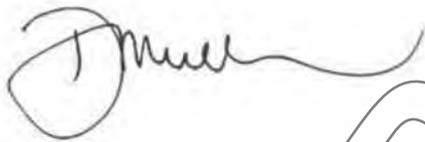


Inspection of the Brisbane and Cleveland Youth Detention Centre's December 2020

Not for external release without redaction in consultation with authoring unit – contains client-identifying information and classified/operational information.

Approved:



Deidre Mulkerin

Director-General

Department Children, Youth Justice, and Multicultural Affairs

Date: 17 / 5 / 2021

“Inspection – that detailed process of being there, digging behind the surface, collecting and testing evidence from prisoners, staff, records and observations – defines the contours of the actual prison. It looks for outcomes, not processes; things that are delivered, rather than deliverable; interactions and cultures that can’t be caught in standards.”

Dame Anne Owers DBE, former Her Majesty’s Chief Inspector of Prisons (England and Wales)

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Snapshot of CYDC during on-site inspection

Dates of inspection	30 November to 4 December 2020
Executive Director, CYDC at time of inspection	Fran Biddulph-Amaral
Built capacity (i.e. usable secure fixed beds)	104
Highest daily number of young people	93
Average population of young people	86
Average population of males	80
Average population of females	6
Average percentage of young people on remand	87%
Average percentage of young people sentenced	11%
Average percentage remanded and sentenced	2%
Average population of Aboriginal and/or Torres Strait Islander young people	80 (93%)
Number of young people on Child Protection Orders	40 (47%)
Youngest detainee on centre	11 years 0 months
Oldest detainee on centre	18 years 4 months

Executive Summary

This is a joint report of quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). The on-site inspections occurred from 23 November to 27 November (BYDC) and 30 November to 4 December (CYDC) 2020. Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Deputy Director-General, Department Children, Youth Justice, and Multicultural Affairs. This is a joint report covering both inspections provided to the Director-General, which aims to contribute to improving youth detention centre operations across both centres.

Inspections conducted during the December quarter each year are to verify the progress of Inspectorate made recommendations accepted for implementation by Youth Detention Operations and Reform in previous inspection reports. The verification process involved Inspectors interviewing managers and their teams, relevant internal and external stakeholders, reviewing procedures and data, and visiting accommodation units to speak with staff and young people.

The status of active recommendations from previous reports are detailed in the Recommendations Registers at Appendices A and B. At the time of this inspection, the Inspectorate's September 2020 quarter recommendations were undergoing consultation, therefore the September 2020 quarter recommendations were not subject to verification and are not included in this report.

At the time of the December 2020 inspection, there were a total of 53 open recommendations. Of this total, 46 were joint recommendations i.e. 23 relevant to both BYDC and CYDC, 5 related to BYDC only, and 2 related to CYDC only. A total of 37 recommendation will be closed, 20 relating to BYDC and 17 relating to CYDC. It should be noted that although a number of recommendations are closing, some have been superseded by more contemporary recommendations from subsequent inspection reports that have adapted to acknowledge progress and reflect current system improvement needs.

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CYDC Recommendations

There were 25 recommendations in progress dating back to June 2018. Following verification of CYDC and Youth Detention Operations and Reform implementation actions, 17 of these are now closed and are listed in the table following this summary. The Inspectorate's detailed observations, including the progress noted against the remaining 8 open recommendations are noted in the CYDC Recommendations Register at Appendix B.

Other Observations and Issues

The Inspectorate raises observations and issues on-site during the inspection, directly with staff throughout the inspections, with the Executive Directors at the exit interviews and with the Senior Executive Director, Youth Detention and Operations at the preliminary finding's meetings. Issues are monitored through the Issues Registers (Appendices C and D), which outline the response action taken by centre management and/or Youth Detention Operations and Reform.

Issues and observations during the December Inspection include:

Key staff unaware of open recommendations

During the verification process, most staff interviewed stated that they were not aware of what the open recommendations were. This was raised with the Executive Directors at both centres. The Inspectorate has made a commitment to notify the Executive Directors when Inspection Reports have been published and it will be up to the discretion of the Executive Directors to establish a process of filtering information to the relevant staff

Responses to workforce issues at CYDC

During the inspection, the Inspectorate noted several actions in the process of being implemented as a result to recent events and associated staff concerns at CYDC. The Inspectorate received a range of feedback from staff regarding actions in progress and in acknowledgment of the early stages of implementation at the time of inspection, the Inspectorate is interested in obtaining an update on progress in the March 2021 inspection quarter.

