of residence, a police officer or a community corrections officer authorised by the Minister for the purpose may enter the residence at any time for the purpose of ascertaining whether or not the person is complying with the condition.	Powers under section 11(7a) were delegated to the Minister for Human Services in respect of community corrections officers who are officers or employees of DHS.  The Minister subsequently authorised Youth Justice Home Detention Officers for this purpose on 11 April 2019.
<b>Criminal Law Consolidation Act 1935</b>	Training Centre Review Board	Letter of delegation from the Presiding Member of the Training Centre Review Board dated 6 October 2020 (D7)	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	<b>Section 269V - Custody, supervision and care:</b> Pursuant to the provisions of section 269V(4) of the Act, the Parole Board of South Australia and the Training Centre Review Board have delegated the supervision of young persons released on licence under the provisions of section 269O of the Act, to DHS Youth Justice Services (now Youth Justice and Exceptional Needs).  The delegation of these supervisory responsibilities is limited to those powers and functions provided under section 269V of the Act and such supervision is restricted to persons who have been dealt with as youths (and not as adults).  As noted in section 269A(3), a reference to the Parole Board is to be read as a reference to the Training Centre Review Board.	Appropriate delegations are in place under section 296V (3).  The Youth Interagency Partnership Agreement (YIPA) between DHS and then Department of Health and Aging (now the Department for Health and Wellbeing) provides practice guidance for the supervision of young people under section 269 licences.  The YIPA provides practice guidance for the supervision of young people under the mental impairment provisions of the Act.
<b>Sentencing Act 2017</b>	Minister for Human Services	Letter of delegation of powers and functions dated 18 March 2019 (D22)	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	<b>Section 6 - Application of Act to youths:</b> Under section 6(3), in applying a provision of this Act to a youth who is being or has been dealt with as a youth (and not as an adult):  (d) a reference to the CE is to be read as a reference to the Chief Executive of the administrative unit of the public service that is responsible for assisting a Minister in the administration of the <i>Youth Justice Administration Act 2016</i> ; and  (e) a reference to a community corrections officer is to be read as a reference to a community youth justice officer under the <i>Youth Justice Administration Act 2016</i> ; and  (h) a reference to the Minister for Correctional Services is to be read as a reference to the Minister for Youth Justice.	On 18 March 2019, the former Minister for Human Services delegated the powers and functions under sections 110, 111 and 112 of the Act to the DHS Chief Executive.  The powers and functions under these sections were delegated by the Chief Executive on 16 November 2021 (updated delegation) to the Executive Director of Community and Aboriginal Partnerships, Director of Youth Justice and Exceptional Needs, and the General Manager of Community Youth Justice. The updated delegations in November 2021 raised the level of delegated powers to senior manager (General Manager) position or higher for delegations under the Act.



Legislation	Assigned from	Instrument of delegation / authorisation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken to ensure compliance
				<p><b>Section 106 - Provisions relating to supervision in the community:</b> This section outlines the additional conditions that can be imposed when sentencing a defendant to community service, and the provisions that apply if a court makes an order, or includes a condition in a bond, requiring the person to whom the order or bond relates to be under the supervision of a community corrections officer.</p> <p><b>Section 110 - Variation of community service order:</b> Authority of the Minister for Correctional Services (Minister for Youth Justice) to vary a community service order, including extending the completion period by no more than 6 months. Requires notification to court.</p> <p><b>Section 111 - Power of Minister to cancel unperformed hours of community service:</b> Authority of the Minister to cancel community service hours (no more than 10 hours per order). Requires notification to court.</p> <p><b>Section 112 - Power of Minister in relation to default in performance of community service:</b> Sets out the powers of the Minister in relation to default in performance of community service - includes power to increase community service hours (by no more than 24 in aggregate) or suspend the operation/condition of the order until proceedings for breach of order/bond are determined.</p>	<p>The Chief Executive also delegated the powers and functions under section 106 to the Executive Director of Community and Aboriginal Partnerships and the Director of Youth Justice and Exceptional Needs.</p> <p>Youth Justice and Exceptional Needs has the following relevant procedures to guide practice and operations in accordance with legislative requirements:</p> <ul style="list-style-type: none"> <li>• Program Suitability for Community Service Procedure</li> <li>• Procedure Dismissing a client from the Community Service Order Program</li> <li>• Youth Justice Client Warning Procedure</li> <li>• Youth Justice Court Applications and Prosecution of Non-Compliance Procedure.</li> </ul>
<b>Summary Offences Act 1953</b>	Chief Executive of the Department for Child Protection	Letter of delegation of powers and functions dated 1 November 2016 (D11) <sup>1</sup>	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	<p><b>Part 18 - Arrest</b></p> <p><b>Section 79A (1a):</b> A person, or a person of a class, nominated by the Chief Executive of the department responsible for assisting a Minister in the administration of the <i>Youth Justice Administration Act 2016</i>, may be requested to represent the interests of a child subject to criminal investigation when:</p> <p>(a) the minor does not nominate a solicitor, relative or friend to be present during an interrogation or investigation relating to the suspected offence; or</p>	<p>On 1 December 2016, the DHS Chief Executive nominated Community Youth Justice Officers, Case Coordinators (Kurlana Tapa) and volunteers of the Australian Red Cross Police Call Out Program to represent the interests of children subject to investigation (where the minor either does not nominate a solicitor, relative or friend, or the nominated person is unavailable or unwilling to attend).</p> <p>This service is primarily provided by the Australian Red Cross through a funded service agreement in</p>

<sup>1</sup> The *Summary Offences Act 1953* previously referred to the Chief Executive within the meaning of the *Family and Community Services Act 1972*. This was amended to the *Youth Justice Administration Act 2016* by the *Statutes Amendment (Attorney-General's Portfolio) Act 2016*, which was assented to in June 2016.

Legislation	Assigned from	Instrument of delegation / authorisation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken to ensure compliance
				(b) the solicitor, relative or friend nominated by the minor is unavailable or unwilling to attend the interrogation or investigation.	place between DHS and the Australian Red Cross to support this arrangement.
<b>Young Offenders Act 1993</b>	Attorney-General	South Australian Government Gazette dated 6 September 2018 (G13)	Community and Aboriginal Partnerships - Youth Justice and Exceptional Needs	The following Ministerial powers and functions of the Attorney-General were conferred on the Minister for Human Services: <b>Section 1 - Interpretation</b> Section 4(1): Authorisation by the Minister for the purposes of the definition of home detention officers.	No policy and/or procedures are required.
				<b>Section 4A - Designation as officers of Department for certain purposes</b> The Minister may designate (by written notice) a person to whom this section applies as a person who is to be taken to be an officer of the department for the purposes of this Act, and any other prescribed Act. This section relates to the designation of contracted staff as officers of the department for court transport.	On 21 July 2022, the Minister for Human Services delegated the power to designate an officer of DHS to the Minister for Police, Emergency Services and Correctional Services (refer G12).
				<b>Section 5A - Victims Register</b> The Chief Executive must keep a Victims Register for the purposes of this Act.	The Youth Justice maintains a Victims Register on behalf of the Chief Executive.
				<b>Section 15 - How youth is to be dealt with if not granted bail</b> <b>Section 15(1):</b> If a youth is not granted bail, the Chief Executive must detain the youth with a person (where practicable), or in a place (other than a prison), approved by the Minister. <b>Section 15(2):</b> If a youth is arrested outside an area specified in the Regulations, the youth may be detained in a police prison; or in a police station, watch-house or lock-up approved by the Minister.	Kurlana Tapa has been approved as a place for the purposes of detaining a youth pursuant to section 15(1) and 41C(8) of the Act. There is also Ministerial approval under section 15(1) for ten police prisons in country locations.
				<b>Section 37B - Home detention officers</b> <b>Section 37B(2)(b):</b> A home detention officer to whom a youth is assigned may give the youth other written directions of a	Youth Justice Services Home Detention Policy details requirements in accordance with this section.

Legislation	Assigned from	Instrument of delegation / authorisation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken to ensure compliance
				kind authorised by the Minister either generally or in relation to the particular youth.	There are also four related home detention procedures with associated forms and templates to guide practice: <ul style="list-style-type: none"> <li>• Home Detention Bushfire Preparedness Procedure</li> <li>• Home Detention Extreme Heat Procedure</li> <li>• Home Detention Monitoring Unit Management Procedure</li> <li>• Home Detention Unapproved Absence Procedure</li> <li>• Home Detention Case Management and Operations Interface Guideline.</li> </ul>
				<b>Section 38 - Establishment of Training Centre Review Board</b> <b>Section 38(2)(c):</b> The Training Centre Review Board is to include two people with appropriate skills and experience in working with young people, appointed by the Governor on the recommendation of the Minister.	The Minister provides advice to the Attorney-General when required regarding the nomination of two people to the Training Centre Review Board with appropriate skills and experience in working with young people.
				<b>Section 40A - Leave may be authorised by Board</b> <b>Section 40A(3):</b> An officer may be authorised to apprehend without warrant a youth who is still at large after the revocation or expiry of a period of leave.	On 16 November 2021, the Chief Executive renewed delegations of powers and functions under sections 37B(1), 40A and 41C(1)-(3) to appropriate DHS positions.  Kurlana Tapa Operational Order 28 - Training Centre Review Board/Youth Parole Board facilitates compliance with this section.
				<b>Section 41C - What happens if youth fails to observe condition of release</b>	On 16 November 2021, the Chief Executive renewed delegations of powers and functions under sections 37B(1), 40A and 41C(1)-(3) to appropriate DHS positions.  On 18 March 2019, the former Minister for Human Services approved Kurlana Tapa as a place for the purposes of detaining a youth pursuant to section 41C(8) of the Act.

OFFICIAL

Legislation	Assigned from	Instrument of delegation / authorisation	Responsible DHS business area	Key requirements / provisions	Governance commentary - actions taken to ensure compliance
					Kurlana Tapa Operational Order 28 - Training Centre Review Board/Youth Parole Board facilitates compliance with this section.
				<b>Section 59 - Detention and search by officers of Department</b>	On 5 July 2022, the Chief Executive delegated powers under section 59 of the Act to authorise officers of the Department to detain and search youths to the person holding or acting in the position of Chief Executive of the Department for Correctional Services.  The Chief Executive has also authorised officers of the department, for the purposes of section 59.
				<b>Section 59A - Power of arrest by officers of the Department</b> <b>Section 59A(4):</b> Approve a person or place (a), or police prison, police station, watch-house or lock-up (b) for the purpose of detaining a youth arrested in a remote location.	There are no policies or procedures in place to guide processes with respect to section 59A as officers of Youth Justice do not currently exercise powers under this section.  The Minister has not approved any person or place under section 59A(4) of the <i>Young Offenders Act 1993</i> .
				<b>Section 62 - Detention of youths in emergencies</b> <b>Section 62(1):</b> Approve a police prison, police station, watch-house or lock-up approved by the Minister for the purpose of detaining a young person during an emergency.	On 18 March 2019, the former Minister for Human Services delegated the powers and functions under section 62 to the DHS Chief Executive.  There are no emergency places of detention approved under section 62(1).
				<b>Section 63 - Transfer of youths in detention to other training centre or prison</b> <b>Section 63(2):</b> If a person who is of or above the age of 18 years is detained in, or remanded to a training centre the person or the Chief Executive may apply to the Youth Court for an order that the person be transferred to a prison for the remainder of the period of detention or remand,	Applying for Transfer of AYTC Resident to Prison Guideline established the process that facilitates compliance with this section.

### Trip Summary – 09 June to 18 June

Day	Key activities	Accom Location
<b>Sunday 09 June</b>	<b>Travel to Canada</b>	Vancouver
<b>Monday 10 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Vancouver Aboriginal Children and Family Services Society</li> <li>• Plea Community Services (host) <ul style="list-style-type: none"> <li>◦ Elizabeth Fry Society of Greater Vancouver</li> <li>◦ Options Community Services</li> <li>◦ Waypoint fulltime attendance program</li> </ul> </li> </ul>	Vancouver
<b>Tuesday 11 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• British Columbia Youth Justice Leadership (provincial / state government) <ul style="list-style-type: none"> <li>◦ Burnaby Youth Custody Centre</li> <li>◦ Independent Assessment Unit</li> </ul> </li> </ul> <p><b>Travel to Toronto</b></p>	Toronto
<b>Wednesday 12 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Youth Justice Thought Leaders Roundtable, hosted by Youth Research Exchange, YouthREX</li> <li>• Turning Point Youth Services <ul style="list-style-type: none"> <li>◦ Turning Point: Everett Program live-in facility</li> </ul> </li> <li>• Toronto homelessness support sector leaders</li> </ul>	Toronto
<b>Thursday 13 June</b>	<b>Travel to Ottawa</b> <p>Meetings and site visits:</p> <ul style="list-style-type: none"> <li>• Ottawa Youth Justice Services <ul style="list-style-type: none"> <li>◦ BGC Ottawa (host)</li> <li>◦ Youth Services Bureau (YSB)</li> <li>◦ You Turn</li> <li>◦ John Howard Society of Ottawa</li> <li>◦ Crossroads</li> <li>◦ Ottawa Police (youth section)</li> <li>◦ YSB: William E. Hay Centre (secure custody)</li> <li>◦ YSB: Sherwood Youth Centre (open custody)</li> <li>◦ BGC Ottawa: Clubhouse</li> </ul> </li> <li>• Ministry of Justice, federal agency (Youth Justice)</li> </ul>	Ottawa
<b>Friday 14 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Australian High Commissioner to Canada</li> </ul> <p><b>Travel to Toronto</b></p> <p>Meetings and site visits:</p> <ul style="list-style-type: none"> <li>• Ontario Government, Ministry of Children, Community and Social Services (Youth Justice Officials)</li> </ul>	Toronto
<b>Saturday 15 June</b>	Meetings and site visits: <ul style="list-style-type: none"> <li>• Friends In Toronto Community Services</li> </ul>	Toronto
<b>Sunday 16 June</b>	<b>Travel to Adelaide (returning Tuesday 18 June)</b>	In transit

## YOUTH FOYERS IN AUSTRALIA

In Australia, Youth Foyers offer 16-24 year olds a safe and stable place to live for up to two years, integrating stable housing, education, employment and life skills support.

Foyers are designed for young people who have the capacity to engage in education and training, but are prevented from participating due to a range of structural, institutional and personal barriers. Foyers offer them the time, personalised attention, mentoring, coaching and access to opportunities needed to develop education and training pathways that lead to sustainable employment.

For example, **Victoria's Education First Youth Foyers** are based on student accommodation for at-risk young people co-located on TAFE campuses – and jointly delivered by TAFE institutes, housing providers and youth support partners – and supporting them to undertake education and training for two years. The model features:

- focus on engagement in mainstream education and services
- a 24/7 multidisciplinary staff team to support residents
- for financial viability, the Victorian model is designed around accommodation for 40 people.

Utilising an 'Advantaged Thinking' approach, Foyers seek to tap into the goals and ambitions of young people and nurture their talents while building skills for life. Advantaged Thinking promotes strengths and future aspirations, rather than defining a person by their immediate needs.

The **FOYER FOUNDATION** in Australia provides accreditation and quality assurance for existing or prospective Foyer providers. It also convenes and facilitates a Community of Practice of accredited/accrediting Foyers.

There are currently 17 Foyers or Foyer-like services across Australia with capacity to support up to 500 young people, and the Foyer Foundation is aiming for 50 Foyers nationally by 2030 (with capability of supporting 1667 people per annum – and over 20,000 over a decade).

Foyers may choose to be accredited. Accreditation is completed over a 12-month period, with a lighter-touch Re-accreditation process every 4 years.

## SOUTH AUSTRALIA

There is currently one foyer in SA, in Port Adelaide, with accommodation for 23 young people. It is part of the Adelaide North West Homelessness Alliance, and is a partnership between DHS and St John's Youth Services (<https://www.stjohnsyouthservices.org.au/services/foyer-port-adelaide/>).

Residents of Foyer Port Adelaide initially sign a 12-month lease with SA Housing Authority, with support services based on the Foyer model. Case Managers support residents to construct individual case plans with goals focussed on employment, training or education and other areas of a young person's life where they would like help, such as accommodation, independent living skills, health and wellbeing, cultural identity, and positive community connections.

Residents may participate in a range of activities aimed at teamwork and leadership skills. There are no fixed time frames, rather young people are transitioned out of the program and into other housing when they identify as being ready to do so.



**Eligibility:**

- 16-21 years old, homeless or at risk of homelessness
- engaged in education, employment and/or training or actively working towards this
- have a regular income (this can include a Centrelink independent allowance)
- have capacity to live independently
- have capacity to participate in programs offered and be committed to doing so
- sign an agreement (the 'Deal') demonstrating commitment to participating in the Foyer community and ensuring the agreement continues to be actively reviewed and implemented.

**COSTS AND BENEFITS**

The average 40-bed Foyer has operating costs of \$1.6M-\$2M (not including capex).

A report commissioned by the Foyer Foundation in 2022 claims that on a per person basis, Youth Foyers create an average of \$89,000 in benefits for state governments through the avoided social housing, health and justice costs and \$80,000 in benefits for the Federal Government across taxation uplifts, welfare and health savings ([https://foyer.org.au/wp-content/uploads/2023/04/FoyerFoundation\\_UnderOneRoof\\_FULLReport2023.pdf](https://foyer.org.au/wp-content/uploads/2023/04/FoyerFoundation_UnderOneRoof_FULLReport2023.pdf)).

**\$89,000 of the total benefits from Foyer accrue to state governments through reduced housing, health and justice costs**

State governments receive 52 per cent of the benefits from reduced cost to government services over the lifetime of a young person experiencing homelessness who is supported through Foyer.

Eighty per cent of young people in Foyer (compared to only 62 per cent through SHS) exit into a stable house. This improves life outcomes but also **reduces a young person's reliance on state government-supported housing with a lifetime saving of \$34,170.**

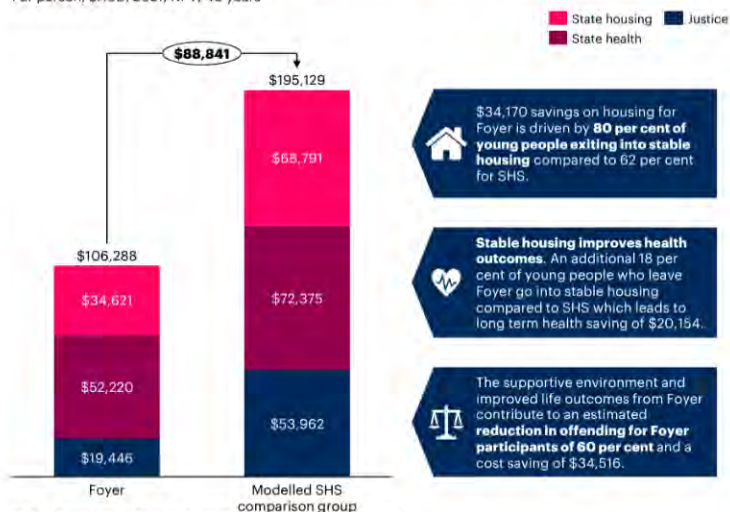
Health costs for a young person experiencing homelessness are estimated to be \$10,231 per year,<sup>1</sup> with 74 per cent of health costs attributed to state governments in this study. The improved health outcomes from 80 per cent of young people in stable housing results in a **lifetime health cost saving of \$20,155 for state governments.**

Foyer participants are estimated to experience a 60 per cent reduction in offences compared to a 14 per cent increase for young people in SHS.<sup>2</sup> **Reduced justice system involvement improves life outcomes and reduces costs to state governments by \$34,516.**



**Cost of state government services for a young person in Foyer compared to a young person in SHS<sup>3</sup>**

Per person, \$AUD, 2021, NPV, 40 years



Sources: 1. Mackenzie et al. (2016). 2. SJMG (2019) 3. Housing costs are split into unstable housing costs and social housing costs. Unstable housing costs are based on the per day cost of SHS, found in (Disability Commission (2022)). Social housing costs are based on AUSA (2022). Justice costs are calculated by multiplying the rate of offending by the cost of offending. Cost of offending is based on (Taylor, 2022). Rates of offending are based on SJG (2019). SJMG (2019). Health costs are a function of housing outcomes, and are based on (Mackenzie, 2016). See Method of more detail.

