

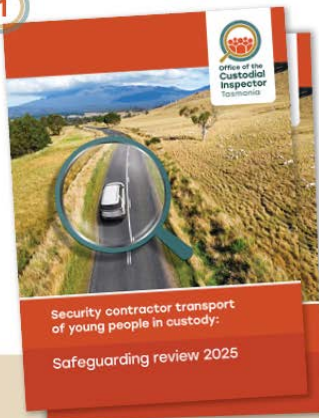


Office of the
**Custodial
Inspector**
Tasmania

**Security contractor transport
of young people in custody:**

Safeguarding review 2025

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In December 2025, the Custodial Inspector published a report called **Security contractor transport of young people in custody: Safeguarding review 2025**

This is a short version of the report.

People from the Custodial Inspector visit Ashley to see if young people are safe and being treated well.



Jack and Jill
(Sam and Jill)

Boss Man
(Grant, the Custodial Inspector)



We also check out what else is happening – is the food good? What's school like? Are there enough workers? Are the buildings safe? **We're not part of AYDC.**



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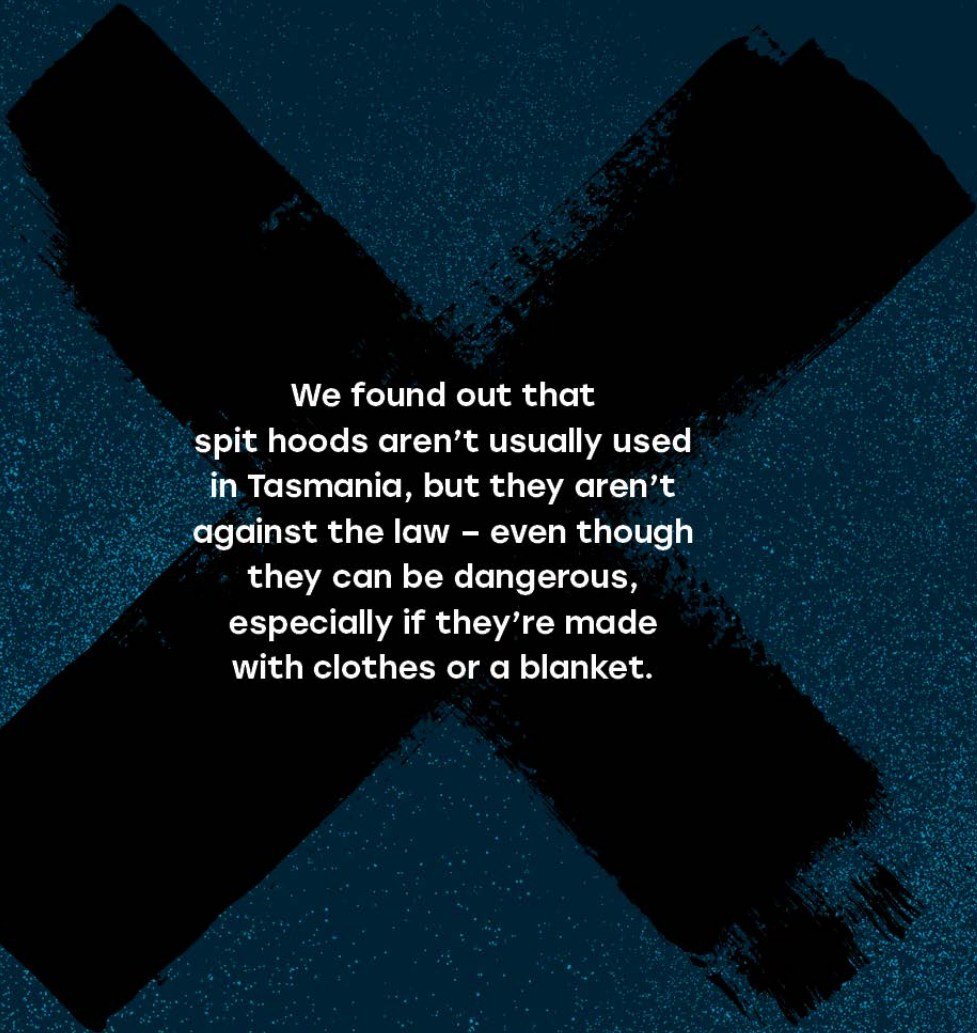
**We saw some camera footage of
a young person arriving at Ashley.**

The security officers looking after him had pulled his t-shirt over his head, like a spit hood. A spit hood is a hood that covers someone's face to stop them from spitting or biting.