Access to Escort Staff (Behaviour Support Team) at CYDC

During the inspection the Behaviour Support Team (within Client Services) raised the difficulty they were having in accessing escort staff to deliver young people to a suitable room for therapeutic intervention and completion of assessments, resulting in a limited service being provided to young people. The Inspectorate raised this with Management and were advised escort availability has been an ongoing area of review within Client Services as well as the Cultural Unit. Discussions are currently taking place to enable more efficient use of escorts across several areas, including support for Client Services.

New Recommendation – Identifying Needs and Program Delivery

During the December 2020 verification of Recommendation 7, September 2018 - BYDC and CYDC (Criminogenic Programs), the Inspectorate found the catalogue of programs showed an increase in program listings, including the introduction of a new Youth Justice Program ‘Rethinking Our Attitudes Toward Driving’; however gaps remain at both centres with the delivery of at least two Youth Justice Interventions – Aggression Replacement Training (ART) and Challenging Habits and Reaching Targets (CHART) which target anti-social attitudes and self-control deficits - the leading risk category associated with recidivism. When reviewing case plans of sentenced young people, the Inspectorate noted some gaps in appropriate prioritisation of assessed criminogenic needs and linking of the criminogenic to the most appropriate intervention.

Noting the availability of some criminogenic programs, the Inspectorate agreed to close Recommendation 7; however, given the issues have become more around the identification, prioritisation and of criminogenic needs and linking to the most appropriate intervention, the Inspectorate has opened a new recommendation to address this and increase the delivery of ART and CHART.

List of Closed Recommendations (CYDC)

June 18 - Rec 3 (Separations Data)	
It is recommended that YDO build on the extensive dataset commissioned for this report to ensure that, beyond the current broad view of separation in monthly incident data, the individual experience of locked door separation is captured in readily accessible data and put at the forefront of future performance reporting in an effort to reduce separations.	Closed
September 18 - Rec 3 (VET and Job Readiness)	
The Inspectorate recommends that YDO increase VET availability and participation by investigating value for money options to engage young people in VET courses and job readiness training while on centre and through transition, with incentives for retaining young people in courses through to completion. Other options to investigate include providing adequate supervision arrangements to allow young people to attend TAFE on campus.	Closed
September 18 - Rec 4 (Criminogenic Programs) – Superseded (December 2020)	
It is recommended that Youth Detention and Operations and the detention centres make available a suite of criminogenic programs, regardless of remand/sentenced status, to prevent a cycle of recidivism.	Closed Superseded by New Rec (Dec 2020)
March 19 - Rec 1 (Personal Protective Equipment Use)	
It is recommended that Youth Detention and Operations reviews policy and procedures to provide clarity and confidence in the reasonable minimum use of PPE to efficiently resolve incidents and ensure the safety of persons and property.	Closed
March 19 - Rec 2 (Personal Protective Equipment Training)	
It is recommended that following the reviews of PPE policy and procedures Youth Detention and Operations considers developing new intermediate training for staff, particularly those likely to be incident controllers, with a focus on strategic use of the equipment relevant to various possible scenarios, to be delivered on a regular basis at both centres.	Closed
March 19 - Rec 3 (Protective Actions Continuum Training Frequency)	
It is recommended that Youth Detention and Operations considers delivering PAC training using an assessment of competency to inform the frequency and individualised content of PAC refresher training.	Closed
March 19 - Rec 5 (Security Alerts)	
It is recommended that Youth Detention and Operations establish a 'Security Alert' process, whereby, alerts and learnings following incidents are shared between both detention centres and communicated with all staff, to promote awareness and the implementation of consistent security improvements across both centres.	Closed
March 19 - Rec 7 (Management of High-Risk Behaviour) – Superseded (June 2020)	
It is recommended that Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse.	Closed Superseded by New Rec (Jun 2020)
June 19 - Rec 1 (Coordinated Programs and Services)	
The Inspectorate recommends that Youth Detention and Operations develops Terms of Reference and commences discussions with all agencies operating within the youth detention	Closed