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Theme / Issue	Canada <sup>1</sup>	South Australia <sup>2</sup>
Summary of system	<p>The <i>Youth Criminal Justice Act</i> is the legal foundation upon which Canada's youth criminal justice system is built. Across the country, governments, police, lawyers, judges and others are working in close partnership with communities and families to prevent youth crime and to ensure a fair and effective youth justice system.</p> <p>Under Canada's Constitution, the federal government is responsible for the criminal law, including youth justice legislation, while the provinces and territories are responsible for the administration of the criminal justice system.</p> <p>Each Canadian province and territory is individually responsible for the administration of justice, including the implementation of the Youth Criminal Justice Act. This means that youth cases are handled by provincial or territorial agencies, such as provincial and territorial courts, youth correctional services, police, and community-based organizations. Provinces and territories are also responsible for programs such as legal aid and services for victims of crime.</p> <p>Funded partners are often referred to as Transfer Payment Partners.</p>	<p>Under Australia's Constitution, State and Territory governments are responsible for administering justice to those who have committed or allegedly committed an offence while considered by law to be a child or young person (in South Australia aged 10–17 years). Each state and territory in Australia has its own youth justice legislation, policies and practices. The general processes by which young people are charged and sentenced, and the types of legal orders available to the courts, are similar.</p> <p>In South Australia, the youth justice system comprises:</p> <ul style="list-style-type: none"> <li>• <b>Police:</b> who are usually a young person's first point of contact with the system, and are typically responsible for administering the options available for diverting young people from further involvement in the youth justice system</li> <li>• <b>Courts</b> (in particular, the specialist Youth Court of South Australia), where matters relating to the charges against children and young people are heard. The courts are largely responsible for decisions regarding bail, remand and sentencing</li> <li>• <b>Department of Human Services (DHS):</b> a statutory youth justice agency, responsible for the supervision and case management of young people on a range of legal and administrative orders, and for the provision of a wide range of services intended to reduce and prevent crime</li> <li>• <b>Non-government and community service providers,</b> who work with the Department to provide services and programs for children and young people under supervision.</li> </ul> <p>The Australian federal government does not have a formal role in relation to youth justice. The Australian Government does however undertake the following a range of activities, including:</p> <ul style="list-style-type: none"> <li>• Funding of the National Justice Reinvestment Program to support up to 30 community-led justice reinvestment initiatives (\$69 million (62.5m Canadian dollars) over 4 years, including initiatives</li> </ul>

<sup>1</sup> Content sourced from the Ministry of Justice (Federal) – The Youth Criminal Justice Act Summary and Background - <https://www.justice.gc.ca/eng/cj-jp/vj-ij/tools-outils/back-hist.html>

<sup>2</sup> Content sourced from the Legal Services Commission of South Australia [Law Handbook](#), Australian Institute of Health and Welfare [Youth Justice in Australia 2022-23](#) and Productivity Commission Report on Government Services [Chapter 17 Youth Justice Services](#).

Theme / Issue	Canada <sup>1</sup>	South Australia <sup>2</sup>
	<p>Canada has also ratified the United Nations:</p> <ul style="list-style-type: none"> <li>• Convention on the Rights of the Child and</li> <li>• the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership of the National Partnership Agreement on Closing the Gap – a national agreement developed in partnership between Australian, state, territory and the Coalition of Aboriginal and Torres Strait Islander Peak Organisations to work together to overcome the inequality experienced by Aboriginal peoples.</li> </ul> <p>For example, <i>Closing the Gap Target 11: By 2031, reduce the rate of Aboriginal and Torres Strait Islander young people (10-17 years) in detention by at least 30%.</i></p> <ul style="list-style-type: none"> <li>• Convening the Standing Council of Attorneys-General, comprising Attorneys-General from the Australian Government, all states and territories and the New Zealand Minister for Justice.</li> </ul> <p>The Council meets quarterly to implement a national and trans-Tasman focus on maintaining and promoting best practice in law reform, including for children and young people.</p> <p>The Australian Government has also ratified the United Nations:</p> <ul style="list-style-type: none"> <li>• Convention on the Rights of the Child and</li> <li>• the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).</li> </ul>
Legislative context	<p>The <i>Youth Criminal Justice Act</i> is federal legislation that applies across the country. It is a key component of the federal Youth Justice Initiative, which also includes research and policy development, funding for youth justice programs and services, and other youth justice activities.</p> <p><u>Federal Legislation:</u> Youth Criminal Justice Act (YCJA)</p>	<p>The following legislation principally govern arrangements for youth justice in South Australia:</p> <ul style="list-style-type: none"> <li>• <a href="#">Young Offenders Act 1993</a></li> <li>• <a href="#">Youth Justice Administration Act 2016</a></li> </ul> <p>Other relevant legislation includes:</p> <ul style="list-style-type: none"> <li>• <i>Bail Act 1985</i></li> <li>• <i>Children and Young People (Safety) Act 2017</i></li> <li>• <i>Children and Youth People (Oversight and Advocacy Bodies) Act 2016</i></li> <li>• <i>Controlled Substances Act 1984</i> and Controlled Substances (Youth Treatment Orders) Regulations 2021</li> <li>• <i>Criminal Law Consolidation Act 1935</i></li> <li>• <i>Criminal Procedure Act 1921</i></li> <li>• <i>Fines Enforcement and Debt Recovery Act 2017</i></li> <li>• <i>Sentencing Act 2017</i></li> <li>• <i>Summary Offences Act 1953</i></li> <li>• <i>Surveillance Devices Act 2016</i></li> </ul>

Theme / Issue	Canada <sup>1</sup>	South Australia <sup>2</sup>
Minimum Age of Criminal Responsibility	<p>The age of criminal responsibility in Canada is 12 years.</p>	<p>The legislated minimum age of criminal responsibility in South Australia is 10 years.</p> <p>Children between the ages of 10 and 14 years can be charged with a criminal offence, but there is a presumption that a child between these ages does not yet have the capacity to know right from wrong and so cannot form an intention to carry out a criminal act. The prosecution must prove that the child knew their conduct was wrong before they can be convicted of an offence. However, this can be rebutted by evidence to the contrary (common law doctrine of <i>doli incapax</i>).</p> <p>The South Australian Government is considering raising the minimum age of criminal responsibility to 12 years.</p> <p>A number of other Australian states and territories have raised or have committed to raising the minimum age of criminal responsibility.</p>
Key Principles	<p><u>Preamble and Declaration of Principle</u></p> <p>The YCJA contains both a Preamble and a Declaration of Principle that applies throughout the Act. The Preamble contains significant statements from Parliament about the values upon which the legislation is based. These statements can be used to help interpret the legislation and include the following:</p> <ul style="list-style-type: none"> <li>• Society has a responsibility to address the developmental challenges and needs of young persons.</li> <li>• Communities and families should work in partnership with others to prevent youth crime by addressing its underlying causes, responding to the needs of young persons and providing guidance and support.</li> <li>• Accurate information about youth crime, the youth justice system and effective measures should be publicly available.</li> <li>• Young persons have special guarantees of their rights and freedoms, including those set out in the United Nations Convention on the Rights of the Child.</li> <li>• The youth justice system should take into account the interests of victims and ensure accountability through</li> </ul>	<p>The object of the <a href="#">Young Offenders Act 1993</a> is 'to secure for youths who offend against the criminal law the care, correction and guidance necessary for their development into responsible and useful members of the community and the proper realisation of their potential'.</p> <p>The <i>Young Offenders Act 1993</i> enshrines the principle of '<i>detention at last resort</i>' by establishing the following statutory policies, so far as the circumstances of the individual case allow:</p> <ul style="list-style-type: none"> <li>• Family relationships between a youth, their parents and other members of their family should be preserved and strengthened</li> <li>• A youth should not be withdrawn unnecessarily from their family environment</li> <li>• There should be no unnecessary interruption of a youth's education or employment.</li> </ul> <p>The <a href="#">Youth Justice Administration Act 2016</a> regulates the administration and oversight of youth training / justice centres relating to children and young people involved in the criminal justice system.</p> <p>The <i>Youth Justice Administration Act 2016</i> includes the following objects and guiding principles:</p>



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	<p>meaningful consequences, rehabilitation and reintegration.</p> <ul style="list-style-type: none"> <li>The youth justice system should reserve its most serious interventions for the most serious crimes and reduce the over-reliance on incarceration.</li> </ul> <p>The Declaration of Principle sets out the policy framework of the legislation. Unlike previous youth justice legislation, the YCJA provides guidance on the priority that is to be given to key principles.</p> <p>The Declaration of Principle provides that:</p> <ul style="list-style-type: none"> <li>The youth justice system is intended to protect the public by (i) holding young persons accountable through measures that are proportionate to the seriousness of the offence and the degree of responsibility of the young person, (ii) promoting the rehabilitation and reintegration of young persons, and (iii) supporting crime prevention by referring young persons to programs or agencies in the community to address the circumstances underlying their offending behaviour.</li> <li>The youth justice system must be separate from the adult system and must be based on the principle of diminished moral blameworthiness or culpability.</li> <li>The youth justice system must reflect the fact that young people lack the maturity of adults. The youth system is different from the adult system in many respects: measures of accountability are consistent with young persons' reduced level of maturity, procedural protections are enhanced, rehabilitation and reintegration are given special emphasis, and the importance of timely intervention is recognized.</li> <li>Young persons are to be held accountable through interventions that are fair and in proportion to the seriousness of the offence.</li> <li>Within the limits of fair and proportionate accountability, interventions should reinforce respect for societal values; encourage the repair of harm done; be meaningful to the young person; respect gender,</li> </ul>	<ul style="list-style-type: none"> <li>a) to provide mechanisms for the establishment and proper administration of training centres, community based supervision services and other facilities and services relating to youths who offend against the criminal law</li> <li>b) to provide for the safe, humane and secure management of youths held in training centres in the State</li> <li>c) to provide for appropriate programs for youths who are in detention or under supervision in the community</li> <li>d) to follow, to the extent practicable, international and national requirements or guidelines relating to the detention of youths</li> <li>e) to promote the rehabilitation of youths by providing them with the care, correction and guidance necessary for their development into responsible members of the community and the proper realisation of their potential</li> <li>f) to have regard to the rights of victims of crime</li> <li>g) to have regard to the particular needs and circumstances of youths who are under the guardianship of the Chief Executive, or of whom the Chief Executive has custody, under the <i>Children and Young People (Safety) Act 2017</i> and who are residents of training centres or are required to be supervised in the community</li> <li>h) to have regard to the particular needs and circumstances relevant to a youth's cultural identity and linguistic background</li> <li>i) to promote, and endeavour to ensure compliance with, the <a href="#">Charter of Rights for Youths Detained in Training Centres</a></li> <li>j) to recognise the importance of family and community involvement and participation in administering youth justice</li> <li>k) to support the reintegration of youths with the community as part of their rehabilitation</li> <li>l) to promote community safety.</li> </ul> <p>The Minister, Chief Executive and the Department and other persons and bodies involved in the administration of the Act are to be guided by the following principles in the exercise of their functions:</p> <ul style="list-style-type: none"> <li>consideration should at all times be given to promoting the wellbeing and best interests of youths</li> <li>youths should be made aware of their obligations under the law and of the consequences of any breach of the law</li> <li>the management of residents of training centres, and youths who are subject to supervision in the community, should be designed to achieve their rehabilitation and development into responsible</li> </ul>

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	<p>ethnic, cultural and linguistic differences; and respond to the needs of Aboriginal young persons and young persons with special requirements.</p> <ul style="list-style-type: none"> <li>Youth justice proceedings require a recognition that young persons have rights and freedoms in their own right and special guarantees of these rights and freedoms; courtesy, compassion and respect for victims; the opportunity for victims to be informed and to participate; and that parents be informed and encouraged to participate in addressing the young person's offending behaviour.</li> </ul> <p>In addition to the Preamble and the Declaration of Principle, the YCJA includes other more specific principles to guide decision-making at key points in the youth justice process: Extrajudicial Measures, Youth Sentencing, and Custody and Supervision. These additional principles are discussed below.</p>	<p>members of the community and the proper realisation of their potential</p> <ul style="list-style-type: none"> <li>the community, and individual members of it, must be adequately protected against violent or wrongful acts</li> <li>facilities and programs developed for the care, rehabilitation, detention, training, therapeutic treatment or other treatment of youths should— <ul style="list-style-type: none"> <li>(i) be evidence based</li> <li>(ii) be individually designed as much as reasonably practicable— (A) to take account of the youth's age, gender, gender identity, sexuality or sexual identity, cultural identity, developmental and cognitive capacity, ability or disability, and any special needs; and (B) to promote the health of the youth; and (C) to promote the educational and vocational training needs of the youth; and (D) to address offending behaviours</li> <li>(iii) be governed by a comprehensive assessment and case plan developed in a multi-disciplinary framework</li> <li>(iv) support a focus on connecting and reintegrating with family and community</li> <li>(v) take into consideration the different traditions, cultural values and religious beliefs of ethnic or racial groups within the youth's community</li> <li>(vi) emphasise individual responsibilities.</li> </ul> </li> <li>In addition a person or body exercising a function or power under this Act in relation to an Aboriginal or Torres Strait Islander youth must— <ul style="list-style-type: none"> <li>a) observe the <i>Aboriginal and Torres Strait Islander Youth Justice Principle</i> (see below)</li> <li>b) have regard to the particular needs and circumstances of Aboriginal or Torres Strait Islander youths who are residents of training centres or are under supervision in the community</li> <li>c) recognise the diversity of cultures within Aboriginal and Torres Strait Islander communities.</li> </ul> </li> </ul>
First Nations related principles and protocols		<p>Aboriginal children and young people are grossly overrepresented in the youth justice system in Australia.</p> <p>First Nations children and young people made up 4.7% of those aged 10–17 years in the general South Australian population, but 48% of those of the</p>



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		<p data-bbox="1216 170 2119 260">same age under supervision (19 times as likely as non-Indigenous young people to be under supervision) (Australian Institute for Health and Welfare <i>Youth Justice in Australia 2022-23</i>)</p> <p data-bbox="1216 292 2119 352">South Australian youth justice legislation includes the <i>Aboriginal and Torres Strait Islander Youth Justice Principle</i>:</p> <ul data-bbox="1267 384 2119 1385" style="list-style-type: none"> <li>• that, in acknowledging the diversity of Aboriginal and Torres Strait Islander communities, the individual cultural identity of Aboriginal and Torres Strait Islander youths be recognised and their beliefs and practices be supported, respected and valued</li> <li>• that Aboriginal and Torres Strait Islander youths will be supported to uphold their cultural responsibilities and have access to, and participation in, cultural ceremonies, funerals and cultural practices, relevant to their individual cultural identity</li> <li>• that assessment, case planning and decision-making in respect of an Aboriginal or Torres Strait Islander youth includes consultation with relevant Aboriginal and Torres Strait Islander people or organisations to assist the youth</li> <li>• that, where it is appropriate to do so, the identified family, significant person and community of an Aboriginal or Torres Strait Islander youth are participants in assessment, case planning and decision-making for the youth</li> <li>• that Aboriginal and Torres Strait Islander youths are provided with programs, services and supports that have regard to their age, maturity and individual cultural identity</li> <li>• that the assessment of appropriate accommodation in a training centre will consider the individual cultural identity of Aboriginal and Torres Strait Islander youths</li> <li>• that, where necessary, Aboriginal and Torres Strait Islander youths will be provided with interpreters and, where possible, translated documents</li> <li>• that the particular health, education and wellbeing needs of Aboriginal and Torres Strait Islander youths are considered and, where practicable, met;</li> <li>• that officers of the Department actively participate in cultural training and demonstrate culturally respectful engagement</li> <li>• that the Department actively recruits and supports the retention of Aboriginal and Torres Strait Islander staff.</li> </ul>

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		<p>The Department of Human Services is developing an Aboriginal Practice Framework for Youth Justice, in consultation with DHS staff, Aboriginal people and other relevant stakeholders.</p> <p>The Framework will focus on bi-cultural practices that intertwine cultural and clinical approaches and will supplement the broader Youth Justice Practice Framework (also in development).</p>
Police questioning		<p>Generally, children and young people first contact the youth justice system when police investigate them for allegedly committing a crime.</p> <p>A child or young person who is being questioned by the police has the same rights as an adult not to answer questions unless specifically required to by some Act or other law. This means that the young person must tell the police his or her name and address, and if they were the driver or owner of a motor vehicle, but does not have to answer questions about the alleged offence.</p> <p>Police must, as soon as possible after the arrest of a child or young person, explain the nature of the allegations against him or her, and inform the young person of his or her right to seek legal representation. The police must take all reasonable steps to ensure that the child or young person is only interviewed in the presence of a parent or guardian or, if not available, an adult person nominated by the child (and who has a close association with the child) or a person from the Department for Child Protection.</p> <p><u>Police Call Outs Program</u></p> <p>In South Australia, the Department of Human Services funds the Australian Red Cross (a non-government organisation) to provide the Police Call Outs program. The Police Call Outs program provides suitably trained volunteers to be present with a child or young person during police questioning whilst they are held in police custody.</p> <p>Red Cross volunteers work to minimise the stress and anxiety that a young person may experience when arrested and help to ensure young people's rights are respected and upheld.</p> <p>Statements made to police by a child when a guardian or other adult is not present may not be accepted as evidence by a court in many cases.</p>

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Extrajudicial measures	<p><u>Background</u></p> <p>Experience in Canada and other countries shows that measures outside the court process can provide effective responses to less serious youth crime. One of the key objectives of the YCJA is to increase the use of effective and timely non-court responses to less serious offences by youth. These extrajudicial measures provide meaningful consequences, such as requiring the young person to repair the harm done to the victim. They also allow early intervention with young people and provide the opportunity for the broader community to play an important role in developing community-based responses to youth crime. Increasing the use of non-court responses also enables the courts to focus on the more serious cases of youth crime.</p> <p>Prior to the YCJA, youth courts were dealing with a large number of relatively minor offences that did not require a court proceeding in order to adequately hold the young person accountable. In addition, the extent to which cases were diverted from the court process varied considerably between provinces.</p> <p><u>YCJA Provisions</u></p> <p>The YCJA contains provisions to increase the appropriate use of extrajudicial measures for less serious offences, including the following principles:</p> <ul style="list-style-type: none"> <li>• Extrajudicial measures should be used in all cases where they would be adequate to hold the young person accountable.</li> <li>• Extrajudicial measures are presumed to be adequate to hold first-time, non-violent offenders accountable.</li> <li>• Extrajudicial measures may be used if the young person has previously been dealt with by extrajudicial measures or has been found guilty of an offence. As amended in 2012, the YCJA requires police to keep records of any extrajudicial measures used with a young person. These records will better inform police so that they can take appropriate action in respect of subsequent alleged offences.</li> </ul>	<p>South Australia Police have primary responsibility for administering non-court options for diverting young people who have committed (or allegedly committed) relatively minor offences from further involvement in the youth justice system.</p> <p>Diversionsary options include:</p> <ul style="list-style-type: none"> <li>• police warnings (informal cautions), formal cautions, and infringement notices</li> <li>• family conferences.</li> </ul> <p>In South Australia in 2022-23, 30.4% of police proceedings for alleged youth offenders were diverted by police using a non-court proceeding (<i>Productivity Commission Report on Government Services 2024</i> Table 6A.9). This is the second lowest level of all Australian states and territories.</p> <p>Data over the past decade also show a consistent trend of Aboriginal children and young people in South Australia being significantly less likely to be diverted by police compared to non-Aboriginal children and young people. This is also a national trend.</p> <p><u>Informal Police Cautions</u></p> <p>Minor offences can be dealt with by a police officer giving an 'on the spot' warning, known as an informal police caution. No punishment can be imposed if an informal caution is given but the young person should clearly understand the nature of the offence and the consequences of further similar behaviour.</p> <p>No 'official record' is kept but the police may record the informal caution in their patrol log. They may also inform the child or young person's parent or guardian. This record does not constitute a criminal record and cannot be used in any court proceedings without the consent of the young person. No further proceedings may be taken against the young person for the offence for which they were cautioned.</p> <p><u>Formal Police Cautions</u></p> <p>Where a child or young person has admitted an offence that is minor but more than trivial, the investigating police officer may refer it to a formal police caution. Formal cautions are administered by a senior police officer</p>

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	<p>The YCJA also sets out clear objectives to guide the use of extrajudicial measures, including repairing the harm caused to the victim and the community; providing an opportunity for victims to participate in decisions; ensuring that the measures are proportionate to the seriousness of the offence; and encouraging the involvement of families, victims and other members of the community.</p> <p>The YCJA requires police officers to consider the use of extrajudicial measures before deciding to charge a young person. Police and prosecutors are specifically authorized to use various types of extrajudicial measures:</p> <ul style="list-style-type: none"> <li>• <i>Taking no further action.</i></li> <li>• <i>Warnings</i>, which are informal warnings by police officers.</li> <li>• <i>Police cautions</i>, which are more formal warnings by the police. The YCJA authorizes provinces to establish police cautioning programs. Police cautions may be in the form of a letter from the police to the young person and the parents, or they may involve a process in which the young person and the parents are requested to appear at a police station to talk to a senior police officer.</li> <li>• <i>Crown cautions</i>, which are similar to police cautions but prosecutors give the caution after the police refer the case to them. In one province where they are currently being used, Crown cautions are in the form of a letter to the young person and the parents.</li> <li>• <i>Referrals</i>, which are referrals by police officers of young persons to community programs or agencies that may help them not to commit offences. The referral may be to a wide range of community resources, including recreation programs and counselling agencies.</li> <li>• <i>Extrajudicial sanctions</i>, which are the most formal type of extrajudicial measure, may be pre-charge or post-charge. Unlike the other types of extrajudicial measures, they may be used only if the young person admits responsibility for the offending behaviour and</li> </ul>	<p>or a special Youth Police Officer at a meeting conducted at a police station with the young person and his or her guardians present.</p> <p>If a formal caution is to be administered to the child or young person, the police officer must explain to the young person the nature of the caution and the fact that an official record is kept of an formal caution. The offence then counts as prior offending should the young person re-offend and come before the Youth Court at a later date. However, it does not count in adult proceedings (after the young person turns 18 years).</p> <p>A young person may be required to undertake to do any or all of the following:</p> <ul style="list-style-type: none"> <li>• pay compensation to the victim of the offence;</li> <li>• carry out up to 75 hours (ten days) community service work;</li> <li>• to apologise to the victim (often in writing) or take any other appropriate action such as performing unpaid work for the victim.</li> </ul> <p>Undertakings must be in writing and signed by the young person in the presence of a guardian or nominated adult. If the undertaking is not completed or the young person refuses to sign, the matter will be referred to a family conference or the Youth Court. Undertakings may have a maximum duration of three months and if successfully completed the young person cannot be prosecuted for the offence.</p> <p>The police officer must ask the victim whether he or she wishes to know the identity of the young person and the subsequent outcome of the matter. Police are required to give that information if requested by the victim.</p> <p><u>Family Conferences (see below)</u></p> <p>The Youth Court of South Australia is responsible for administering diversionary processes available for more serious offences.</p> <p><u>Child Diversion Program (CDP)</u></p> <p>The Department of Human Services wants to see children and young people diverted from the youth justice system and connected to community-based support services wherever possible. To support this, the South Australian Government committed \$1m over two years (2023-24 and 2024-</p>