The young person told us that he couldn't see, and it was hard to breathe. He also said that a security officer pulled out a chunk of his hair.



The security officers said they didn't pull any hair out and the young person didn't tell them it was hard to breathe.



We found out that spit hoods aren't usually used in Tasmania, but they aren't against the law – even though they can be dangerous, especially if they're made with clothes or a blanket.



We started asking young people about the security officers who drive them to and from Ashley.

Some young people said the security officers were good, or okay. Some young people said:

- They tell us private stuff about other kids at Ashley
- You have to wait ages for them to pick you up
- They swear at you and call you names
- They don't let you have food or drinks but they get to eat and drink - it's not fair
- They're really rough
- They won't talk to you or tell you their names
- They pull the handcuffs too tight and it hurts
- You have to go into the hospital with handcuffs on and everyone stares at you
- It would be better if youth workers took us places because they can support you and that.

Security officers don't agree that some of these things happened.

**Young people have rights,
like the right to be safe
and protected from violence,
and the right to privacy.**

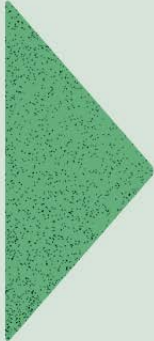
We weren't sure if their rights
were always being respected when
they were with security officers,
so we started asking questions.





At Ashley:

We found out that at Ashley, the government tries to keep young people safe by doing things like:

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- Putting up cameras everywhere
 - Checking that youth workers are safe adults and teaching them how to look after young people
 - Making sure workers write down what happened in incidents, like if a young person gets restrained or isolated. After that, other people watch the camera footage and try to fix any problems
 - If an Ashley worker isn't keeping young people safe, reporting it to people who don't work at Ashley.

Offsite transport:

We found out that the government wasn't doing the same things to keep young people safe with security officers:

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- They didn't check security officers to make sure they were safe adults and they didn't teach them how to work with young people
 - They didn't give security officers cars that would keep everyone safe, and there were no cameras
 - Security officers weren't always reporting things the right way and Ashley didn't have ways to check if anything had happened, like regularly asking young people
 - They weren't checking to make sure security officers had done the right thing when they handcuffed or restrained a young person.

Ashley and the government have already made some things better, like giving security officers more help and training.

Our report says they need to do other things too, like:

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- An aerial photograph of a dark-colored car driving on a two-lane road that curves through a dry, hilly landscape. The car is positioned in the lower-left quadrant of the image.
- Ban all spit hoods!
 - Teach security officers how to talk to young people and help them calm down
 - Make sure security officers are safe adults that young people can trust
 - Listen to what young people think about security officers
 - If an incident happens, check what happened and do something to fix it
 - Give security officers all the things they need to do their jobs and keep young people safe – like better cars!



The report says that even if all this happens, we still think the government should give Ashley enough money and help them have enough workers so that they can go with young people offsite.

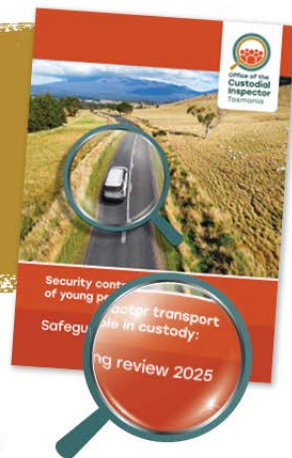
Young people need to be looked after by adults they know and trust.



Young people in detention should have the same rights and be protected no matter where they are – at Ashley, in a car, at the hospital, or somewhere else.

If you're at Ashley, you can ask a youth worker for a copy of the full report.

It's online at www.npm.tas.gov.au



If you want to talk to someone from the Custodial Inspector about this report, you can call us on 1800 001 170.



**Office of the
Custodial
Inspector
Tasmania**

If you're at Ashley you can chat to us when you see us, or call us on the Unity Phone:

- **Log in**
- **Press 2 'CADL'**
- **Choose 'Custodial Inspector'**

If you'd like some support, you can call the Kids Helpline on 1800 55 1800 or talk to someone you trust.