centres, to improve the coordination of programs and services in youth detention.	
June 19 - Rec 2 (Coordinated Reintegration Planning) – Superseded (March 2020)	
The Inspectorate recommends that Youth Detention and Operations revises policies and procedures related to reintegration, to increase access to targeted, multi-agency reintegration plans that focus on the range of supports available to young people after release.	Closed Superseded by New Rec (Mar 20)
June 19 - Rec 4 (Reintegration and LOA Staffing)	
It is recommended that any negotiations undertaken in the future to manage the variable demand within detention centres should consider the opportunity for additional staff for reintegration planning and reintegration LOA escorts to be funded across both centres.	Closed
June 19 - Rec 5 (Support Post Release)	
It is recommended that the detention centres develop a process for staff who are assessed as having a beneficial, supportive relationship with young people to continue to see young people in the community on a case-by-case basis, with management approval and in coordination with the relevant community office.	Closed
June 19 - Rec 6 (CYDC Employment Resources)	
It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.	Closed
September 19 - Rec 1 (Admissions - Wellbeing Intake)	
It is recommended that the centres implement a shortened process 'wellbeing intake' to be performed by caseworkers when a young person has been re-admitted to the same centre within a two-week period.	Closed
September 19 - Rec 3 (Contraband Records)	
It is recommended that the centres implement consistent methods of recording restricted, prohibited and illegal items located on centre to increase the reliability of available data.	Closed
March 20 - Rec 1 (Education and Training Opportunities)	
The Inspectorate recommends that the Department of Youth Justice work with all relevant stakeholders to conduct an analysis of the current education and training opportunities available to youth detention centres with a particular focus on transition from detention and provide a gap analysis to the Inspectorate by 30 September 2020.	Closed
March 20 - Rec 2 (Communication and Multi-agency Information Sharing - Transition/Education Planning)	
It is recommended that increased communication occur between multi-agency stakeholders involved in transitional planning to ensure all elements, particularly educational content of Transition/Reintegration plans are communicated effectively, and where appropriate, uploaded onto the relevant departmental client information sharing system (e.g. ICMS, iDocs, Unify).	Closed

Introduction

Section 263(1) of the *Youth Justice Act 1992* (YJA) makes the chief executive responsible for the security and management of youth detention centres and the safe custody and wellbeing of detained children. Section 263(4) states that the chief executive must monitor the operation of detention centres and inspect each at least once every three months. The function is delegated to Principal Inspectors located within the Deputy Director-General's Office, Department of Children, Youth Justice, and Multicultural Affairs. The inspection framework is based on Director-General-approved Expectations, which are informed by:

- The YJA and the *Youth Justice Regulation 2016*
- United Nations standards and rules to which Australia is a signatory
- Relevant recommendations from previous inquiries such as the Commission of Inquiry into Abuse of Children in Queensland Institutions and the Royal Commission into Aboriginal Deaths in Custody report
- Director-General-approved recommendations from previous inspection reports.

Inspection methodology

The inspection methodology consisted of:

- Research of historical data and contemporary best-practices across national and international jurisdictions
- Daily monitoring of incident reports
- Development of an 'Inspection Plan' and schedule containing interview questions for key staff, based on research and the 'Inspectorate Expectations' of treatment of young people in detention having regard to:
 - YJA and *Youth Justice Regulation 2016*
 - United Nations Juvenile Justice Rules
 - *Royal Commission into Aboriginal Deaths in Custody*
 - *Commission of Inquiry into the Abuse of Children in Queensland Institutions* (the Forde Inquiry)
 - *Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (OPCAT)
 - Youth Justice Review 2016.
- An on-site inspection of BYDC from 23 to 27 November 2020 and CYDC from 30 November to 4 December 2020 including attendance at accommodation and administrative areas throughout the centres during business hours
- In-depth interviews with the Executive Directors (EDs); Deputy Director (DD) at CYDC; Operations Managers (OMs); Unit Managers; Practice Support Managers; Cultural Units; Intelligence Officers

Programs Coordinators; Casework Managers; Behaviour Support Team Leaders; Training Coordinators; Queensland Health staff and Department of Education staff including Principals and Deputy Principals

- Conversations with various staff and young people both individually and in groups in accommodation units throughout the centres
- An examination of relevant Detention Centre Operational Information System (DCOIS), Integrated Client Management System (ICMS) and other centre records
- Triangulation of data obtained through interviews, physical observations and records
- An exit interview with the EDs on the final days of inspections
- A post-inspection briefing with the Senior Executive Director, Youth Detention and Operations (YDO)

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Other Observations and Issues

The Inspectorate raises issues onsite during the inspection, directly with staff throughout the inspections, with the EDs at the exit interviews and with SED at the preliminary findings meeting. These issues are detailed below.

Key staff unaware of open recommendations

During the verification process, most staff interviewed stated that they were not aware of what the open recommendations were. This was raised with the Executive Directors at both centres. The Inspectorate has made a commitment to notify the Executive Directors when Inspection Reports have been published and it will be up to the discretion of Youth Detention Operations and Executive Directors to establish a process of filtering information to the relevant staff.

Responses to workforce issues at CYDC

During the inspection, the Inspectorate noted several actions in the process of being implemented as a result to recent events and associated staff concerns regarding:

- Events involving staff assaulted by young people
- Assaults against young people by other young people
- Impacts of staff absenteeism and attendance
- Ineffective systems, processes and practices

Consultation meetings were held with a range of staff including CYDC Senior Leadership, union delegates, supervisors, frontline staff, with an additional consultation meeting occurring with CYDC Senior Leadership, Minister Linard, Former Director-General Bob Gee and Union Organisers to discuss the following:

- Staff Assaults concerns
- Behaviour Support Model for 17yr old young people
- Staff Training and Support

Outcomes from the abovementioned consultation meetings included the establishment of workforce committee groups and a commitment to ongoing consultative working groups to develop strategies to address and deliver on safer practices within the centre. The Inspectorate was advised that information collected at the operational working groups will be elevated through the Youth Detention Consultative Committee meeting.