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	<p>consents to be subject to the sanction. The admission of responsibility is not a plea of guilty to the alleged offence. Prior to consenting, the young person must be informed of what the sanction would be and given the opportunity to consult with a lawyer. The Attorney General of the province must determine that there is sufficient evidence to proceed with a prosecution of the offence. In addition, the sanctions must be part of an extrajudicial sanctions program designated by the Attorney General. If the young person fails to comply with the terms and conditions of the sanction, the case may proceed through the court process. An extrajudicial sanction can be used only if the young person cannot be adequately dealt with by a warning, caution or referral.</p> <p><u>Experience under the YCJA</u></p> <p>In keeping with the Act's objectives, charging has decreased significantly under the YCJA and police diversion of cases through extrajudicial measures has increased significantly. Under the YOA in 1999, 63 percent of youths accused of a crime were charged and 37 percent were not charged. Under the YCJA in 2010, 42 percent of youths accused of a crime were charged and 58 percent were not charged (see <a href="#">Figure 1</a>). The number of accused young persons who were charged includes those who were recommended for charging by police in provinces in which the prosecutor makes the decision on charging.</p> <p>Young persons who were not charged include youths diverted from the court process through the use of warnings, referrals to community programs, cautions and pre-charge extrajudicial sanctions. This change in police behaviour occurred without evidence of net-widening; in other words, the evidence does not suggest an increase in the number of young persons drawn into the system and subjected to informal measures, but rather an increase in the use of informal measures as an alternative to laying charges.</p> <p>There has also been a significant reduction in the use of the court under the YCJA. Youth court cases declined by 26</p>	<p>25) to continue the CDP to divert younger Aboriginal children away from custody.</p> <p>The CDP provides short-term, culturally safe, supported accommodation and community-based support. The program diverts Aboriginal children aged between 10 to 13 years who have been charged with a minor offence away from a custodial environment. CDP staff also support children and their families in the community.</p> <p>Following a pilot that commenced in 2021, DHS expanded the CDP in 2022-23 and can now activate service components of the CDP on any day of the week, anywhere in the state.</p> <p>The CDP model uses an evidence-informed approach, focusing on Aboriginal methodologies and culturally-centred approaches to engagement. These include Aboriginal Family-Led Decision Making, Relationship-Based Practice, Kinship and Family Mapping which are complemented by Culturally Responsive Programs and Services provided by DHS Aboriginal Practice and Partnerships.</p> <p>As of 29 May 2024, 37 children have participated in the CDP.</p> <p>← NB DHS does not have similar stats</p>

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	<p>percent between 2002-03 and 2009-10 (see <a href="#">Figure 2</a>). After a large initial drop, the number of youth court cases has remained relatively stable. There have been declines in court cases in all provinces and territories, with declines of more than 20 percent in seven jurisdictions. Court cases have declined significantly in all major offence categories.</p> <p>Despite the significant reduction in the number of court cases, most cases still involve offences that are relatively "less serious." The most serious offence in one of every six court cases is an administration of justice offence (17 percent of cases), which typically involves behaviour that would not be an offence outside of a court order, such as breaching a probation condition (e.g., a curfew).</p>	
Conferences	<p><u>Background</u></p> <p>Prior to the YCJA, the use of conferences was increasing in many parts of Canada in order to assist in the making of decisions regarding young persons who were involved in the youth justice system. In general, a conference refers to various types of processes in which affected or interested parties come together to formulate plans to address the circumstances involved in individual youth cases. Conferences operated without legislative authority and in an informal manner.</p> <p>Conferences can take the form of family group conferencing, youth justice committees, community accountability panels, sentencing circles and inter-agency case conferences. Conferences provide an opportunity for a wide range of perspectives on a case, more creative solutions, better coordination of services and increased involvement of the victim and other community members in the youth justice system.</p> <p><u>YCJA Provisions</u></p> <p>The YCJA authorizes and encourages the convening of conferences to assist decision makers in the youth justice system. Under the legislation, a conference is defined as a group of people brought together to give advice to a police officer, judge, justice of the peace, prosecutor, provincial director or youth worker who is required to make a decision</p>	<p><u>Family Conferences</u></p> <p>Where a minor offence is admitted by the child or young person and the offence is still not sufficiently serious to warrant a prosecution in the Youth Court, but the young person has already previously had a formal caution, the matter may be referred for a family conference.</p> <p>A family conference is a meeting designed to make the young person aware of the causes and consequences of offences they have committed. It is a non-adversarial model which involves discussion, often over a period of several hours, of the causes and consequences of offences in the hope that the young person will accept responsibility for the offence and not offend again.</p> <p>The Youth Court employs a Youth Justice Coordinator to convene meetings between all parties, including the young person themselves, his or her family, a police officer, any other relevant people. Although invited to attend, a victim's attendance is voluntary. The meeting may take place at a variety of locations such as a school, community centre or police station. The purpose of the family conference is to involve all relevant parties in determining an appropriate punishment for the offence.</p> <p>The family conference can impose any or all of the following undertakings on the young person:</p> <ul style="list-style-type: none"> <li>• to apologise to the victim, either in writing or orally;</li> <li>• to pay compensation to the victim;</li> </ul>



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	<p>under the YCJA. A conference can give advice on decisions such as:</p> <ul style="list-style-type: none"> <li>• appropriate extrajudicial measures;</li> <li>• conditions for release from pre-trial detention;</li> <li>• appropriate sentences; and</li> <li>• plans for reintegrating the young person back into his or her community after being in custody.</li> </ul> <p>A conference can be composed of a variety of people depending on the situation. It can include the parents of the young person, the victim, others who are familiar with the young person and his or her neighbourhood, and community agencies or professionals with a particular expertise that is needed for a decision. A conference can be a restorative mechanism that is focused on developing proposals for repairing the harm done to the victim of the young person's offence. It can also be a professional case conference in which professionals discuss how the young person's needs can best be met and how services in the community can be coordinated to assist the young person.</p> <p>A conference under the YCJA is not a decision-making body. It provides advice or recommendations to a decision maker, such as a judge or a prosecutor. The recommendations can be accepted by the decision maker only if they are consistent with the YCJA. For example, the decision maker cannot accept the recommendations of a conference if they would result in an extrajudicial measure or sentence that is disproportionate to the seriousness of the young person's offence.</p>	<ul style="list-style-type: none"> <li>• to carry out up to 300 hours community service work;</li> <li>• to receive a formal caution against further offending;</li> <li>• to do anything else appropriate under the circumstances to prevent re-offending</li> </ul> <p>An undertaking may last up to twelve months. Penalties should not exceed such sentence as would be imposed by the Youth Court for comparable offences.</p> <p>The police officer has power to veto any agreement or decision reached by the family conference. In that case, the child or young person must be formally charged and the matter brought before the Youth Court.</p> <p>If the young person fails to attend a family conference as convened, does not comply with a requirement of the conference or fails to comply with any undertaking, charges may be laid and the matter brought before the Court. However, if the Court thinks that the problem can be resolved, it may refer the case back to a family conference.</p> <p>The young person will be given the opportunity to explain and discuss the circumstances of the offence. While a young person is entitled to have a lawyer present at a family conference, the lawyer may not speak on behalf of the young person. The lawyer's role is confined to giving legal advice. Any decision made at the conference is not valid unless both the young person and a representative from the police are in agreement.</p>
Bail		<p>The <a href="#">Bail Act 1985</a> applies to both adults and children and young people. A young person who has been arrested can apply for and be granted bail on the condition that the young person will appear in court at a specified date, place and time. Bail can be granted by the police on arrest or, if police bail is refused, an application can be made to the Youth Court on the same or next business day.</p> <p>Conditions of bail agreements in the Youth Court may include provisions only rarely if ever ordered in adult matters such as:</p>

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		<ul style="list-style-type: none"> <li>• curfew restrictions, which could include bail with electronic monitoring curfew</li> <li>• to be under the supervision by an officer from Youth Justice and to obey that officers lawful directions</li> <li>• to participate in drug and/or alcohol counselling or other programs, projects or activities as directed by the supervising Youth Justice officer</li> <li>• to obey house rules at the nominated placement where the young person is required to reside</li> <li>• not to enter specified geographical areas - for example, the Adelaide City square mile</li> <li>• to attend school as directed by the supervising Youth Justice officer</li> <li>• to live at a suitable residence with adequate supervision</li> <li>• home detention bail, including electronic monitoring.</li> </ul> <p>If bail is granted, the child or young person is free to leave custody or the Court after the bail agreement has been signed. The young person must attend Court on all subsequent occasions to ensure the bail agreement is not revoked, and the young person is not taken back into detention. The young person is required to follow all bail conditions throughout the duration of proceedings.</p> <p>In South Australia, breach of bail, including bail conditions (such as curfew) is an offence.</p>
Youth Court		<p>The criminal jurisdiction of the Youth Court deals with charges against children and young people aged between 10 and 18 years at the time the offence was committed. In its civil jurisdiction it hears and decides child protection applications.</p> <p>A child or young person who denies police allegations, who is alleged to have committed a serious offence, who offends repeatedly, or fails to complete an undertaking entered into at a police caution or a family conference will be charged and referred to the Youth Court.</p> <p>When charges have been laid, the Youth Court hears and determines matters which are:</p> <ul style="list-style-type: none"> <li>• disputed, however minor in nature</li> </ul>

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		<ul style="list-style-type: none"> <li>• the more serious offences, disputed or not</li> <li>• alleged repeat offending</li> <li>• breaches of undertakings given in the course of a formal police caution or family conference</li> <li>• referrals to formal police caution or family conference where the matter could not be finalised because the young person has failed to attend as required</li> <li>• breaches of obligations</li> <li>• matters which the child or young person has requested the Court to deal with.</li> </ul> <p>Within this structure, the Youth Court has discretion to refer matters back to be dealt with by formal police caution or family conference where appropriate. This is the case for example where a young person now admits allegations of minor or first offending which had previously been disputed or now agrees to attend diversionary proceedings despite prior failure to attend.</p> <p>Proceedings in the Youth Court are conducted in much the same way as in the adult courts with the important difference that the Youth Court is a closed court which means that only those participating in the proceedings are allowed to attend. Reporting by the media is restricted. Publication of information which would identify a young person is not allowed, nor any information revealing the name, address or school of any child or young person. Information which would identify the victim or any other person involved in the matter, without their consent is also prohibited.</p> <p>The Youth Court in Adelaide hears youth matters only and sits daily. The Youth Court also sits in three metropolitan suburbs of Adelaide and visits regional areas of South Australia.</p> <p>The Youth Court also regularly utilises audio-visual conferencing. This facilitates virtual attendance in Court by children and young people in police custody (in police stations) or in custody at Kurlana Tapa.</p> <p>The Youth Court has the power to hear all offences (summary and indictable). Offences of murder and manslaughter are usually tried in the Supreme Court. Other matters can also be referred to an appropriate adult court in certain circumstances.</p>

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		<p>The Youth Court does not use juries. However, a young person who pleads not guilty to an indictable offence can request trial by jury in an appropriate adult court (either the District or Supreme Court). This is a basic right for an adult and is available for a young person if the young person so wishes, after receiving legal advice.</p> <p><u>DHS Role in the Youth Court</u></p> <p>DHS staff attend all Youth Courts across the metropolitan area and sits in on court proceedings for all children and young people that are appearing from custody at Kurlana Tapa or police cells. Additionally, DHS staff review all children and young people subject to overnight police custody through an arrest or warrant resulting in a court appearance. DHS staff work with the young person and their family during the court process.</p> <p>DHS staff often liaise with Case Managers, solicitors, prosecutors and other court staff to ensure appropriate information is gathered and distributed to all stakeholders. DHS provides information and advice to the Youth Court during proceedings when this is requested, such as advising on a child or young person's suitability for supervision or home detention.</p>
Pre-trial detention	<p><u>Background</u></p> <p>Prior to the YCJA, there was considerable evidence that pre-trial detention was being over-used. In particular, large numbers of youths who were charged with relatively minor offences were being detained. Youths were often detained on charges for which adults were not detained.</p> <p>Pre-trial detention was often used as a way of responding to a youth's social-welfare needs rather than for legitimate criminal law reasons.</p> <p><u>YCJA Provisions</u></p> <p>Most of the provisions related to pre-trial detention under the YOA were not changed with the coming into force of the YCJA, including the application of the <i>Criminal Code</i>. However, in response to concerns that pre-trial detention was being over-used, the YCJA, when passed by Parliament,</p>	<p>Kurlana Tapa Youth Justice Centre (Kurlana Tapa) located in Adelaide, provides secure custody and care for all children and young people generally aged 10 to 18 years (to 21 in some cases). This includes:</p> <ul style="list-style-type: none"> <li>• police/pre-court custody pending consideration of bail by the Youth Court</li> <li>• on remand awaiting a hearing and</li> <li>• sentenced on detention or imprisonment orders imposed by the Court.</li> </ul> <p>If it is not possible for the child or young person to be taken to the youth custodial facility on the same day as arrest, for example considering remote South Australian locations, the child or young person may be detained overnight in a police prison, or police station, watch-house or lock-up approved of by the Minister.</p>

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	<p>included the following changes: Pre-trial detention is not to be used as a substitute for child protection, mental health or other social measures.</p> <ul style="list-style-type: none"> <li>• If a young person would otherwise be detained, the judge is required to inquire as to whether a responsible adult is available who would be willing to take care of the young person as an alternative to pre-trial detention.</li> <li>• If the young person could not be sentenced to custody if convicted, the judge was required to presume that pre-trial detention of the young person is not necessary for the protection or safety of the public. This provision proved to be complex and was the subject of much judicial consideration, often resulting in inconsistent interpretations and application.</li> </ul> <p>In 2012, the pre-trial detention provisions in the YCJA were amended by Parliament. The objective of the amendments was to reduce complexity in order to facilitate effective decision-making at the pre-trial stage, which includes managing youth in the community where possible, while at the same time ensuring that youth who should be detained can be detained.</p> <p>Rather than applying the grounds for detention in the <i>Criminal Code</i> to youth, the amendments created a new stand-alone test for pre-trial detention of youth in the YCJA. Now a court may detain a youth if the following criteria are met:</p> <ul style="list-style-type: none"> <li>• the youth has been charged with a serious offence (an offence for which an adult would be liable to imprisonment for five years or more) or has a history of either outstanding charges or findings of guilt;</li> <li>• one of the following grounds exists: <ul style="list-style-type: none"> <li>○ there is a substantial likelihood that, if released, the youth will not appear in court when required;</li> <li>○ detention is necessary for public protection, having regard to the circumstances, including whether there is a substantial likelihood that</li> </ul> </li> </ul>	<p>Whilst being detained at one of those locations, the <i>Young Offenders Act 1993</i> requires that steps must be taken as are reasonably practicable to keep the child or young person from coming into contact with any adult person detained in that location.</p>

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	<p>the young person will, if released, commit a serious offence; or</p> <ul style="list-style-type: none"> <li>○ if the youth has been charged with a serious offence and neither (i) nor (ii) applies (i.e., detention is not necessary to ensure that the youth appears in court or to protect the public), but there are exceptional circumstances that justify detention as necessary to maintain confidence in the administration of justice; and</li> <li>● releasing the youth with conditions would not be sufficient to address the court's concern about releasing the youth.</li> </ul> <p><u>Experience under the YCJA</u></p> <p>In 2009-10, the average daily number of youths in remand was 15 percent higher than in 2003-04 (see <a href="#">Figure 3</a>). Six of the 10 provinces had a higher number of youths in remand in 2008-09 than in 2003-04.</p> <p>Comparisons of remand rates (i.e., the number of youths in remand per 10,000 youths in the population) also indicate an increase in the use of pre-trial detention under the YCJA. Based on statistics from the 10 provinces, the overall remand rate increased from 3.3 in 2003-04 to 3.8 in 2009-10 (see <a href="#">Figure 4</a>).</p> <p>Pre-trial detention under the YCJA is primarily used to detain youths charged with non-violent offences. The most serious offence charged in about 75 percent of admissions to detention is a non-violent offence. The most common offence leading to detention is an administration of justice offence, such as a breach of a bail condition.</p>	<p>Data from the Australian Institute of Health and Welfare shows that on an average day in 2022-23, in South Australia:</p> <ul style="list-style-type: none"> <li>● Almost 9 in 10 (88%) young people in detention were on remand unsentenced — that is, they were awaiting the outcome of their court matter, or had been found guilty and were awaiting sentencing</li> <li>● 23.7 young people per 10,000 aged 10-17 years were in unsentenced detention (including pre-court custody and on remand) and 3.8 young people in sentenced detention (Table S108a)</li> <li>● the remand rate was 1.2 children and young people aged 10-17 per 10,000 young people (15.2 for First Nations, 0.5 for Non-Aboriginal) (Table S110a).</li> </ul>
Youth Sentences	<p><u>Background</u></p> <p>Prior to the YCJA, Canada had one of the highest youth incarceration rates in the Western world. Youth sentences were not required to be proportionate to the seriousness of the offence committed, and custody was often imposed as a sentence in less serious cases. Youth courts sometimes imposed very intrusive sentences on young persons who</p>	<p>Under the <i>Young Offenders Act 1993</i> the focus in sentencing a young offender is on the deterrent effect on the young person personally, not general deterrence, as is the case in the adult jurisdiction.</p> <p>After the Youth Court has established the guilt of a child or young person, it may request a social background report to assist in determining an</p>



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	<p>committed relatively minor offences in an effort to address psychological or social needs. In addition, custody orders did not include a period of community supervision after the young person's release from custody, thus failing to ensure appropriate supervision and support for the young person during the transition from custody back into his or her community.</p> <p><u>YCJA Provisions</u></p> <p><b>1. Purpose and principles of sentencing</b> The YCJA includes a specific purpose and set of principles to guide judges in deciding on a fair and appropriate youth sentence. Under the YCJA, the purpose of youth sentences is to hold young persons accountable through just sanctions that ensure meaningful consequences for them and promote their rehabilitation and reintegration into society, thereby contributing to the long-term protection of the public. Specific sentencing principles emphasize that a youth sentence must:</p> <ul style="list-style-type: none"> <li>• not be more severe than what an adult would receive for the same offence;</li> <li>• be similar to youth sentences in similar cases;</li> <li>• be proportionate to the seriousness of the offence and the degree of responsibility of the young person;</li> <li>• within the limits of a proportionate response, (a) be the least restrictive alternative, (b) be the sentencing option that is most likely to rehabilitate and reintegrate the young person, and (c) promote in the young person a sense of responsibility and an acknowledgement of the harm done by the offence.</li> </ul> <p>Proportionality is a basic principle of fairness that means less serious offences should result in less severe consequences and more serious offences should result in more severe consequences. The YCJA is clear that rehabilitative measures intended to address problems that appear to have caused the young person to commit an offence must not result in a sentence that is not in proportion to the seriousness of the offence committed. For example, a young person who has</p>	<p>appropriate sentence. Officers from the Department of Human Services prepare these reports.</p> <p>Social background reports contain information on the social background and personal circumstances of the child or young person. It can also contain information relating to the offender's awareness of victim impact issues. It can only be prepared once an offence against the young person has been admitted or proved.</p> <p>The report cannot contain any recommendations about potential sentences. Medical evidence can also be tendered to the court, for example, a psychiatric assessment of the child or young person. If these reports are to be taken into account by the court during sentencing then they should be made available to the young person, his/her parent and/or guardian and to the police prosecutor.</p> <p>In addition to the sanctions that can be imposed from a police caution or family conference, the Youth Court can sentence a child or young person to various orders, either supervised or unsupervised. These include:</p> <ul style="list-style-type: none"> <li>• detention in the youth justice custodial facility (Kurlana Tapa) for a maximum three years</li> <li>• home detention (which may include electronic monitoring) for a maximum period of up to 12 months</li> <li>• community service work of up to 500 hours to be completed within a period not exceeding 18 months</li> <li>• a fine of up to \$2500 AUD for an offence</li> <li>• licence disqualification. If the young person does not hold a current drivers licence, then the disqualification would prevent the young person from obtaining one.</li> </ul> <p>The Youth Court can also order a child or young person to submit to obligations including supervision by Youth Justice, participation in a specified program, an obligation to carry out specified work or to reside at a specified address. If a young person fails to comply with a condition of their obligation he/she is guilty of an offence. The penalty for the breach is anywhere up to a \$2500 fine or six months detention (or both).</p> <p>The child or young person's parents or guardians may also have to ensure that the young person complies with the conditions of the undertaking and to take specific action to guard against further offending.</p>

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	<p>committed a relatively minor offence but has serious psychological needs that seem to have contributed to the behaviour should receive a sentence that reflects the seriousness of the offence and not the seriousness of the psychological needs.</p> <p>As passed by Parliament in 2002, neither specific deterrence (i.e., deter the specific youth from committing offences) nor general deterrence (i.e., deter others from committing offences) were objectives of sentencing under the YCJA, despite the fact that they are adult sentencing objectives in the <i>Criminal Code</i>. The YCJA also did not provide for the adult sentencing objective of denunciation.</p> <p>In 2012, Parliament amended the YCJA to permit a youth sentence to include the objectives of denunciation and specific deterrence. However, including these objectives must not result in a sentence that exceeds a proportionate response or is inconsistent with the purpose of sentencing and the mandatory sentencing principles mentioned above, such as choosing a sentence that is most likely to rehabilitate the young person.</p> <p><b>2. Restrictions on Custody</b> Under the YCJA, custody sentences are intended to be reserved primarily for violent offenders and serious repeat offenders. As passed by Parliament in 2002, the Act provided that a young person could not be sentenced to custody unless:</p> <ul style="list-style-type: none"> <li>the young person had committed a violent offence (interpreted as an offence in which the young person caused, attempted or threatened to cause bodily harm);</li> <li>the young person had failed to comply with non-custodial sentences;</li> <li>the young person had committed a serious indictable offence and had a history that indicated a pattern of findings of guilt; or</li> <li>in exceptional cases where the young person had committed an indictable offence and the aggravating circumstances of the offence were such that a</li> </ul>	<p><u>Electronic Monitoring</u> Electronic monitoring can be applied to a sentence of Home Detention or as a condition of Bail, which can include:</p> <ul style="list-style-type: none"> <li>Electronic Monitoring Curfew (EMC), and</li> <li>Electronic Monitoring 24/7 (also known as Home Detention)</li> </ul> <p>Electronic Monitoring Curfew (EMC) is a less restrictive form of electronic monitoring. A young person must always wear the electronic monitoring device, which remains active at all times. The young person is permitted to leave their bail address during daylight hours and must return to their address by a certain curfew time set by the Youth Court, and they may not leave again until a certain time in the morning. Exclusion zones can also be applied to protect victims.</p> <p>Electronic Monitoring 24/7 (or Home Detention) monitors the young person's movements constantly. Permission can be granted to attend appointments, employment etc. under structured and monitored agreements.</p> <p><u>Recidivist young offenders</u> Where a young offender has been convicted of at least three serious offences (committed on separate occasions) or at least two serious sexual offences (committed on separate occasions), they can be declared as a 'recidivist young offender'. Where such a declaration is made then heavier sentences can be imposed. There are also implications for conditional release.</p> <p><u>Transfer to prison</u> Once a young person reaches 18 years, upon application to a Judge of the Youth Court they can be transferred to an adult prison if the court is satisfied that a prison would be an appropriate place for that person to be held for the remainder of the period of their detention. The majority of young people continue to serve their sentence in the youth custodial facility.</p> <p>The <i>Young Offenders Act 1993</i> provides for transfer of a young person of 17 years or older to a prison for the remainder of their period of remand or detention. This is done on application by the Chief Executive to the Youth</p>

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	<p>sentence other than custody would have been inconsistent with the purpose and principles of sentencing.</p> <p>In 2012, Parliament amended the YCJA by expanding the meaning of violent offence and pattern of findings of guilt. "Violent offence" is now defined in the Act as an offence in which the young person causes, attempts or threatens to cause bodily harm or endangers the life or safety of a person by creating a substantial likelihood of bodily harm.</p> <p>The meaning of a "pattern" was expanded to include extrajudicial sanctions. This means that extrajudicial sanctions will be included with findings of guilt in determining whether the young person has a history that indicates a pattern of offences.</p> <p>Before the court can impose a custodial sentence, it must consider all reasonable alternatives to custody and determine that there is no reasonable alternative capable of holding the young person accountable in accordance with the purpose and principles of sentencing discussed above. This means, for example, that although a young person has failed to comply with previous non-custodial sentences, he or she may receive another non-custodial sentence if the court determines that it would be adequate to hold the young person accountable.</p> <p>Although the court must consider alternatives to custody for all offenders, particular attention must be given to the circumstances of young Aboriginal offenders.</p> <p><b>3. Sentencing options</b></p> <p>In general, the sentencing options that were available to the court under the YOA, such as probation or community service, were retained in the YCJA. However, the YCJA contains significant improvements regarding youth sentencing options.</p> <p>The YCJA replaced the usual custody order with a custody and supervision order. This sentence is composed of a portion in custody and a portion in the community.</p>	<p>Court. The Court must not make such an order unless satisfied that the person who is the subject of the application:</p> <ul style="list-style-type: none"> <li>• cannot be properly controlled in the training centre; or</li> <li>• has within the period of 14 days preceding the application, been found guilty of assaulting an employee of a training centre or another detainee; or</li> <li>• has persistently incited others to create a disturbance in the training centre; or</li> <li>• has escaped or attempted to escape from a training centre.</li> </ul> <p>Where the sentence of detention will extend past the young person's 21<sup>st</sup> birthday, the Youth Court must, unless satisfied that there are exceptional circumstances for not doing so, direct that any period of the detention that is to be served by the young person after he or she reaches 21 years of age is to be served in a prison rather than in the youth justice custodial facility.</p>

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	<p>The YCJA also introduced a number of new sentencing options that allow youth court judges to deal with the full range of youth crime:</p> <ul style="list-style-type: none"> <li>• <i>Reprimand</i>: A reprimand is essentially a stern lecture or warning from the judge in minor cases in which the experience of being apprehended, taken through the court process and reprimanded appears to be sufficient to hold the young person accountable for the offence.</li> <li>• <i>Intensive support and supervision order</i>: This sentencing option provides closer monitoring and more support than a probation order to assist the young person in changing his or her behaviour.</li> <li>• <i>Attendance order</i>: This order requires the young person to attend a program at specified times and on conditions set by the judge. It can be crafted to address the particular circumstances of the young person; for example, the order might target specific times and days when a young person is unsupervised and tends to violate the law.</li> <li>• <i>Deferred custody and supervision order</i>: This sentencing option allows a young person who would otherwise be sentenced to custody to serve the sentence in the community under conditions. If the conditions are violated, the young person can be sent to custody. This order is not available to the court for offences in which a young person caused or attempted to cause serious bodily harm.</li> <li>• <i>Intensive rehabilitative custody and supervision order</i>: This order is a special sentence for serious violent offenders. The court can make this order if: <ol style="list-style-type: none"> <li>1. the young person has been found guilty of a serious violent offence (murder, attempted murder, manslaughter or aggravated sexual assault) or an offence in which the young person caused or attempted to cause serious bodily harm and for which an adult could be imprisoned for more than two years and the young person had previously been found guilty at least twice of such an offence;</li> </ol> </li> </ul>	

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	<ol style="list-style-type: none"> <li>2. the young person is suffering from a mental or psychological disorder or an emotional disturbance;</li> <li>3. an individualized treatment plan has been developed for the young person; and</li> <li>4. an appropriate program is available and the young person is suitable for admission.</li> </ol> <p>The federal government provides special funding for the provinces and territories to ensure that this intensive rehabilitative sentencing option is available throughout the country.</p> <p><u>Experience under the YCJA</u></p> <p>The number of custody sentences dropped by 64 percent between 2002-03 and 2009-10 (see <a href="#">Figure 5</a>). All provinces had significant decreases, ranging from 48 percent to 79 percent.</p> <p>The percentage of guilty cases resulting in custody sentences also dropped from 27 percent in 2002-03 to 15 percent in 2008-09 (see <a href="#">Figure 6</a>). While more than one in four guilty cases resulted in custody in the last year of the YOA, only one in about seven guilty cases did so in 2008-09. The percentage of guilty cases resulting in custody also dropped significantly in all provinces and territories.</p> <p>More than half of all custody sentences have been imposed in cases involving relatively less serious offences such as theft, possession of stolen property, mischief, common assault in which no bodily harm was caused and administration of justice offences.</p> <p>Canada's overall youth incarceration rate, which includes both custody and detention, has declined by almost 50 percent under the YCJA, from 13 youths per 10,000 in 2002-03 to seven youths per 10,000 in 2008-09 (see <a href="#">Figure 7</a>). After a significant decline in 2003-04, the youth incarceration rate has been stable.</p>	<p>DHS does not have ready access to sentence data</p> <p>South Australia's rate of detention of children and young people aged 10-17 years has declined significantly from 3.2 in 2015-16 to 1.5 per 10,000 young people in 2022-23 (Productivity Commission <i>Report on Government Services</i>)</p>

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		<p>South Australia's rate of detention is second lowest of all Australian jurisdictions (however data are not comparable). For example Victoria, with the lowest rate of youth detention, does not report police-referred or pre-court custody in their youth justice statistics.</p>
Adult Sentences	<p><u>Background</u></p> <p>For nearly 100 years prior to the YCJA, Canada's youth justice legislation allowed young persons who were 14 years of age or older to be transferred to adult court under certain circumstances. If the young person was convicted in adult court, the court imposed an adult sentence.</p> <p>Provisions were added to this under the YOA so that if a 16- or 17-year-old was charged with murder, attempted murder, manslaughter or aggravated sexual assault, it was presumed that he or she would be transferred to the adult court and, if convicted, would receive an adult sentence. The presumption did not mean that there would be an automatic transfer; it meant that the young person had to attempt to persuade the court that he or she should remain in the youth court. The transfer hearing was complex and caused significant delays. Many considered it to be unfair because it took place before a court had determined whether or not the young person was guilty of the offence.</p> <p><u>YCJA Provisions</u></p> <p>The YCJA eliminated the process of transferring young persons to adult court. Instead, the YCJA established a process whereby the youth court first determines whether or not the young person is guilty of the offence and then, under certain circumstances, the youth court may impose an adult sentence. Offences that can lead to an adult sentence are indictable offences committed when the youth was at least 14 years old, for which an adult would be liable to imprisonment for more than two years.</p> <p>The YCJA, as passed by Parliament in 2002, also included a presumption that youth 14 or older found guilty of certain serious violent offences would receive an adult sentence. In</p>	<p>Where a young person is charged with a major indictable offence and the Director of Public Prosecutions determines that they pose an appreciable risk to the safety of the community, they may lay a charge against them before the Magistrates Court so the young person can be dealt with as an adult.</p> <p>In assessing whether a young person poses such a risk, the following factors must be considered:</p> <ul style="list-style-type: none"> <li>• the gravity of the offence with which the young person is to be charged</li> <li>• if the offence is part of a pattern of repeated offending</li> <li>• if the young person is a serious firearm offender</li> <li>• the degree to which the young person has previously complied with any undertakings imposed by the Youth Court or any bail agreements</li> <li>• the behaviour of the young person during any previous periods of detention</li> <li>• where they have previously been released on licence, the degree to which they have complied with the conditions of the licence</li> </ul> <p>Before committing a young person for trial in an adult court for an offence the Youth Court conducts a preliminary examination of the charge to satisfy itself that the young person has a 'case to answer' which means that there is sufficient evidence to justify a trial.</p> <p>Where a young person asks to be tried in the Supreme Court or District Court, he or she cannot be sentenced as an adult unless the court is satisfied that this is warranted by the gravity of the offence or the young person's history of offending.</p> <p>A young person who has been found guilty by the Supreme Court or District Court of any offence other than homicide may be sentenced in the same manner as an adult, or the Court may make any order that would be in</p>



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	<p>these circumstances, the onus was on the young person to convince the court that a youth sentence would be appropriate.</p> <p>In 2008 in the case of <i>R. v. D.B.</i>, the Supreme Court of Canada struck down the presumptive offence provisions of the YCJA as unconstitutional. The Court found that the presumption of an adult sentence in the provisions of the YCJA was inconsistent with the <i>Canadian Charter of Rights and Freedoms</i>' principle of fundamental justice that, in comparison to adults, young people are entitled to a presumption of diminished moral blameworthiness. The Court stated: "Because of their age, young people have heightened vulnerability, less maturity and a reduced capacity for moral judgment. This entitles them to a <i>presumption</i> of diminished moral blameworthiness or culpability." (<i>R. v. D.B.</i>, [2008] S.C.J. No. 25 (S.C.C.))</p> <p>In 2012, Parliament removed the presumptive offence scheme from the YCJA while retaining Crown applications for adult sentences for youth. Parliament also amended the adult sentencing provisions to include the following:</p> <ul style="list-style-type: none"> <li>• If a young person is 14 years of age or older and is charged with a serious violent offence, the prosecutor must consider applying to the court for an adult sentence. If the prosecutor decides not to apply for an adult sentence, the prosecutor must advise the court. A province may decide to change the age at which this obligation is triggered from 14 to 15 or 16.</li> <li>• A court can impose an adult sentence only if (a) the prosecution rebuts the presumption that the young person has diminished moral blameworthiness or culpability and (b) a youth sentence would not be of sufficient length to hold the young person accountable.</li> <li>• A young person under the age of 18 who receives an adult sentence is to be placed in a youth facility and may not be placed in an adult correctional facility. Once the young person turns 18, he or she may be placed in an adult facility.</li> </ul>	<p>accordance with how the Youth Court would sentence the young person, or send the matter back to the Youth Court for sentencing.</p> <p>Where a young person is being dealt with as an adult, the court may consider the general deterrent effect on other young people. In considering the need for general deterrence the court must also take into account the need to balance the protection of the community with the rehabilitation needs of the young offender.</p> <p>A young person who is found guilty of murder must be sentenced as an adult and to imprisonment for life.</p>

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Community Youth Justice Supervision		<p>DHS recognises that children and young people have specific developmental needs different to those of adults and consequently require a youth justice response.</p> <p>85% of children and young people under youth justice supervision in South Australia are supervised in the community.</p> <p>DHS Community Youth Justice provides statutory oversight and case planning for children and young people under community supervision mandates.</p> <p>Community youth justice supervision mandates include:</p> <ul style="list-style-type: none"> <li>• bail agreements, with supervision or community service conditions</li> <li>• sentenced orders, with supervision or community service requirements.</li> </ul> <p>DHS Community Youth Justice is a statewide service with workers located in metropolitan Adelaide, Port Pirie, Port Augusta, Whyalla, Port Lincoln, and Mount Gambier.</p> <p>DHS is developing a new Youth Justice Case Management model, with a focus on the capacity to integrate a more culturally safe and trauma informed approach to assessment and case planning.</p> <p>Youth Justice's service delivery model is based on a Case Management framework, which involves coordinating services and interventions to help children and young people reduce offending and build their capacity to live positive lives.</p> <p>Case management is guided by the young person's criminal justice mandate and associated conditions and provides the basis for supervision and compliance requirements.</p> <p>Sentenced Case Management predominately works with children and young people subject to a supervised sentenced mandate, including:</p> <ul style="list-style-type: none"> <li>• Obligations</li> </ul>

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		<ul style="list-style-type: none"> <li>• Suspended Sentence Obligations</li> <li>• Detention Orders.</li> </ul> <p>Bail Case Management is provided to children and young people placed on unsentenced mandate, including:</p> <ul style="list-style-type: none"> <li>• Supervised Bail</li> <li>• Bail with Electronic Monitoring of Curfew (EMC)</li> <li>• Bail with Electronic Monitoring (EM, or also referred to as Home Detention Bail).</li> </ul> <p>Assessment, case planning, intervention and regular review are core components of Case Management in Community Youth Justice, with a focus on rehabilitation and connection with community to support positive outcomes. The primary functions of Case Management are: Intake, Assessment, Case Planning, Implementation (interventions/referrals), Review, and collaboration/coordination.</p> <p>Assessments are completed within 6 weeks of the mandate being issued. The aim is to determine the key factors in the young person's life that may impact on why they offended, as well as identify areas of intervention to reduce the risk of further offending. They cover a wide range of individual characteristics and factors relevant to the development of a case plan.</p> <p>Case plans, linked to assessment, reflect the most critical case goals to be achieved over the young person's next 3-month period while subject to supervision. Case Managers utilise SMART (Specific, Measurable, Achievable, Realistic and Timely) goal setting in collaboration with the young person so that they have an increased sense of responsibility and commitment toward their goals. The Case Plan is individual to the young person's needs and interests. It focuses on establishing a clear direction for intervention, setting priorities and timeframes, identifying the persons responsible and quantifying measurable outcomes.</p> <p>Case Managers use a range of techniques designed to change negative patterns of behaviours and reduce risk of reoffending. These include motivational interviewing, trauma informed and strengths-based practice, family inclusive practice, and cognitive behaviour therapy techniques. All</p>

Theme / Issue	Canada <sup>1</sup>	South Australia <sup>2</sup>
		<p>interventions used within CYJ are evidence-based, person-centred and culturally sensitive.</p> <p>Case Managers also make referrals to other key agencies where needed, particularly in the areas of mental health and drug and alcohol counselling, where specialised management or interventions may be required.</p>
Custody and Reintegration	<p><u>Background</u></p> <p>As mentioned previously, a significant weakness of the YOA was that it failed to address effective reintegration of a young person into the community after being released from custody.</p> <p>Under the YOA, a young person could be released from custody with no required supervision and support to assist the young person in making the transition back to his or her community.</p> <p><u>YCJA Provisions</u></p> <p>The YCJA includes many provisions to assist the young person's reintegration into the community. Underpinning the YCJA is the belief that young people can be rehabilitated and successfully reintegrated into the community. The focus of every custody sentence must be on reintegration and on measures aimed at assisting the young person not to re-offend.</p> <p><b>1. Custody and Supervision in the Community</b></p> <p>Under the YCJA, every period of custody is followed by a period of supervision and support in the community, as part of the young person's sentence. This includes custody and supervision orders, intensive rehabilitative custody and supervision orders, and youth sentences for murder. Judges must clearly state in open court the portion of the sentence to be served in custody and the portion to be served in the community.</p>	<p>Kurlana Tapa Youth Justice Centre located in Adelaide is South Australia's only youth justice custodial facility for children and young people. Adults are incarcerated separately to children and young people (except for young people who are aged 18 to 21 years and over who may continue to serve a sentence in the youth custodial facility).</p> <p>Kurlana Tapa utilises a Behaviour Support Framework to encourage and support children and young people to develop and maintain positive behaviours, take responsibility for their choices, set goals, develop life skills, and address dysfunctional patterns of behaviour. A range of programs and activities are provided to children and young people, as part of their daily routines.</p> <p>There is a range of co-located services at Kurlana Tapa has, including an on-site Youth Education Centre (YEC) run by the Department of Education. YEC teaches numeracy and literacy to children and young people in custody through individualised plans, ensuring engagement at an appropriate level and successful progress towards identified learning goals. There is also an on-site Health Centre managed by Metropolitan Youth Health. Staff from Child and Adolescent Mental Health Service are also regularly on site.</p> <p><u>Assessment and Case Coordination</u></p> <p>While the population at Kurlana Tapa may at times appear low, there is a high turnover of children and young people who are admitted into custody, some for only a few days at a time. It is a high paced environment in ensuring assessments are completed to support children and young people in attending school and programming at the earliest opportunity. Case Coordinators remain allocated to all children and young people for the entire length of their admission and complete a number of tasks that fall within case management and to support the day to day lives of young people in custody.</p>

Theme / Issue	Canada <sup>1</sup>	South Australia <sup>2</sup>
	<p>The YCJA contains a list of mandatory conditions that apply to all young persons under supervision in the community. Additional conditions can be imposed to support the young person and address his or her needs, as well as to manage risk.</p> <p>If a young person breaches a condition while under supervision in the community, a review is held, which may result in a change in conditions or in the young person being returned to custody. If the provincial director with responsibility for youth corrections has ordered the young person to be returned to custody, the court will conduct a review. If the court is satisfied that the young person has breached a condition and the breach was serious, it may order the young person to serve the remainder of the community portion in custody.</p> <p>If the breach was not serious, the court may vary the conditions or impose new or additional conditions. Before the start of the community supervision portion, the court can require the young person to remain in custody if the court is satisfied that there are reasonable grounds to believe the young person will commit an offence causing death or serious harm if released into the community before the end of the sentence.</p> <p><b>2. Reintegration Plans and Reintegration Leaves</b></p> <p>When a young person goes into custody, the YCJA requires that a youth worker work with the young person to plan for his or her reintegration into the community. The reintegration plan identifies programs and activities aimed at maximizing the young person's chances for successful reintegration into the community.</p> <p>When the young person is serving the community supervision portion of the sentence, the youth worker supervises the young person and provides support and assistance in order to help the young person respect conditions and implement the reintegration plan.</p> <p>In addition to community supervision and support after release from custody, a young person's rehabilitation and reintegration</p>	<p><u>Therapeutic model of care</u></p> <p>DHS is implementing a therapeutic model of care for children and young people at Kurlana Tapa through the development of a Youth Justice practice framework, with key reforms being grafted onto the framework. Reform of the operational model to improve practice is ongoing.</p> <p>Youth Justice Therapeutic Services (YJTS) play a vital role in enabling children and young people to access individualised, responsive supports, with a focus on therapeutic outcomes delivered by allied health professionals.</p> <p>The Enhanced Support Team (EST), comprising allied health professionals, supports improved responses for children and young people with complex needs through direct interventions, behaviour support planning and clinical advice to operational staff.</p> <p>EST works to equip Operational staff at Kurlana Tapa with the tools to respond therapeutically to complex behaviours of children and young people.</p> <p>The therapeutic model of care for Kurlana Tapa is currently being enhanced and further embedded in the centre's operations through training and development of staff.</p> <p><u>Enhanced Support Service Model</u></p> <p>In 2024, DHS will launch the new 12-bed accommodation unit under construction through the capital works project at Kurlana Tapa. This unit will be opened as an Enhanced Support Unit, with a service model that aims to improve responses to children and young people with more complex needs, including disability related needs.</p> <p>The Enhanced Support service model is under development and will incorporate evidence-informed approaches that are child-centred and trauma and disability informed. Sensory rooms included in the design of the unit will be utilised as part of the therapeutic model. Staff from the Enhanced Support Team will be co-located in the Enhanced Support Unit</p>

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	<p>back into the community can be promoted prior to release from custody through reintegration leaves. A young person may be authorized to have a reintegration leave for medical, compassionate or humanitarian reasons. Leaves are for a period of up to 30 days, but the provincial director can renew them.</p> <p><b>3. Separation from Adults</b></p> <p>A general rule under the YCJA is that a young person who is serving a youth custody sentence is to be held separate and apart from adults. When a young person serving a youth sentence reaches the age of 18, a judge may authorize the provincial director to place the young person in an adult correctional facility if the court considers it to be in the best interests of the young person or in the public interest. The YCJA also creates a presumption that if a young person in a youth facility reaches the age of 20, he or she should be transferred from the youth facility to an adult facility to serve the remainder of the sentence. If a young person is placed in an adult facility, special provisions govern how the adult conditional release entitlements apply to the young person. The privacy provisions associated with a youth sentence continue to apply (see section on Publication below).</p> <p>As noted above, the YCJA also contains provisions relating to placement of a young person who receives an adult sentence. In 2012, Parliament passed an amendment that provides that a young person who is under the age of 18 at the time of sentencing must be placed in a youth custody facility. Thus, no young person under 18 can serve any portion of a sentence in a provincial correctional centre for adults or a penitentiary.</p>	<p>alongside operational staff, to strengthen the individualised supports and interventions provided to children and young people.</p> <p><u>Programs</u></p> <p>The Programs Team is responsible for the oversight, development and facilitation of programs, activities and events in Kurlana Tapa. Programs are generally run during the school day and cover topics which assist children and young people in improving their independent living skills and address areas of need.</p> <p>The Programs Team is responsible for identifying areas of need and working with appropriate service providers to deliver the programs. The team can also be involved in co-facilitating programs. Topics include mental health, drug and alcohol, independent living and social competency, connecting with culture, sexual health, parenting, empowerment, addressing intergenerational violence and Community Service. The Programs Team coordinate after school activities, including pet therapy, African cultural cooking, church services, basketball, rugby and other sports. The Programs Team also work alongside the YEC to deliver a school holiday program.</p> <p>There are several large events run within Kurlana Tapa each year, including Ramadan, Reconciliation Week, NAIDOC Week and Christmas. The Programs Team, in partnership with the YEC, unit staff and external providers, are responsible for organising and running these events. When security restrictions allow, the Programs Team facilitate all of Centre events including Australian Rules Football matches.</p> <p><u>Staff training</u></p> <p>All new staff to Kurlana Tapa undergo trauma-informed training as a part of their induction. Refresher trauma-informed training is regularly offered to Kurlana Tapa Youth Justice Centre staff. This training is provided by DHS Youth Justice Assessment and Intervention Services.</p> <p>Kurlana Tapa is committed to expanding staff training and development regarding understanding and responding to young people who have</p>



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		<p>experienced trauma, with a goal to meaningfully embedding trauma informed practice into day-to-day operations at Kurlana Tapa Youth Justice Centre.</p> <p><u>Training Centre Visitor</u></p> <p>The Visitor is an independent statutory role under the Youth Justice Administration Act 2016 reporting to the South Australian Parliament. The Visitor is responsible for:</p> <ul style="list-style-type: none"> <li>conducting visits and inspections of Kurlana Tapa (including unannounced visits)</li> <li>advocating for children and young people in Kurlana Tapa and promoting their interests</li> <li>advising the Minister about any systemic reforms to improve the quality of care, treatment or control of residents, or the management of the Centre.</li> </ul> <p>DHS works cooperatively with the TCV and her staff to support these functions, including providing open access to Kurlana Tapa, facilitating regular visits and inspections and preparing comprehensive materials, data and records on a cyclical and ad hoc basis.</p>
Victims	<p><u>Background</u></p> <p>Prior to the YCJA, the youth justice system had been criticized for not adequately recognizing the interests and needs of victims of offences committed by young persons.</p> <p><u>YCJA Provisions</u></p> <p>Under the YCJA, the interests and needs of victims are clearly recognized and the role of victims at different stages of the youth justice process is specified. Key provisions include:</p> <ul style="list-style-type: none"> <li>The principles of the YCJA specifically recognize the concerns of victims. Victims are to be given information about the proceedings and an opportunity to participate and be heard. They are to be treated with</li> </ul>	<p>A victim of a crime committed by a person (including a child) may apply for compensation from the Victims of Crime Fund for injuries suffered as a result of the crime.</p> <p>The Department of Human Services (DHS) maintains the Youth Justice Victims Register. The Victims Register is an information service for people who are victims of a crime where a young person (between the ages of 10 and 17 at the time of the offence) has been sentenced to detention or imprisonment.</p> <p>People on the Youth Justice Victims Register can find out:</p> <ul style="list-style-type: none"> <li>about the young person's sentence</li> <li>the place where the young person is being held in detention</li> <li>if the young person is moved from one custodial facility to a different one</li> </ul>

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	<p>courtesy, compassion and respect for their dignity and privacy.</p> <ul style="list-style-type: none"> <li>• Victims have a right of access to youth court records.</li> <li>• Victims' participation in community-based approaches to responding to offences is encouraged.</li> <li>• If a young person is dealt with by an extrajudicial sanction, the victim of the offence is entitled to be informed as to how the offence was dealt with.</li> </ul>	<ul style="list-style-type: none"> <li>• details about if or when the young person is released from detention</li> <li>• if the young person has escaped from custody.</li> <li>•</li> </ul> <p>Victims on the register can also give information to the Training Centre Review Board if the Training Centre Review Board is considering a young person's transfer or release.</p>

**Friday, 14 June: Toronto**  
**Meeting with Ontario Government Youth Justice officials**

**Time:** 4:00pm – 5:00pm

**Location:** Algonquin Boardroom, 5th Floor  
101 Bloor Street West  
Toronto, ON M5S 3L7

**Contact:** Ministry of Intergovernmental Affairs  
Jillian Besterwitch, Senior Protocol Officer  
Cell: Clause 6(1) | jillian.besterwitch@ontario.ca

**Gifts:** No formal gift exchange is required for this meeting.

**Overview:** You will be meeting with officials from the Ontario Government representatives responsible for administering the youth justice system in Ontario, equivalent of state government agency. They are the equivalent to the Government of British Columbia officials you met with in Vancouver (at the Burnaby Youth Custody Centre).

**The agenda for the meeting will be:**

- 3:55 p.m. Minister Cook and guests arrive at the Entrance of 101 Bloor Street West where they are greeted in the lobby by Ms. Jillian Besterwitch, Senior Protocol Officer, Ministry of Intergovernmental Affairs and Ms. Michelle Moorcroft, Senior Advisor, Ministry of Children, Community and Social Services and escorted to the meeting room on the 5th floor.
- 4:00 p.m. Meeting commences
- 5:00 p.m. Meeting concludes
  - Mr. Sparrow bids farewell to Minister Cook and guests in the boardroom.
  - Minister Cook and guests are escorted by Ms. Moorcroft to the lobby for departure.

**Attendees:**

- Trevor Sparrow, Assistant Deputy Minister
- Sonia Bozzo, Director, Service Delivery
- Bridget Sinclair, Director, Programming Interventions and Evaluation
- Karen Singh, Director, Central Region

**Solicitor-General of Ontario (unable to attend due to scheduling conflict)**

- The Ministry of the Solicitor-General in Ontario has responsibility for correctional services (adult), policing services, and public safety and security.
  - It is most akin to the portfolio of Minister Dan Cregan in SA.
- Hon. Michael S. Kerzner was elected in June 2022, and was appointed Solicitor-General in August 2022. He is a member of the Progressive Conservative Party of Ontario.
  - Kerzner attended York University (the location of YouthREX).
  - Before politics, he is cited as being a businessman, with experience in construction, and genetic testing and bioscience.

**Possible questions you may wish to raise during the meeting:**

**Youth Justice system**

- In Australia, the Youth Justice system is legislated, funded, and administered by state (provincial) governments.
- This is different to the Canadian experience, in particular the role of the federal government as a legislator and funder.
- In South Australia the government operate one secure custodial centre, the Kurlana Tapa Youth Justice Centre.
- Aboriginal children and young people are overrepresented in the system.

Questions

1. Explain to me how the system works, and the specific role of the key players in the system i.e. federal government, Ontario government, partner agencies, community?
2. How does your government and the federal government share responsibilities and funding (including decisions regarding resource allocations) for the youth justice system and programs. What works well in your experience, and what improvements would you recommend?
3. What are the current trends in youth-related criminal behaviour, and how have the rates changed over the past decade or so? Are you

observing noticeable elements regarding certain activity, age groups, gender identity, region etc?

4. What are the key challenges Ontario is experiencing in the system and what successful strategies are you implementing – one example is about the decommissioning of custodial sites, and the need to expand bed capacity with surges of youth crime etc.
5. What are the innovations or areas you are focussing to implement new approaches? Are these driven by government, or in partnership with community organisations?
6. What is the role of the police service in the youth justice system across Ontario, and does this differ regionally or is there a standard approach (you may want to reflect on your learnings from meeting with the Ottawa Police Youth Section)?
7. How does your government support the specific needs of First Nations / indigenous young people, and youth from other minority backgrounds?
8. How does the government and service providers address or support the transition of young people back into the community, and what supports are in place for to achieve successful reintegration.
9. What is the interface or connections with the adult correctional system, and are there processes for transfer between systems at a certain age (i.e. 18 / 21)?
10. What best practices from other countries or regions has the Ontario government adopted or adapted to improve the YJ system?

#### **Role of Community Organisations (transfer-payment agencies)**

- The South Australian government is the predominant service provider for all youth justice services, for custodial and community-based settings.
- In Canada, our observation is that there is a far closer partnership between governments and the community sector to deliver services in the sector, including secure custodial settings.

#### **Questions:**

1. What are your observations about the strengths and challenges of the current model?
2. How does the funding model operate – is it provincially funded, federally funded, or a mixture?
3. Can you provide examples of successful community-based programs that have been the most effective in diverting young people from the youth justice system?

4. How do you (or the federal government) measure and monitor the impact and outcomes of community partners?
5. What are the referrals pathways in (are these managed by government, i.e. police, or another agency, or is this with the community sector?)
6. How do you collect data and monitor outcomes of programs and intervention?

#### **Minimum age of criminal responsibility**

- In South Australia, the minimum age of criminal responsibility is 10.
- Governments across the country, including South Australia, are considering proposals to raise the age.
- A key consideration for our government is what supports and interventions outside of the formal justice system are required to support the specific needs of younger children who otherwise enter the justice system through their complex behaviours.

#### **Questions:**

1. What programs and services are available for children under the age of criminal responsibility? I.e. mental health, social services, education, early intervention
2. How does the Ontario Government support the families of children who are not held criminally responsible but require intervention and support?
3. What measures are in place to ensure that these interventions are culturally sensitive and appropriate, especially for First Nations / Indigenous communities?
4. Does your government monitor and track the long-term outcomes of these young children to better understand their life trajectory, and the success of relevant interventions (this is relevant in the context of Canada's MACR being 12 for decades).

**Background information / Focus of discussion:** Discussing approaches to:

#### **Youth Justice in Ontario**

Canada's Youth Justice system is governed by federal legislation. In Ontario the Youth Justice system is administered by the Ministry of Children, Community and Social Services (state government level department).



In Canada, anyone between 12 and 17 years old is considered a youth and may go through the youth justice system if they commit a crime or are accused of committing a crime.

The Youth Criminal Justice Act says that the court must not give a youth a custodial sentence unless the court has considered all other reasonable options (alternatives to custody).

**Extrajudicial measures** – or diversion from court – are options for dealing with youth instead of going through a court proceeding. Many youth accused of committing a crime are considered for extrajudicial measures. Before police take any action against a youth suspected of committing a crime, they decide whether to use extrajudicial measures.

Extrajudicial measures allow police to use alternatives to court to hold young people responsible for their actions. They allow victims of crime to be involved with decisions related to the extrajudicial measures selected and to receive compensation. Those programs that involve the youth, victim and community members in decision making are often associated with restorative justice.

Extrajudicial measures police can use include taking no further action and giving the youth a warning and releasing them to a parent or guardian. With the youth's agreement, the police can also refer them to a program that can help them with not committing crimes, including:

- Community accountability programs
- Police-based diversion programs
- Aboriginal justice strategy programs
- Community agencies

Some extrajudicial measures police could use include:

- Taking no further action
- Giving the youth a warning and releasing them to a parent or guardian
- With the youth's agreement, referring them to a community program or agency that can help the youth with not committing crimes

**Extrajudicial sanctions** are more formal options for dealing with youths accused of committing crime as an alternative to going to court.

It is up to Crown counsel to refer a case for extrajudicial sanctions. Crown can refer the case to a youth probation office or another agency approved by the Crown to interview the youth and see if they are an appropriate candidate.

To be accepted for extrajudicial sanctions, you must admit responsibility for the offence and agree to follow the rules for the extrajudicial sanctions. If you do not, charges may be laid against you.

**If a matter proceeds to court**, the Court must not sentence to custody unless the young person has:

- Not obeyed community-based sentences
- Committed a violent crime
- Committed an indictable offence for which an adult could be ordered to serve more than two years in jail and they have a criminal history with a pattern of findings of guilt or a pattern of extrajudicial sanctions
- Committed an indictable offence so serious that a custody sentence is necessary

#### **Key Australian/SA intersections**

- Youth Justice system and legal framework comparisons, key lessons of success and failure
- Data around custody rates, recidivism, outcomes from alternatives and diversion approaches
- What are some successful youth justice or diversionary programs administered in British Columbia, Ontario or Canada more broadly?
- Suggested best practices from custodial services and community youth justice settings.
- Community organisation service delivery (role of partner agencies)
- Minimum Age of Criminal Responsibility observations – in particular what is the role and focus of the state for younger children with complex vulnerabilities and challenging behaviours; how do they work to prevent entry to the youth justice system when they turn 12.
- Gladue reports
- Some Aboriginal community controlled organisations employ Gladue Case Coordinators. Gladue Reports are pre-sentencing and bail hearing reports that a Canadian court can request under the Criminal Code when considering sentencing an offender of Indigenous background.
- Gladue reports are unique in providing information before the sentencing judge regarding the role of systemic and background factors which bring Indigenous persons before the court, such as the continued effects of colonisation on Indigenous peoples and their communities, racism, losing language, inter-generational legacies of Indian Residential and Day Schools.
- Analysing impacts of modern colonization an Indigenous individual has faced enables the court to consider alternatives to prison when sentencing; the objective is to address the specific challenges Indigenous people face opposed to non-Indigenous individuals. Key questions to ask include:
- What is their role and are Gladue Reports impacting upon lowering First Nations incarceration rates?

Refer to the following additional material:

- Youth Justice system comparison – Canada and South Australia
- PBN – Youth Justice

- PBN – Child and Family Support and Safer Family Services
- PBN – Countering Violent Extremism
- PBN – Remote and Regional Response

# OTTAWA YOUTH JUSTICE SERVICES

**June 13<sup>th</sup>, 2024 | 10:00 a.m. - 4:30 p.m.**

**Taggart Parkes Family Clubhouse (Taggart)**  
1770 Heatherington Road

**The William E. Hay Juvenile Detention Centre (YSB)**  
3000 Hawthorne Road

**Tomlinson Family Foundation Clubhouse (Tomlinson)**  
1463 Prince of Wales Drive



Ottawa

TIME	TOPIC	LOCATION
10:00 a.m.	WELCOME, INTRODUCTIONS & LAND ACKNOWLEDGEMENT	Taggart
10:15 a.m.	OTTAWA POLICE SERVICE PRESENTATION	Taggart
10:45 a.m.	CROSSROAD CHILDREN MENTAL HEALTH CENTRE PRESENTATION	Taggart
11:00 a.m.	BGC OTTAWA PRESENTATION	Taggart
11:30 a.m.	HEALTH BREAK	Taggart
11:45 a.m.	JOHN HOWARD SOCIETY PRESENTATION	Taggart
12:15 p.m.	YOUTURN YOUTH SUPPORT SERVICES PRESENTATION	Taggart
12:45 PM	LUNCH	Taggart
1:15 p.m.	TRAVEL TO THE WILLIAM E. HAY JUVENILE DETENTION CENTRE (YOUTH SERVICES BUREAU)	YSB
1:30 p.m.	TOUR THE WILLIAM E. HAY JUVENILE DETENTION CENTRE	YSB
3:15 p.m.	TRAVEL TO TOMLINSON FAMILY FOUNDATION CLUBHOUSE (BGC OTTAWA)	Tomlinson
3:30 p.m.	CLUBHOUSE TOUR & COMMUNITY BBQ	Tomlinson

**MEETING WITH**

**MR. TREVOR SPARROW**

Assistant Deputy Minister  
Ministry of Children, Community and Social Services

**AND**

**THE HONOURABLE NATALIE COOK**

Minister for Human Services and Seniors and Ageing Well- South Australia

**Friday, June 14, 2024**

**4:00 p.m.**

**As of June 13, 2024**

**Meeting location:** Algonquin Boardroom, 5<sup>th</sup> Floor  
101 Bloor Street West  
Toronto, ON M5S 3L7

**Meeting Participants:**

<u><b>Ontario</b></u>	<u><b>Australia</b></u>
<ul style="list-style-type: none"><li>• <b>Trevor Sparrow</b>, Assistant Deputy Minister, Youth Justice Division, Ministry of Children, Community and Social Services</li><li>• <b>Sonia Bozzo</b>, Director, Service Delivery Branch, Ministry of Children, Community and Social Services</li><li>• <b>Bridget Sinclair</b>, Director, Programming Interventions and Evaluation Branch, Ministry of Children, Community and Social Services</li><li>• <b>Karen Singh</b>, Director, Central Region, Ministry of Children, Community and Social Services</li></ul>	<ul style="list-style-type: none"><li>• <b>Hon. Natalie Cook</b>, Minister for Human Services and Seniors and Ageing Well- South Australia</li><li>• <b>Alexandra Reid</b>, Executive Director, Community and Aboriginal Partnerships, Department of Human Services - South Australia</li><li>• <b>Rhiannon Newman</b>, Senior Advisor to the Minister for Human Services and Seniors and Ageing Well- South Australia</li></ul>

*Protocol to set up AUS/CAN/ON flags in the boardroom.*

**3:55 p.m.** Minister Cook and guests arrive at the Entrance of 101 Bloor Street West where they are greeted in the lobby by **Ms. Jillian Besterwitch**, Senior Protocol Officer, Ministry of Intergovernmental Affairs and **Ms. Michelle Moorcroft**, Senior Advisor, Ministry of Children, Community and Social Services and escorted to the meeting room on the 5<sup>th</sup> floor.

**4:00 p.m. Meeting commences**

**5:00 p.m. Meeting concludes**

Mr. Sparrow bids farewell to Minister Cook and guests in the boardroom.

Minister Cook and guests are escorted by Ms. Moorcroft to the lobby for departure.

**CONTACTS:**

**Ministry of Intergovernmental Affairs**

Jillian Besterwitch, Senior Protocol Officer

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**The Government of South Australia**

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Alexandra Reid, Executive Director

Community and Aboriginal Partnerships, Department of Human Services - South Australia

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# Key Evaluation Findings: Ounce of Prevention (OZ)

Youth Justice Symposium  
March 27, 2024



# OUNCE OF PREVENTION (OZ)

OZ is a wraparound case management program that includes comprehensive and individualized supports and services.

- Includes culturally appropriate supports to Black youth and their families in schools, neighborhoods, and community agencies, and to youth in detention centres and correctional facilities.
- Designed to reduce recidivism of adjudicated youth, prevent youth involvement in antisocial activities, and enhance community relationships between law enforcement officers and youth.

# OUNCE OF PREVENTION (OZ)

- Five project partners:
  - Delta Family Resource Centre (Lead Partner)
  - For Youth Initiative
  - Somali Women & Children's Support Network
  - Think Twice
  - Urban Rez Solutions.
- OZ contracted Youth Research and Evaluation Exchange (YouthREX) based at York University to evaluate the program.





# ABOUT YOUTHREX



## OUR VISION

An Ontario where shared knowledge is transformed into positive impact for all youth.

## OUR MISSION

To make research evidence and evaluation accessible and relevant to Ontario's youth sector through knowledge exchange, capacity building, and evaluation leadership.

# PROGRAM OBJECTIVES



**Knowledge Exchange**



**Learn by YouthREX**



**Youth Program  
Supports**

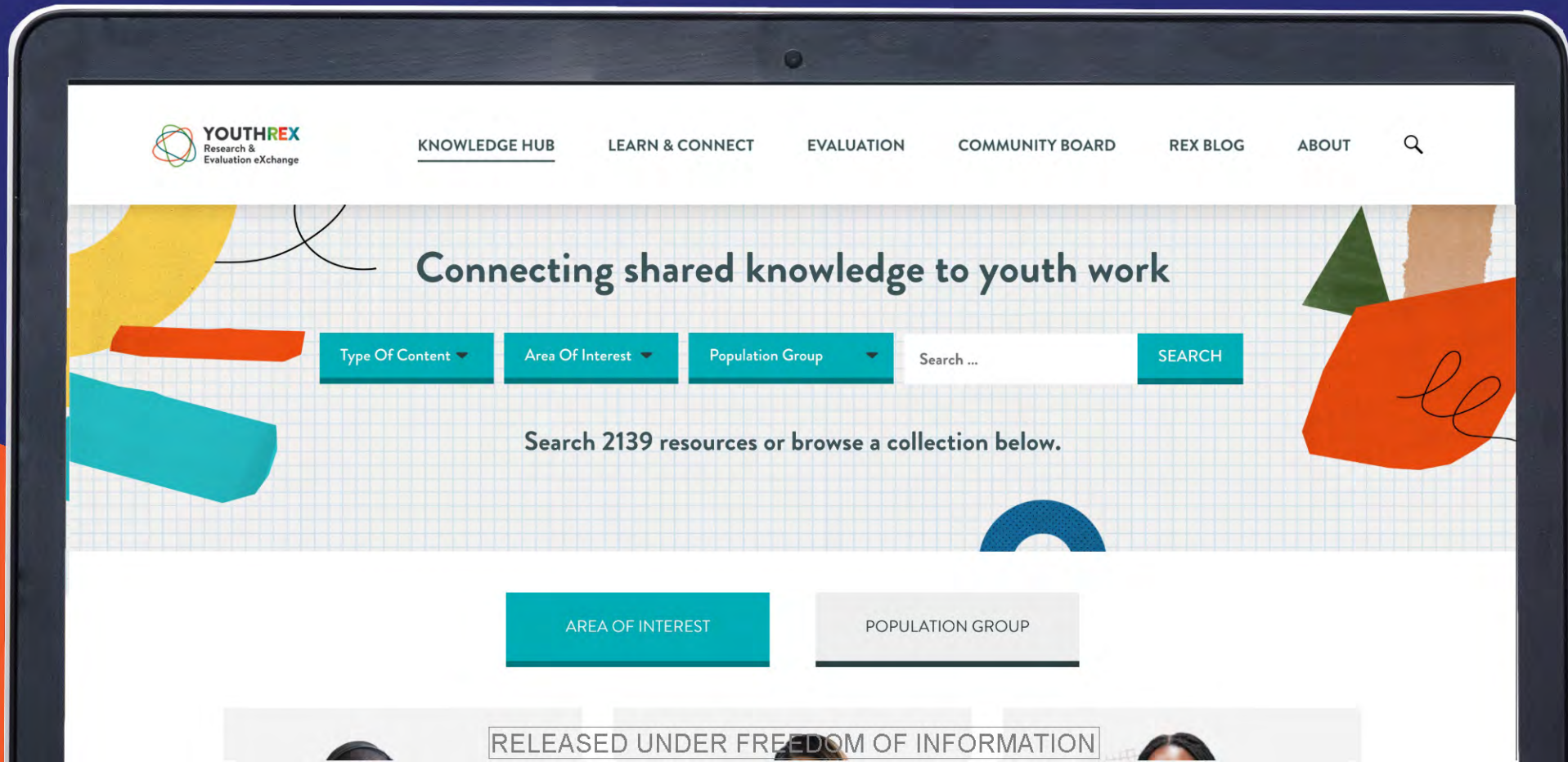


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# Evaluation Overview



## Evaluation Overview

- Process Evaluation
- Outcome Evaluation
- Cost Analysis

## Data Sources

- Document Review (referral & eligibility forms, registration forms, etc.)
- Interviews (clients, management/staff, and project partners)
- Surveys (clients and referral sources)

# Evaluation Questions

## Process Evaluation Questions

- Who are the participants reached by the program?
- How were the program components implemented?
  - How was the program managed?
  - What community partnerships were formed?
  - What improvements were made to the program?
- Were program participants and various stakeholders satisfied with the program?

## Outcome Evaluation Questions

- What benefits and changes did program participants experience?

# Key Evaluation Findings



# Key Findings

- 01. The Target Population
- 02. Relevance of the Program Model
- 03. Program Impacts
- 04. Program Resiliency

# 01. Target Population

447 unique referrals received:

73%

were between 15 and 29  
years of age ( $n = 317$ )

96%

Identified as Black  
( $n = 417$ )



# 01. Target Population: Reasons for Referral

- Conflict at school
- Conflict at home
- Conflict with the law
- Involved in the court system
- Vulnerable to gang involvement
- Incarcerated
- Involved in gun violence
- Lost family members to gun violence
- Other Issues
  - Experiencing food insecurity
  - Precarious (or no) housing
  - Secondary education incomplete
  - Unemployment

# 01. Target Population

## REVIEW OF 39 CASE NOTES (2024)

### Goals

- Education (22)
- Employment (12)
- Relationships & Mentorship (7)
- Mental Health (4)
- Income Support (1)
- Resolution to Immigration Challenges (1)
- Spirituality (1)
- Housing (2)
- End CAS Involvement (1)

### Compounding Issues

- Disability (6)
- Poverty (7)
- Homelessness and Housing Insecurity (7)
- Present or Recent Incarceration (6)
- Child Welfare and Family Relationships (8)
- Mental Health (9)
- Immigration (2)

## 02. Relevance of Program Model

### NEEDS-BASED WRAPAROUND SUPPORTS

- Supports provided were based on need and wraparound.
- Participants set their own goals and staff support them in reaching those goals.
- Staff with lived experience and representation (race, culture, etc.).

### PARTNERSHIPS

- Shared vision, passion, and values.
- Draw upon various strengths.
- Expand reach.
- Sharing best practices.

*“Well, for the first couple weeks we’re just talking about ... at first she was asking me questions about personal life, you know, just getting to know me better, getting to know what I do, what I do for fun, like my hobbies, just you know getting to know me and doing all that. And then like, by the middle way through, she was kind of... giving me resources, helping me, stuff like that, and getting me job referrals, helping me with resumes....You know, making sure I’m good on like the personal side. Just making sure you know, I’m on the right path. It’s just guiding me. And through the ending, she was trying to get, like the ending segment, she’s just trying to get me a job, and just trying to get me situated and set up, stuff like that. And my charges dropped also.”*

**-2023/24 Youth Participant Interview**





*“I want to say first and foremost, like, the, the kind of expertise and knowledge of the staff, like everyone that I’ve interacted with in the program has been so knowledgeable and like, they’ve been super, like, they clearly know what they’re doing in the sense that like, they really do know how to kind of cater to people’s needs and like, figuring out what they need, and then like helping them with it. Because I feel like a lot of times like that’s like the main kind of barrier is, like, it’s, it’s difficult to receive the support, like, you know what I mean? So, with this program, I feel like they make it a little bit easier to get that kind of support.”*

**-2023/24 Youth Participant Interview**

*“A partnership should be fair, genuine and what they’re in their motives. Employees should be paid adequately. Partners should be given adequate funding be a part of, employees and like, instead of micromanaging every piece and taking over? I think partners should have had more of a say, in different components. Yeah, partners should have had something out of this.”*

**-OZ Project Partner**





## 03. Program Impacts

Short-Term	Intermediate
<p>Increased trust and rapport with staff</p> <p>Improved life skills knowledge</p> <p>Greater access to supports</p> <p>Increased sense of belonging</p> <p>Self-advocacy knowledge</p> <p>Support to participant network</p>	<p>Decreased involvement in antisocial &amp; criminal activities</p> <p>Increased involvement in prosocial activities</p> <p>Increased resilience</p> <p>Improved relationships</p> <p>Improved life skills</p> <p>Increased attainment of secondary education</p> <p>Increased self-advocacy</p>

## 03. Program Impacts



### TRUST AND RAPPORT

- Supported, respected, understood, comfortable, and safe.
- Takes time to develop.
- Building block for attainment of other outcomes.




### LIFE SKILLS

- Communication / Coping / Decision-making / Problem-solving / Conflict resolution / Time management / Employment readiness




### RELATIONSHIPS

- Family / Friends / Peer Groups



*“I don’t get angry as fast. Like, to be honest, I really don’t. That was something that we talked about often even if it wasn’t exactly the topic of like, controlling anger, it was still the topic of controlling emotions in general. And as much as anger is one emotion, a lot of other emotions can fuel anger. So being able to have more like, ability to get a hold on how I’m feeling, that was one of the biggest things that impacted me that have helped me with the program.”*

**- 2022 Youth Interview Participant**




*“...Because I have all of these like, kind of tools that  
I've been given throughout the program, like, you know,  
I've done activities, I've done like exercises,  
to kind of like, better, like, understand myself.”*

**- 2023/24 Youth Interview Participant**







*“I’d say it more impacted my relationship with my family because it really, it connected me with my mother. She was always helping me out to the program. She’s always asking me what I need to do. Like what like, she’s every, after every session I’d give her updates and stuff like that. She’d asked me like, ‘What’s my plan going on to the next one’, ‘how did I feel about the last one’ so I was really connecting with her like on an emotional level when it came to the program. That kind of grew on an emotional level. That emotional relationship, stuff like that.”*


**-2023/24 Youth Interview Participant**

## 04. Program Resiliency

- Adapting to COVID-19 to support the needs of the community.







*"Obviously, we've had the biggest disrupter over the last few years, which has been the pandemic COVID, which really changed the direction and somewhat the scope of the projects, right. And so I think when everybody started, everybody was enthused, everybody had an understanding and an idea of where they stood with the project independently and collectively. And I think everybody came to the table committed over the years, personally, for me, I have seen a bit of the deteriorating in that area, like it's been a challenge. But I also think that's where, you know, we're still trying to find our footing and ground ourselves back up post COVID. And the dynamics and the scope and the tone of the project changed because of that".*

**(OZ Project Partner)**



*“When Corona, when everything was shut down. Then we have to adapt to the new system, what how are we going to do. You can’t bring people together, people are stuck at home, some of the youth don’t have a laptop. We had to really try to find the resources and funding to buy technology, computers for some of the boys who are you know, house arrest. Even families who need that, in some families they’re trying to figure out how they can connect with their boys in jail. Because they couldn’t call them, there are so many issues, the group really came together and figure out a way that this new challenge. They’d be working at home, at least if you you know, they weren’t there wasn’t coming back to the office quickly because of the conditions in that everybody was shut down and those kinds of challenges I think we overcame and we talked about and we find a way, solution to do counselling at home, connecting, you know, maybe zoom meetings, in groups at the Zoom meetings and all of that right? To find a way for people to connect the families to connect even finding food for them. Finding gift cards finding solace stuff for those boys finding laptops, computers, cell phone is that we could connect with them.”*

**- 2023/2024 Partner Interview**

# LESSONS FOR THE FUTURE

- The importance of an effective case management system (Management Information System).
- Staff support, training, and supervision.
- Setting the terms for equitable partnerships.





# THANK YOU!

## Questions & Comments

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## ROUNDTABLE ATTENDEES

### DEAN J.J. MCMURTRY

**Faculty of Liberal Arts & Professional Studies, York University**

**J.J. McMurtry** is Dean of the Faculty of Liberal Arts & Professional Studies and a Professor at York University.

His research and teaching focuses on the theory and practice of alternative social, political, and economic forms. Specifically, he has been focused in his teaching on developing the Social Economy stream in the Business and Society Program as well as the Certificate in Co-operative Management with the Schulich School of Business and the Ontario Co-operative Association. In his research, he has focused on the theory and practice of the Social Economy in Canada, as well as the social and political forms which support this development. Two recent books – *Living Economics: Canadian Perspectives on the Social Economy, Co-operatives and Community Economic Development* and *Co-operatives in a Global Economy* – capture some of this research.

Professor McMurtry is active in a number of community, economic, and political organizations



### ALDELI ALBÁN REYNA

**Director of Grants & Community Initiatives, Laidlaw Foundation**

**Aldeli** (she/her) is the Director of Grants and Community Initiatives at Laidlaw Foundation. Born and raised in Montréal to Afro-Peruvian parents, Aldeli is a Black artist with a natural talent for using language to bring stories to life coupled with an ability to transform her lived experiences, using multilingual narratives. She holds an Honours Bachelor Degree in Women and Gender Studies, Spanish, and Italian from the University of Toronto and a Master's in Public Policy, Administration, and Law (MPPAL) from York University. Aldeli has extensive experience working in multiple sectors including nonprofit, philanthropy, and corporate. She worked nationally for almost a decade in advocacy and public policy.

## **CHEZLIE ALEXANDER**

**Legislative Affairs and Implementation Liaison, Office of Toronto Mayor Olivia Chow**

For the better part of 25 years, **Chezlie** has worked with communities, partners, and stakeholders from across the province of Ontario to build better neighbourhoods and centre folks who have been pushed to the margins. Chezlie was an instrumental member of the leadership team that established the first Community Health Centre in the Region of Peel. He was also the Practice Lead responsible for the delivery of the Ontario Black Youth Action Plan, a \$60 million commitment to reduce disparities for Black children, youth, and families in Ontario.

Currently, Chezlie works in the Office of Mayor Olivia Chow, where he collaborates with local councillors, members of the public service, local residents, and stakeholder groups to advance and action Mayor Chow's progressive policies.



## **ALY ALIBHAI**

**Director, Child, Youth and Family Services Act, Ministry of Children, Community and Social Services (MCCSS), Government of Ontario**

**Aly** is the Director of the Child, Youth and Family Services Act Review Project Team in the Strategic Policy Division of the Ontario MCCSS. In this role, Aly is responsible for leading a team mandated to undertake all aspects of the five-year legislative review of the *Child, Youth and Family Services Act, 2017*, the primary legislation governing child, youth, and family services that are provided by the MCCSS including child welfare, adoptions, youth justice, and out-of-home care services. Previously, he was the Lead Negotiator in the ministry's Children with Special Needs Division where he provided strategic guidance and leadership in overseeing the negotiations team responsible for developing the contract to establish the Independent Intake Organization for the Ontario Autism Program. Prior to that he served as the Regional Director of the Central Municipal Services Office in the Municipal Services Division of the Ministry of Municipal Affairs and Housing. Aly is a lawyer by profession and a certified adjudicator. Before joining the Ontario Public Service in 2018, he worked with an Indigenous organization and for many years as a lawyer and legal manager with the Department of Justice, Canada. He has also served as an adjudicator with the Toronto Licensing Tribunal and the Condominium Authority Tribunal of the Condominium Authority of Ontario. Aly has a longstanding history of volunteer engagement with a wide range of civil society organizations and is currently the Vice Chair of the Board of Directors



of Bellwoods Centres for Independent Living, a member of the Board of Directors of Rooftops Canada, a public member of the Complaints Committee of the Human Resources Professionals Association, and a member of the Consumer Advisory Council of the Travel Industry Council of Ontario. Among other awards that he has received over the years, in 2010 Aly was the recipient of the Lincoln Alexander Award from the Law Society of Ontario, which is given annually to an Ontario lawyer who has demonstrated a long-standing interest and commitment to the public and the pursuit of community service on behalf of the residents of Ontario.



### **DAYNA ARRON**

**Executive Director, Justice Centres, Ministry of the Attorney General,  
Government of Ontario**

**Dayna** is the Executive Director of Justice Centres at the Criminal Law Division, Ministry of the Attorney General (MAG). She has spearheaded the Ministry's Justice Centres program since its inception in 2017 and has been the driving force behind innovating Ontario's criminal justice system by implementing a new court model premised on the co-location and integrated service delivery of justice, health, and social services. In this role, she has developed considerable experience facilitating cross-ministerial collaboration and is also currently responsible for leading 15 cross-ministry initiatives under MAG's Provincial Strategy on Guns, Gangs, and Violence Reduction.


Dayna also brings with her a wealth of criminal and civil litigation experience. On the criminal side, she spent over 10 years prosecuting as an assistant Crown Attorney, also serving as the Crown Lead in Inmate Partner Violence; appeared regularly at the Court of Appeal while at the Crown Law Office – Criminal; and acted as counsel to the Assistant Deputy Attorney General at MAG. On the civil side, she began her career on Bay Street focusing on plaintiffs' side sexual assault litigation where she had the opportunity to represent Indigenous communities in historic sexual abuse cases. She received her BA from McGill University and her LLB from UBC. She is also the (almost!) always proud and often tired mother of two teenaged boys.



## **LEENA K. AUGIMERI**

**SNAP Co-Founder/Developer, Child Development Institute, and Director of Program Scaling and Strategic Partnerships, Child Development Institute**

**Leena**, Ph.D., is the Co-Founder/Developer of SNAP® (Stop Now And Plan) and the Director of Program Scaling and Strategic Partnerships at the Child Development Institute (CDI) in Toronto. She oversees the Scaling, Research and Development Unit at CDI. In addition, she is an Adjunct Professor at the University of Toronto. In 2023, she was appointed by the Ontario Government as the Chair of the Youth Justice Review Task Force. For almost 40 years, this scientist-practitioner has focused on advocating for measurement-based care and helping organizations move science into action by incorporating research/evaluation into clinical practice. During her CDI tenure, she has developed a comprehensive children's mental health and crime prevention framework, which is being adopted worldwide for young children engaged in antisocial/violent and disruptive behaviour. A major focus of this framework is the evidence-based trauma-informed **SNAP model**. SNAP is noted in the scientific literature as one of the most effective evidence-based interventions for aggressive children under 12 years of age with serious violent and chronic potential. She is also the co-principal developer of the SNAP for Schools universal prevention program and the SNAP Youth Justice model. Currently, Leena is leading CDI's newest strategy, SNAP 2.0, a multi-million-dollar sustainability plan (2022-2027) which focuses on building efficiencies in children's and youth's mental health and leveraging learnings from SNAP 1.0 by continuing to build community capacity to meet the needs of high-risk children, youth, families, and communities.




## **BREANNE BETTS**

**Director, Strategic Innovation and Modernization Branch, Youth Justice Division, Ministry of Children, Community & Social Services (MCCSS), Government of Ontario**

**Bre** is a seasoned leader with a distinguished 15-year career in the Ontario Public Service (OPS), where she has consistently demonstrated exemplary leadership and dedication to public service excellence. Her strategic vision and commitment to driving positive change continue to shape the landscape of the OPS. Bre holds a degree in English Literature from the University of Guelph, and another degree in Journalism from Centennial College. She has served in a multitude of different capacities across MCCSS including a number of years working in communications, with a speciality in issues management and media relations.




Bre also worked with the former Service Delivery Division of the Ministry of Children and Youth Services. In 2013, Bre joined the Youth Justice Division as Executive Assistant to the Assistant Deputy Minister (ADM). Since then, she has also worked as Senior Advisor to the ADM, Senior Manager of Change Management and, briefly, as acting Director of the former Operational Support and Program Effectiveness Branch. As Director of the Strategic Innovation and Modernization Branch (SIMB), Bre leads five teams who share the responsibility of strategic policy and planning, anti-racism, data management and analytics, organizational effectiveness, change management, information technology planning, and labour relations, with a style she would self-describe as supportive, respectful, engaging, and authentic. Bre is passionate about supporting people and bringing together diverse perspectives and experiences while exploring innovative approaches. She is steadfast in her commitment to helping communities across Ontario through her work, and doing work that supports children and youth to realize and reach their full potential.



### **RODERICK BRERETON**

**Executive Director, Urban Rez Solutions**


**Roderick** is founder of transformational social change group Urban Rez Solutions. Developing culturally relevant corrections programming, imparting social education, building community social capacity, conducting professional training, coordinating large events, and project management are areas of Roderick's expertise. Roderick directs diversity, equity, inclusion, and anti-Black racism training. Roderick designs and delivers evidence-based social programming to all levels of government. Roderick utilizes a comprehensive holistic model based on empowerment and resiliency. Roderick orchestrates services to communities, schools, government, organizations, faith groups, teams, non-profits, and corporations. His ability to address the complexities of community and provide multi-tiered consultation for corporations sets him apart from others. Roderick is a speaker, trainer, engagement specialist, and innovative social strategist. Graduating from York University with a BA in sociology, earning the designation 'Anger Management Specialist' from The National Anger Management Association, and having completed comprehensive training in change management, conflict resolution, emotional emancipation, and mental health wellness has been the foundation of Roderick's formal education. Roderick currently sits on the board of the Dr. Roz's Healing Place.



## **MIKE BROOKS**

**Manager, Justice Centres, Ministry of the Attorney General, Government of Ontario**


**Mike** is the Manager at Justice Centres (Ministry of the Attorney General, Criminal Law Division). Before joining the Justice Centres Team, Mike worked with the Ministries of Children, Community & Social Services with a focus on increasing opportunities for young people across Ontario through the Ontario Youth Action Plan and the Black Youth Action Plan.



## **PARTIBAN GIRITHARAN**

**Field Education Manager, School of Social Work, York University**

**Partiban** is currently the Field Education Manager at York University's School of Social Work managing the Field Education Office, which is dedicated to delivering experiential education to undergraduate and graduate students through practicum. Prior to coming to York University, Partiban worked in the Youth Justice Division of the Ministry of Children, Community & Social Services for close to a decade, where he served in various roles including Youth Services Officer, Program Officer, Intake and Living Unit Social Worker, Crisis Negotiator, and Manager of Social Work. Along with working within direct operated detention facilities, Partiban also sat on Community of Practice Committees organized by the Clinical Interventions Unit, which is dedicated to developing and providing rehabilitative/clinical services to youth in detention.



## **RICK KELLY**

**Executive Director, Just Us: A Centre For Restorative Practices**

**Rick** is a youth worker with over 40 years in the field. He has been a street worker, a clinician, play therapist, a community development worker, consultant, supervisor and manager, and educator. He believes that while good practice needs to be directed to individual children and youth, sustainable change, and the elimination of diminished positive outcomes for children and youth, will not occur unless the social determinants of health and systemic inequities are addressed. Change needs to take place at both a micro and macro level which hears, is built on, and includes the voices and lived experiences of children, youth, their families, and communities. Since 2002, Rick has been providing training, education, youth justice conferencing, and research in restorative practices while supporting program and curriculum transformation for colleges, school boards, children's mental health facilities, and grassroots youth-serving agencies using restorative principles and peacemaking practices.



## **ANTONETTE PHIRI**

**Manager, Provincial Youth Outreach Worker Program, Strides Toronto**

## **RIFAT AHMED**

**Program Coordinator, Provincial Youth Outreach Worker Program, Strides Toronto**

**Antonette and Rifat** oversee the Provincial Youth Outreach Worker (PYOW) Program at Strides Toronto. The PYOW network is comprised of approximately 50 community organizations and 130+ Youth Outreach Workers (YOWs) across the province. The PYOW program supports youth with moderate to high risk-factors and their families to better navigate and connect with services in their communities. YOWs act as mentors, advocate to improve youth's upward mobility, and facilitate access to vital resources.

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## **LUCKY MAGAGULA**

**Youth Justice Interim Manager, Delta Family Resource Centre**

**Lucky** is the Youth Justice Interim Manager at Delta Family Resource Centre and is a passionate advocate for Black youth and their families, empowering them to achieve their full potential, particularly focusing on providing skills and resources to address the disproportionate inequities faced by Black youth as they navigate the justice system. Lucky is committed to providing tools and resources that will ensure the success of young people while holding accountable those that would impede their growth and success. His academic training includes a Diploma in Justice Service and BSc degree in Criminology.

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## **JANET MCCRIMMON**

**President and CEO, Strides Toronto**

**Janet** is the President and CEO of Strides Toronto. Janet is a social worker by training and has worked in progressive international development, health, and social service organizations in Canada and Africa. Working towards health equity and ensuring equitable access to the social determinants of health are core goals for Janet. With Ekua Asabea Blair of the Abiona Centre, Janet co-led the sector Anti-Black Racism (ABR) Task Force that released a research report and strategy in 2023 to address ABR in the sector and beyond. Janet participates in a number of system planning tables including the Mental Health and Addictions Oversight Table of the Ontario Centre for Excellence for Mental Health and Addictions; Ontario Health Toronto Region's Mental Health and Addictions Advisory Table; Thrive Toronto; and she co-chairs the Mental Health Sector Working Group for Scarborough Ontario Health Team.






## **ORVILLE WALLACE**

**Executive Director, Community Safety, York University**

Orville, with over two decades of experience, is a prominent figure in promoting equity for racialized communities through programming, philanthropy, and training initiatives across Canada. Beginning his career in frontline youth work, he has led large-scale initiatives supporting young people and is particularly passionate about supporting those in conflict with the law. Orville holds a B.A. from the University of Toronto and has completed the Public Sector Executive Leadership Program at Queen's University. Notable achievements include facilitating Neighborhood Insight Sessions and establishing the Youth Justice Network of Toronto. Orville leads the Youth Justice Network of Toronto as its founder and Chair, managing a network of 1,500+ community members working with hard to serve youth. He shares information on local programs and events and organizes professional development meetings and conferences for social service workers in the Greater Toronto Area. He currently serves as the Executive Director of Community Safety at York University, managing community safety programs and security operations, and a focus on implementing the Security Services Review with implementing a community centric model on campus to ensure safety of all community members. With a diverse professional background, Orville is deeply committed to youth advocacy and community engagement, fostering social ecosystems for systemic change through his role as a "Community Architect."



**Also attending (no profiles available)**

## **NICOLA CROW**

**Executive Director, Durham Family Court Clinic**



## **BEENA KONDOOPARAMPIL**

**Team Lead, Ministry of Citizenship and Multiculturalism, Government of Ontario**








## YOUTHREX TEAM

### UZO ANUCHA

#### Academic Director, YouthREX


Uzo is the Founding Academic Director of YouthREX. She is the York Research Chair in Youth and Contexts of Inequity and a Professor at the School of Social Work, York University. Uzo's community-engaged research is focused on critical youth work. She conceptualizes her research as a community dialogue that is centred on equitable collaborations with community stakeholders. Her research projects emphasize multi-methods / multi-focal research that make space for multi perspectives. Uzo has served on a variety of boards, including being appointed by an Order in Council by the Government of Ontario to the Board of Directors of the Central Local Health Integrated Network for two terms of six years (2011-2017).



### CYRIL CROMWELL

#### Learning & Development Consultant, YouthREX

Cyril is a social justice advocate and community educator. At YouthREX, Cyril supports professional development and learning opportunities for Ontario youth workers. As a proponent of Social Justice, Cyril has led professional development and media art projects across the Greater Toronto Area and abroad for over a decade in community centres, schools, open custody detention centres, and in his photography studio. As a community educator, Cyril is interested in amplifying the voices of young people and youth workers in research and policy to reduce the gap that often exists between well-meaning theory and critical practice.



### CHANEL HERBERT


#### Operations & Innovation Manager, YouthREX

Chanel leads the operations and administrative aspects of YouthREX and supports our capacity building opportunities. She is a published author with a B.A. in Sociology and Creative Writing from York University and a M.Ed. from the University of Toronto. Her experiences as a Barbadian immigrant to Toronto fuel her interest in research on persons of African descent and how they're impacted by the intersections of race, immigrant status, and class within the education system. Outside of work, Chanel likes reading, watching documentaries, and spending time with family and friends.

## **JAMES MALEKZADEH**

### **Multimedia Storyteller, YouthREX**


**James** is a Multimedia Storyteller for YouthREX. He has a BFA in Film Studies from Ryerson University with a focus in documentary film. James has experience mentoring youth in media production, archiving experiences of migration with newcomer communities, and working in the documentary field. Much of his past work covers the multitude of experiences of living in Toronto: from migrating here to navigating the city's systems and structures. Outside of work, his interests include exploring all corners of Toronto by transit and by bike, trying new cuisines, vegetable gardening, and slowly learning how to speak Farsi.



## **MARIA PIÑEROS**

### **Design & Brand Manager, YouthREX**

**Maria** is a Graphic Designer for YouthREX. She received her Bachelor of Design with honours from the YSDN Program at York University. As a designer, she focuses on thinking critically about the capacity that design has as a transformative tool to educate, empower, and inspire people, especially youth. Outside of work, she enjoys illustrating, travelling, and hanging out with her dog Mango. Born in Colombia, Maria often likes to bring elements of her own culture into the work that she creates.



## **KATHE ROGERS**

### **Program Director, YouthREX**

**Kathe** is the Program Director at YouthREX. She is a registered social worker with extensive experience in communications, advocacy, public education, counselling, and community building, having supported a variety of projects across not-for-profit organizations and community-based initiatives. Kathe is a former film student, seasoned storyteller, engaged lover of art and music, amateur star-gazer, novice embroiderer, and pop culture trivia guru.



## **HAJAR SEIYAD**

**Research Assistant, YouthREX**

Hajar studied a double major in Mental Health Studies and Political Science at the University of Toronto. She is an avid qualitative researcher involved in initiatives focused on subjective wellbeing, patient-centered practice and policy, health equity, and knowledge mobilization. She is dedicated to co-creating opportunities by youth and for youth, as well as building an equitable future for all, by all.

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## **CAROL WADE**

**Assistant Professor, School of Social Work, University of Windsor**

Carol is an Assistant Professor at the School of Social Work, University of Windsor and a YouthREX Academic Network member. Before her full-time academic career, her professional experience spans over 25 years in social work practice, education, and community engagement. Carol is dedicated to experiential learning. She has developed and led workshops and training programs for youth workers and social workers. Carol is passionate about integrating equity practices and uses critical theories and pedagogies to challenge oppressive practices and support the best possible outcomes for young people and families. Her research interests include child welfare systems and practice, youth engagement, equity integration practice, transfer of knowledge to transformative practice, and understanding the influence of historical trauma on current-day parenting. Carol's research also focuses on direct social work practice, with a keen interest in self-reflexivity practice.

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## **ADRIENNE YOUNG**

**Graduate Research Assistant, YouthREX**


**PhD Student, School of Social Work, York University**

Adrienne is a Research Assistant at YouthREX. She received her B.A. from the University of British Columbia, her MSW from Boston University, and is currently a PhD Student at York University School of Social Work. She is passionate about elevating youth voice and is experienced in planning, facilitating, and evaluating youth advisory councils across sectors. Adrienne is a member of the Sault Ste. Marie Tribe of Chippewa Indians and is a fierce advocate for Indigenous rights. She draws inspiration from youth movements for equity and justice all over the globe.

## PROFILES OF ORGANIZATIONS / PROGRAMS / INITIATIVES / MINISTRIES REPRESENTED

### DELTA FAMILY RESOURCE CENTRE

**Delta Family Resource Centre (DFRC)** is a non-profit and community-based agency which, since 1981, has consistently delivered a range of targeted services to isolated and marginalized communities in Northwest Toronto. DFRC's **Mmere Dane Youth Justice Program** moves justice out of the courtroom and into the community with an aim to improve outcomes for Black and racialized youth, ages 12 to 17, by bringing together local justice, health, and social service agencies to address the root causes of crime and break the cycle of offending. Mmere Dane is an Adinkra symbol signifying Change and refers to the changes the program hopes to inspire in participating youth. With seven satellite locations and a staff of 60 qualified professionals, DFRC has been recognized for its commitment to building communities where all people thrive, for equipping residents with the tools they need to do so, for modeling effective collaboration, and for developing programs which respond to community needs. DFRC provides support to parents, children, youth, seniors, and Black communities, and has introduced a number of innovative programs and activities that meet the ever-evolving needs of the diverse communities it engages and serves.



### DURHAM FAMILY COURT CLINIC

**The Durham Family Court Clinic (DFCC)** was founded in August of 1980 with a mandate to provide assessments and service brokerage for youth in conflict with the law appearing before the court. Family mediation was introduced into the agency in 1981, initially by way of professionals donating their time, and from 1999 to 2014, through funding by the Ministry of the Attorney General. DFCC is now a multi-faceted agency with core services and community linkages that enable them to provide high quality intervention and prevention programs. They are known in the Durham Region for their work with youth and families who are at high risk and their school-based violence prevention program.





## JUSTICE CENTRES

### MINISTRY OF THE ATTORNEY GENERAL, GOVERNMENT OF ONTARIO

Introduced in over 80 communities around the world, Justice Centres move justice out of the traditional courtroom and into a community setting. These Centres bring together justice, health, employment, education, and social services to address the root causes of crime, break the cycle of offending, and improve public safety and community wellbeing.

Tailored to the unique needs of local communities, Justice Centres co-locate justice facilities (e.g. courtrooms) with front-end supports (e.g. primary healthcare, Restorative Justice programming, mental health supports), prevention services (e.g. employment and skills training), and community re-integration supports (e.g. peer counselling).

Each Justice Centre is designed by and for the community it serves to improve outcomes for offenders, victims, and communities by holding individuals accountable for their offences while connecting them to services that reduce the risk of re-offending. Central to the approach is a commitment to better support victims and communities harmed by crime.

Ontario is taking a whole-of-government approach to Justice Centres to promote cross-sector collaboration and multi-agency supports for common clients in order to address the intersecting risk factors that lead to chronic offending, as well as to support improved capacity, coordination, and integration with other provincial service systems and sectors, such as health, social services, and housing. Today, there are four Justice Centres operating in Ontario: London, Toronto-Downtown East, Toronto Northwest, and Kenora.




## LAIDLAW FOUNDATION

**Laidlaw Foundation** supports Black and Indigenous young people impacted by the criminal justice, education, and child welfare systems to become healthy and engaged by investing in innovative ideas, convening interested parties, advocating for systems change, and sharing learning across the sector.


## OUNCE OF PREVENTION (OZ) PROJECT

Funded by Public Safety Canada in 2019 to 2024, the OZ Project is a partnership between five Toronto community-based agencies: **Delta Family Resource Centre, For Youth Initiative, Somali Women & Children's Support Network, Think 2wice, and Urban Rez Solutions** with a comprehensive evaluation by **YouthREX**. The project provides Afrocentric wraparound supports for Black/racialized youth and their families with pre-, current, and post-involvement with the criminal justice system. The OZ Project has demonstrated success in providing critical and culturally-appropriate supports and resources to Black youth in contact or conflict with the criminal justice system. The project's innovative approach to focusing on the needs and strengths of the Black community sets it apart. By leveraging resources, essential social services, and evidence-informed practice, the OZ Project offers youth and families direct interventions and wraparound care within a holistic and strengthened support network, providing what participants need to thrive.



## STRIDES TORONTO


**Strides Toronto** is a multi-service organization supporting infants, children, youth, and their families in Toronto to thrive. In addition to providing a wide variety of mental health, autism, developmental, and community services, Strides Toronto is the Lead Agency for infant, child, and youth mental health in Toronto and the Lead Agency for the **Provincial Youth Outreach Worker (PYOW)** Program, a prevention and intervention program that supports youth with moderate to high risk-factors and their families to better navigate and connect with services in their communities. The PYOW network comprises approximately 50 community organizations and 130+ Youth Outreach Workers (YOWs) across the province. YOWs act as mentors, advocate to improve youth's upward mobility, and facilitate access to vital resources.





## STOP NOW AND PLAN (SNAP)

**SNAP** is an evidence-based premier children's mental health and crime prevention program for the middle years (ages 6-11) created in Toronto by the Child Development Institute (CDI) in 1985. It was developed in conjunction with the Toronto Police Service to fill an identified service gap for young children in conflict with the law when Canada raised the age of criminal responsibility from 7 to 12 in 1984. The model teaches middle years children (ages 6-11), youth (ages 12-18), and their families and/or caregivers how to stop and think before they act – to ultimately make better choices 'in the moment' and throughout their lives. Today, SNAP is meeting the needs of children and youth with serious disruptive behaviour problems and their families. It works with the child, family, school, and community. The SNAP program is uniquely committed to the equitable treatment of all communities. They create differential support for communities that have less access to mental health services, such as Indigenous and remote communities, providing gender and culturally-responsive programming to ensure each child and family receives the effective mental health support they deserve based on their level of risk and need.



## URBAN REZ SOLUTIONS: INSIDE OUT PROGRAM

**Urban Rez Solutions'** Inside Out program provides justice impacted Black individuals culturally relevant support leading to life stabilization and legal income generation. The program facilitates supports for individuals both while in custody and when released back to the community: *Inside*: The program is currently offered to individuals who identify as Black in provincial and federal facilities. Through group and intensified one-on-one sessions, their team works with persons in custody to develop and enhance their reintegration readiness. Programming strengthens social emotional intelligence, restorative practices, mental wellness, and financial literacy. 'Putting Prep in The Step'/equipping the person with sustainable skills prior to returning back to the community fosters a viable pathway towards employment and thereby reduces recidivism. *Out*: They provide a continuum of social and employment related support when the individual re-enters community from custody. Their team offers systems navigation and advocacy that assists the individual to manage themselves and co-ordinate social systems. In the community, Urban Rez Solutions continues to build resilience, establish positive self-identity, and provide mentorship.

## **YOUTH RESEARCH & EVALUATION EXCHANGE (YOUTHREX)**

YouthREX is an Ontario province-wide initiative based at the School of Social Work at York University, primarily funded by the Ontario Ministry of Children, Community and Social Services in 2014 in recognition of the role that research and evaluation can play in improving outcomes for youth in Ontario. YouthREX's mission is to provide the youth sector with research and evaluation resources, tools, supports, and services to promote the wellbeing of Ontario Youth.

YouthREX translates and mobilizes evidence and creates opportunities for learning, connection, and sharing through professional development programming for youth workers, both online and in person, tailored to the diverse and intersecting issues and contexts impacting youth and youth worker wellbeing.

We also support youth workers in infusing evidence in the design, development, and evaluation of their programs, understanding and improving their impacts, and telling the stories of their work.

YouthREX has been very well served by a community-university model that brings the expertise, knowledge, and resources of community partners and university researchers together to support Ontario's youth sector. YouthREX in many ways is an example of how universities can be in service to the community in deeply meaningful ways while also providing benefits to the university community.

### **Learn More about YouthREX:**

[\*\*YouthREX\*\*](#)

[\*\*YouthREX's Framework for Evaluating Youth Wellbeing\*\*](#)

[\*\*YouthREX's Service Pledge to Youth Programs\*\*](#)

[\*\*Knowledge Hub\*\*](#)

[\*\*Learn by YouthREX\*\*](#)

[\*\*Program Evaluation for Youth Wellbeing Certificate\*\*](#)

[\*\*Using Spreadsheets In Program Evaluation\*\*](#)

[\*\*REX TV \(YouTube Channel\)\*\*](#)

### **Follow us on social media:**





# Youth Justice Roundtable with Minister Natalie Cook

## AGENDA

### 10:00AM

**Check-In & Networking Café**  
*Coffee, tea, refreshments, and conversation!*

### 10:15AM

**Welcome and Land Recognition:**  
Kathe Rogers and Cyril Cromwell, YouthREX

### 10:20AM

**Welcoming Remarks:**  
Dean J.J. McMurtry, Faculty of Liberal Arts & Professional Studies, York University

### 10:25AM

**Introductions and Remarks:**  
Minister Natalie Cook, Minister for Human Services, Government of South Australia

**Introductions:**  
Roundtable Attendees and YouthREX Team

### 10:50AM

**Spotlight on Promising Models in Youth Justice**



### 11:10AM

**Roundtable Dialogue – Framing Topics**

- Early intervention and diversionary approaches that prevent young people from entering the justice system.
- Alternatives to custody for young people.
- Youth engagement in the youth legal system: opportunities, challenges, and tensions.
- Inclusion and advocacy with/for communities in contexts of inequities.
- The role of government in setting policies that support vulnerable young people to thrive.
- Evidence about what works in supporting vulnerable young people.

### 12:00PM

**Working Lunch**

### 12:20PM

**Roundtable Wrap-Up:**  
Highlights from Roundtable Dialogue

### 12:40PM

**Closing Remarks:**  
Dr. Uzo Anucha, Academic Director, YouthREX  
York Research Chair in Youth and Contexts of Inequity,  
York University

## SPECIAL GUESTS – GOVERNMENT OF SOUTH AUSTRALIA DELEGATION

### MINISTER NATALIE COOK

**Minister for Human Services and for Seniors and Ageing Well**  
**Government of South Australia**

**Minister Natalie (Nat) Cook** is the South Australian Minister for Human Services and Minister for Seniors and Ageing Well. She has been an elected Member of Parliament since 2014. She was Parliamentary Secretary to the Minister for Housing and Urban Development in the previous Labor government.

Nat is a lifetime local of Adelaide's southern suburbs, a fierce advocate for her local constituents, and a dedicated mum.

Nat's passions lie in health and disability care, ending homelessness, and making families and communities fairer and safer places in which to live.

Having spent nearly 30 years as a Registered Nurse in specialty areas such as intensive care and brain injury rehabilitation, Nat is honoured to hold the title of Adjunct Associate Professor with the School of Nursing and Midwifery, University of South Australia.

After losing their son Sam to a violent and unprovoked one-punch assault in 2008, Nat and her husband Neil formed the Sammy D Foundation to educate youth about the consequences of violence.

On becoming the Minister in 2022, Nat committed to a proactive and collaborative approach to delivering improved policy and services for marginalized South Australians.

In 2024, Minister Nat Cook added the portfolio, Minister for Seniors and Ageing Well, where she will focus on improving the lives of senior South Australians and promoting the benefits of an age-diverse, accessible workplace and community.

**Rhiannon Newman**, Ministerial Advisor

**Alex Reid**, Executive Director, Community and Aboriginal Partnerships, Department of Human Services





## HOW TO GET THERE

### Location

The event is taking place in the Executive Dining Room in the Executive Learning Centre, Schulich School of Business, in the Seymour Schulich Building ([#42 on this map](#) or [check out the interactive campus map](#)).

### Transit

The closest TTC subway station is [York University](#), which includes elevators, escalators, and a ramp. (The TTC provides regular updates on the status of station elevators and escalators [on its website](#).)

### Driving

York University offers [paid Visitor Parking](#) on Keele Campus. The closest visitor parking to the venue (Seymour Schulich Building, [#42 on the map](#)) is the **Student Services Parking Garage** ([#84 on the map](#)), located behind the south side of the Schulich School of Business building. The entrance to the garage is accessible from James Gillies Blvd via The Pond Road. The parking garage contains an underground link to the Schulich School of Business. When entering the Student Services Parking Garage, proceed to the lower level, following signs to the Schulich School of Business / Executive Learning Centre (ELC). Walk from the parking garage to the Schulich School of Business. Take the elevators or stairs to the first floor.

You may also choose to park in the York Lanes Parking Garage ([#72 on the map](#)) or the Vanier Lot ([#71 on the map](#)), which are within a short walking distance to the Seymour Schulich Building. All of these parking options include [Accessible Parking](#).

### Have any questions?

If you have questions, please contact Chanel Herbert at [chanel@youthrex.com](mailto:chanel@youthrex.com). You can also give us a call at: 437.388.5626





## **Biographies – Justice Canada**



**Mr. Michael Sousa**  
**Senior Assistant Deputy Minister, Policy Sector,**  
**Justice Canada**

In February 2022, Michael Sousa became the Senior Assistant Deputy Minister of the Policy Sector at Justice Canada.

Michael joined the Department of Justice in 2001 with what was then Citizenship and Immigration Legal Services Unit (LSU), where he worked on litigation coordination and preparing the client for the implementation of the new *Immigration and Refugee Protection Act*. With the events of 9/11 and the creation of the Canada Border Services Agency (CBSA), Michael was part of the original group that

established the new agency's LSU.

After assisting the CBSA in its new role, Michael was Special Advisor to Public Safety, Defence and Immigration Portfolio (PSDI) Assistant Deputy Minister's office where he supported various projects, including the implementation of the Special Advocates Program with Justice Canada's Programs Branch. Soon after, Michael joined the Environment Canada LSU as Deputy Executive Director and General Counsel, where he spent five years, including acting as Executive Director when the Environment Canada LSU merged with those of Parks Canada and the Canada Environmental Assessment Agency.

In 2015, Michael moved to the LSU at Public Safety, where he spent two years working with colleagues in the unit and the Public Safety Portfolio to support the Minister of Public Safety, notably with Bill C-59, the *National Security Act*. Michael's most recent assignment was as Executive Director of the Department of National Defence LSU and Legal Advisor to the Department of National Defence and the Canadian Armed Forces for four and a half years.

Michael has a history of advocating for persons with disabilities. He was the Chair of Justice's Advisory Committee for Persons with Disabilities. In addition, he was the past President of Reach Canada, a local charitable organization that provides education and legal referral services to persons with disabilities.





**Ms. Claire Farid**  
**Director General and Senior General Counsel,**  
**Family Law and Youth Justice Section, Justice Canada**

Claire Farid is Director General and Senior General Counsel of the Family Law and Youth Justice Section (FLYJ), at Justice Canada. FLYJ is the centre of expertise within the Policy Sector responsible for developing and implementing legislation and policies for families, children and young people in Canada related to: all aspects of family law, including divorce, parenting arrangements (formerly custody and access),

spousal and child support and support enforcement; children's law, including children's rights and child protection; inter-personal relationships, including marriage (and polygamy), common-law relationships, civil unions and registered partnerships, family relationships (including parentage, assisted human reproduction and adoption); youth criminal justice system and the law that applies to young persons who commit criminal offences; and the elimination of overrepresentation related to Indigenous people in criminal justice system. FLYJ is also responsible for the development of Canada's Black Justice Strategy, to address the overrepresentation of Black people within the criminal justice system.

Claire was called to the Ontario Bar in 2000. While most of Claire's career since then has been in family law, she has also worked as a Legal Policy Analyst with Status of Women Canada (2000-2002), Legal Counsel with the Cabinet Affairs Unit at Justice Canada (2009-2010), and A/Senior Counsel at Youth Justice and Strategic Initiatives (2015). Most recently - from 2020-2022 - Claire was the Director and General Counsel of the Family and Children's Law Team - the centre of expertise for family and children's law in the Federal Government. Claire led the team that supported the federal government's 2019 amendments to the *Divorce Act* and federal enforcement legislation, as well as related implementation activities.



**Mr. Charles Bélanger,**  
**Director and General Counsel, Youth and Indigenous Justice**  
**Division, Family Law and Youth Justice Policy Section, Justice**  
**Canada**

Charles J. Bélanger is the Director and General Counsel of the Youth and Indigenous Justice Division at the Department of Justice Canada. He has been practicing law for the past 22 years in various areas of the law, including civil and commercial litigation, Indigenous law and labour law. He currently leads the Centre of Expertise at Justice

Canada on all legal and legal policy matters related to youth criminal justice, including the implementation of the *Youth Criminal Justice Act* (YCJA). Charles holds bachelor's degrees in Common Law, Civil Law (National Program), and Business Administration from the University of Ottawa. He has been a member of the Quebec Bar since 2001 and is a Quebec Court certified mediator.





**Ms. Sandra Couture**  
**Counsel, Youth and Indigenous Justice Division,**  
**Family Law and Youth Justice Policy Section, Justice Canada**

Sandra Couture holds a license in civil law (LL.L) from the University of Ottawa. She articulated in the area of family law in a legal aid clinic in Quebec, specializing in the representation of children involved in custody disputes and international abduction matters. After being called to the Quebec Bar in 2006, she started her legal career as a defense counsel, representing children and parents involved in child protection matters, as well as youth involved in the youth criminal justice system. From 2008 to 2019, she was corporate counsel for the Director of Youth Protection and Provincial Director of the Outaouais Integrated Health and Social Services Centre (Quebec Ministry of Health and Social Services), where she litigated child protection, youth criminal justice and mental health matters before various levels of Courts, including the Court of Appeal. In her later litigation years, she was entrusted with all youth justice and child protection matters in the Indigenous sector, which allowed her to work in close collaboration with Indigenous communities north of Ottawa. In 2019, Sandra joined the Federal Government as Counsel for the Department of Justice, in the Policy Sector's Family Law and Youth Justice Section, Youth and Indigenous Justice Division, where she provides legal and policy advice on all matters related to the *Youth Criminal Justice Act* (YCJA) and Canada's youth criminal justice system. Since she's been with the Department, Sandra has been providing training on the YCJA and the youth criminal justice system to various stakeholders across the country, as well as various governmental departments and organisations, including the RCMP. Sandra was also an instructor and speaker at the Quebec Bar School from 2018 to 2022, where she taught human rights and trained students on interview techniques.



**Ms. Hana Hruska,**  
**Senior Director, Policy Implementation Directorate, Programs**  
**Branch, Justice Canada**

In her role as Senior Director of the Policy Implementation Directorate, Hana Hruska oversees several funding programs that assist Canada's provinces and territories in providing justice-related services to among others, youth, Indigenous persons, and northern residents. A long-time public servant, Ms. Hruska previously managed other funding programs and corporate functions at Justice and other federal departments.



**Ms. Bonnie Lidstone**

**Principal Analyst, International Relations, Justice Canada**

Bonnie Lidstone has worked for the Department of Justice Canada since 2005, with a principal focus on International Relations since 2016. In her capacity as a Principal Analyst, she has also worked in the areas of External Relations, Consultations, and Cabinet and Parliamentary Affairs. Bonnie's International Relations work has included: coordinating international ministerial / senior management visits and participation in major bilateral and multilateral meetings (Quintet of Attorneys General, Commonwealth Law Ministers Meeting, Canada –

U.S. Cross-Border Crime Forum, and the Canada – EU Dialogue); and coordinating ministerial / senior management meetings with Ministers, Ambassadors / High Commissioners, and high-level international delegations. Her past work at the Department of Justice has included shepherding Memoranda to Cabinet through Cabinet Committees and legislation through Parliament, as well as organizing Minister-led consultative roundtables and meetings with key legal stakeholders such as the Canadian Bar Association, the Federation of Law Societies of Canada and police groups, as well as preparing the Minister for meetings with these groups. Bonnie has also worked in policy, programs, and consultations at other federal departments, including Health Canada, Environment Canada, and Agriculture and Agri-food Canada. Bonnie has a Bachelor of Laws from the University of Ottawa (the Common Law “en français” program) and an Honours B.A. in French language and literature from Bishop's University (Quebec). She was called to the Ontario Bar in 1999 and is fluently bilingual.





10 June 2024

**JUSTICE CANADA MEETING WITH MINISTER COOK, SOUTH AUSTRALIA****Thursday June 13, 2024 at 5:30 p.m.****Justice Canada offices, 284 Wellington St., 5<sup>th</sup> floor, East Memorial Building #5362****Justice Canada Officials:**

- 1) Mr. Michael Sousa, Senior Assistant Deputy Minister, Policy Sector (*Chair*)
- 2) Ms. Claire Farid, Director General and Senior General Counsel, Family Law and Youth Justice Policy Section (FLYJ) (*virtual participation*)
- 3) Mr. Charles Bélanger, Director and General Counsel, Youth and Indigenous Justice Division, FLYJ
- 4) Ms. Sandra Couture, Counsel, Youth and Indigenous Justice Division, FLYJ
- 5) Ms. Hana Hruska, Senior Director, Policy Implementation Directorate, Programs Branch
- 6) Ms. Bonnie Lidstone, Principal Analyst, International Relations, Intergovernmental and External Relations Division

**South Australian Government Representatives:**

- 1) Hon. Natalie Cook MP, the South Australian Minister for Human Services and Minister for Seniors and Ageing Well
- 2) Ms. Rhiannon Newman, Senior Adviser, Minister for Human Services, Government of South Australia
- 3) Ms. Alex Reid, PSM, Executive Director, Community and Aboriginal Partnerships, Department of Human Services, South Australia

**Agenda:**

- 1) **Welcome & Introductions** (*5 minutes*)
- 2) **Discussion Topics** (*30 minutes*)
  - **Canada's Youth Criminal Justice Act – Successes & Challenges, Including Overrepresentation of Indigenous Youth** (*Charles Bélanger, Sandra Couture*) (*15 minutes*)
  - **Federal Youth Justice funded programs** (*Hana Hruska*) (*15 minutes*)
- 3) **Additional Questions and Answers** (*10 minutes*)
- 4) **Closing & Photos** (*5 minutes*)

*\*Note: the times indicated above are approximate time frames.*

Ministry for Children and Family Development

# Specialized Intervention Youth Justice Services in British Columbia

Presentation to Australian Youth Justice

June 2024



## Specialized Intervention and Youth Justice Services

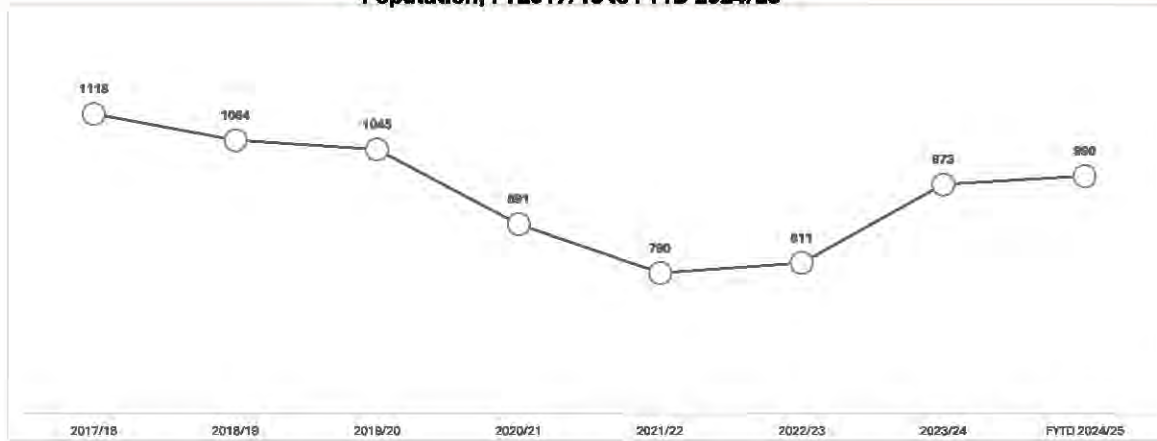
- Community Youth Justice Services
- Youth Custody Services
- Youth Forensic Psychiatric Services

In BC, the Ministry of Children and Family Development holds the mandate for the administration of youth justice services through three service areas for youth aged 12 to 17 at the time of criminal offence:

- Community Youth Justice Services – administered by Service Delivery Areas, which consist of a range of community-based and specialized day and live-in programs (i.e., Full-time Attendance Programs).
- Youth Custody Services – Burnaby Youth Custody Services and two Interim Holding Units located in Victoria (Vancouver Island) and Prince George (Northern BC).
- Youth Forensic Psychiatric Services, which provides specialized mental health assessments and treatment services.

## Community Youth Justice Services in British Columbia

Community Youth Justice, Average Daily Population, FY2017/18 to FYTD 2024/25



### Community Youth Justice Services

1. FYTD, the average daily number of justice-involved youth in BC is 990, of which 27 are in custody.
2. The average number of justice-involved youth declined 11% between FY2017/18 and 2024/25 (FYTD from 1118 to 990).
3. In FY2023/24, 16% of youth (daily average) were involved in both the youth justice and child welfare

system.

4. Approximately 66% (654 of 990) of youth interacting with the youth justice system are 16 years of age and older.

## **Indigenous Youth**

1. FYTD, 42% of youth intersecting with BC's youth justice services are Indigenous.

FYTD 2024/25 numbers are as of May 6, 2024.

## Community Youth Justice Services

- Assessment and case management
- Supervision, monitoring, and referrals
- Restorative justice practices
- Full-Time Attendance Programs
- Individualized funding programs

Community youth justice services are provided by youth probation officers in the local communities. The aim of the services are supervision and support to prevent further offending and use of custody. Some of the key functions and responsibilities include:

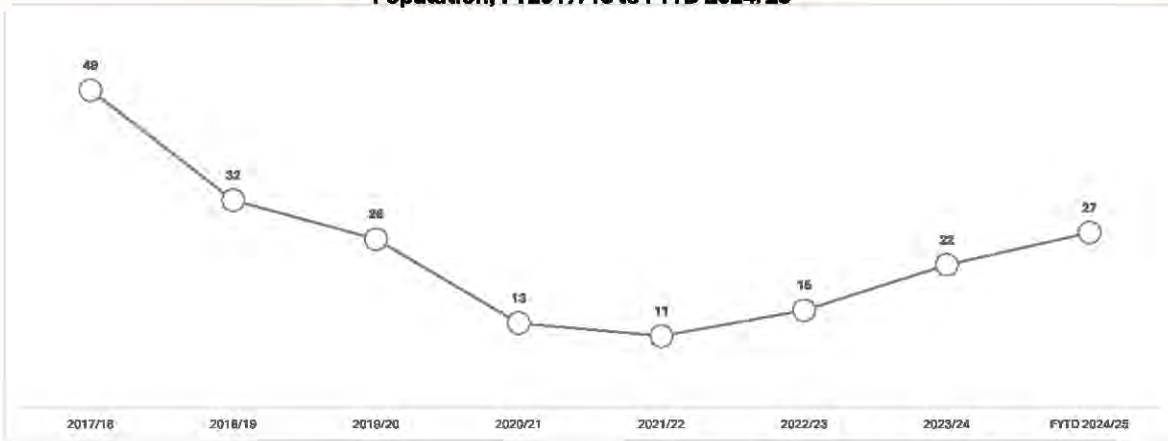
- **Assessment and case management:** Youth Probation Officers conduct comprehensive assessments to identify individual needs, strengths, and risks.
- **Supervision, monitoring, and referrals:** Youth Probation Officers administer Extra Judicial Sanctions Agreements to divert young people away from the court process.
- **Supervise and case manage court-ordered bail and community supervision orders,** and make referrals to community-based services such as ISSP, day and full-time attendance programs, and restorative justice programs.
- **Restorative justice practices:** Youth Probation Officers may facilitate restorative justice processes, such as victim-offender mediation or conferencing.

- **Full-Time Attendance Programs:** There are 11 centrally managed Full-Time Attendance Programs located across BC providing community based rehabilitative services, focused programming, and enhanced supervision to youth involved at all stages of the justice system.
- **Transition planning** – supporting transitions to adulthood, reconnecting to community, family or out of youth custody services.
- **Toolbox**
- Provides one time only and time limited support for justice-involved youth (e.g., transportation support, pro-social activities, family connections, etc.)
- Intended to address rehabilitation, support transition, and reduce criminal justice involvement.
- **Healthy Connections Through Culture**
- Created to assist Indigenous youth who are justice-involved, or at risk of being involved, and needing support.
- Intended to strengthen connections to community, culture, and family.
- **TRIP**
- Funding to support youth who do not meet the eligibility criteria for IRCS/SFF and who require additional services (services that are not funded through the Toolbox or Healthy Connections Through Culture).
- \$50,000 per year.



## Youth Custody Services in British Columbia

Youth Custody Services, Average Daily  
Population, FY2017/18 to FYTD 2024/25



### Youth Custody Services

1. FYTD, the average daily number of youth receiving custody services in BC is 27, of which 72% (19.1), on average, are on pre-trial (remand) status and 28% are sentenced.
2. Approximately 4 in 5 (77%) young people in custody on an average day in FY2023/24 were unsentenced –

that is, awaiting the outcome of their legal matter or sentencing.

3. The average number of youth in custody declined 45% between FY2017/18 and 2024/25 (FYTD from 49 to 27).
4. Young people who received custody services in FY2023/24 spent an average of 38 days in custody. In total, there were 208 admissions to youth custody services which is 66% less than the number of admissions (620) in FY2017/18.
5. **Profile:** The average age of youth receiving custody services is 17. FYTD, on average, 4 youth self-identify as female and 23 self-identify as male.
6. About one in ten youth admissions to custody are from population groups designated as visible minorities.

Similar in proportion to previous years, there was a disproportionate number of admissions of Indigenous youth to youth custody services in FY2023/24. Indigenous youth accounted for just above half of all admissions (53%) to custody, while representing approximately 10% of the total 12-to-17-year population in BC. The average number of Indigenous youth in custody declined by 80% between 2008/09 and FYTD 2024/25, from 65 youth to only 13.

The trend of declining use of custody services includes Indigenous youth. The average number of Indigenous youth in custody in FY2018/19 was 13 compared to 11 in FY2023/24

FYTD 2024/25 numbers are as of May 6, 2024.

## Youth Custody Services

- Education and skills development
- Counseling and mental health services
- Substance misuse treatment
- Therapeutic Interventions
- Recreation and social activities
- Family involvement and support
- Transitional support

Youth custody programming plays a vital role in rehabilitating young people and helping them reintegrate/transition into their communities. The following programs and services are available to youth in-custody:

- **Education and skills development:** youth have access to education and skills development programs. This includes academic education, vocational training, and life skills development such as job readiness, financial literacy, and conflict resolution.
- **Counseling and mental health services:** many youth have experienced trauma or struggle/live with mental health issues that contribute to their involvement in the criminal justice system.

- **Substance misuse treatment:** youth have access to substance misuse treatment and support services.
- **Therapeutic interventions:** youth custody services implemented a Trauma-Informed Behaviour Support model. The model provides a principle-based, youth-centred, and trauma-informed approach to addressing the needs of youth in custody. Its framework ultimately helps youth develop cognitive and behavioural awareness, establish a sense of peer connection and community connectedness (emotional safety), and learn how to self-motivate and engage in positive, safe, pro-social behaviours.
- **Recreation and social activities:** These activities can include sports, arts and crafts, and cultural and spiritual events.
- **Family involvement and support:** The youth, family (parents/guardians), and the program work together to maintain an optimal level of family involvement during custody. To strengthen the family's ability to support their child, Youth Custody Services helps family members and other adults and/or Elders from the youth's community to visit in-person. The family visitation support program provides financial assistance for the purpose of facilitating in-person visits.
- **Transitional support:** Planning for transition into the community begins early in the custody process, with a focus on providing youth with the support and resources they need to transition successfully back into communities. This can include support from the Intensive Support and Supervision Program, assistance finding housing, employment, education, and ongoing community mental health services.



## Youth Forensic Psychiatric Services

- Provides court ordered assessments, post-disposition assessments and treatment services
- In Patient Assessment Unit - Burnaby
- Outpatient Clinics – Vancouver, Burnaby, Langley, Kelowna, Prince George, Victoria, Nanaimo, and Kamloops
- Forensic Rapid Access Transition Team
- Projects
  - Youth Transition Pilot Project
  - Implementation of Rights Advisor

Youth Forensic Psychiatric Services is one of several provincial programs of the Ministry, operating within the Specialized Intervention and Youth justice Branch. YFPS provides assessment and treatment services for adolescents between the ages of 12 and 17 years who:

- Have been charged and/or convicted of an offence pursuant to the YCJA;
- Have been found Unfit to Stand Trial or Not Criminally Responsible on Account of Mental Disorder (NCRMD) pursuant to the Criminal Code of Canada;
- Are legally mandated by the Youth Courts for assessment and/or treatment; and
- Are in need of services for mental health support.

The Inpatient Assessment Unit, located in Burnaby, is a four-bed mental health facility that provides court-ordered inpatient assessments, temporary support

for youth who are found NCRMD or Unfit to Stand Trial and treatment for youth that have been certified under the Mental Health Act. The IAU has a dual designation of a hospital and a place of temporary detention. There are also eight outpatient clinics within five micro-regions that offer assessment and treatment services.

In addition to court-ordered assessment and treatment services, YFPS administers the Forensic Rapid Access Transition Team which supports youth with substance misuse.

In FY2023/2024, YFPS provided services to 821 youth.