At the time of the inspection the following strategies in response to workforce issues included:

- Broader consultation with Special Interest Young Person (SIYP) process and participation by frontline staff
- Increased communication strategy related to SIYP
- Implementation of an immediate development of an after-hours post-incident interim SIYP intervention plan template (Interim SIYP Plan) – this had been operational for approximately one week during the inspection
- Interim measure to be put in place to ensure SIYP plans could be easily identified (DCOIS change required to bed state report)
- Engaging of roster consultant to review alternatives where staff are required to work in excess of four days

- Access to iDocs wing notes for all staff (authorising reader access to iDocs folders), therefore enhancing collaborative information sharing
- Ongoing review of the behaviour development and incentives gold reward tracker
- Formal structure of referring suitable young people into gold accommodation units
- Reinstate whole of Unit Group 1 and 2 team meeting formats

The Inspectorate received a range of feedback from staff in relation to the actions arising from the recent events and concerns. It is acknowledged that some of the strategies mentioned are in the early implementation phase and the Inspectorate is interested in obtaining an update on progress in 2021, during the relevant inspection quarter focusing on behaviour management.

Access to Escort Staff (Behaviour Support Team) at CYDC

During the inspection the Behaviour Support Team (within Client Services) advised of the difficulty they were having in accessing escort staff to deliver young people to a suitable room for therapeutic intervention and completion of assessments, resulting in a limited service being provided to young people. For example, Speech Pathologists advised in the fortnight prior to the inspection they had capacity for and requested 55 appointments with a range of young people; however, were only able to undertake 5 appointments due to escort availability.

This issue was raised with management who advised Client Services were previously allocated a dedicated escort between April 2020 and August 2020 with Caseworkers taking the lead with bookings and BST then able to utilise available sessions. Management advised the BST team underutilised the dedicated escort during this time however, acknowledged there were short staffed during this time due to recruitment difficulties.

On 17th August 2020 the dedicated escort for Client Services was re-deployed by the visits team due to competing demands within other areas. Client Services then reverted to utilising escorts from other areas when available – such as Structured day and MHATODS.

Management further advised escort availability has been an ongoing area of review within Client Services as well as the Cultural Unit. Discussions are currently taking place to enable more efficient use of escorts across several areas, including support for Client Services.

New Recommendation – Identifying Criminogenic Needs and Implementing Interventions

In September 2018, the Inspectorate made the following recommendation (BYDC September 2018 – Rec 7 and CYDC September 2018 – Rec 4 (Criminogenic Programs)):

It is recommended that Youth Detention and Operations and the detention centres make available a suite of criminogenic programs, regardless of remand/sentenced status, to prevent a cycle of recidivism. Programs may include:

- Domestic and Family Violence Awareness and Prevention
- Unlawful Use of Motor Vehicle
- Drug Addiction
- Talks by Adult Offenders both reformed and currently in custody or on parole.

During the December 2020 verification inspection, the Inspectorate found that the catalogue of programs showed an increase in program listings, including the addition of a Youth Justice program 'Rethinking Our Attitudes Toward Driving' which occurred just prior to the inspection and received positive feedback from

staff and young people. The Inspectorate also acknowledges interventions and programs offered by MHATODS to address mental health and substance use.

Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol and healthy relationships; however, the Inspectorate was advised restrictions in relation to COVID-19 and recruitment has meant these programs have not been able to be run effectively.

Gaps remain with the delivery of at least two of the Youth Justice Interventions - ART and CHART which target Anti-social attitudes and self-control deficits which is the leading risk category associated with recidivism.

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Complexities exist in the delivery of CHART within both centres, with key factors being lack of private space to run the modules and unwillingness of young people to engage in modules. The Inspectorate was advised by management that CHART is only run when possible and discretionary modules have also been run after incidents in the past.

The Inspectorate acknowledges additional programs in place and interventions and programs offered by MHATODS to address substance use. However, the low rate of delivery in relation to key evidence based criminogenic programs has the potential to impact upon adequate levels of service/intensity required to address the needs of high-risk young people. Research shows Recidivism decreases when high-risk offenders are assigned to high-intensity treatments. They benefit most from appropriately assigned interventions that target their criminogenic needs through providers adhering to the curriculum and design of treatment programs. [Andrews, D. A., & Bonta, J. (2003). The psychology of criminal conduct. Cincinnati, OH: Anderson Publishing Company.]

In December 2020 the Inspectorate examined files of the eight young people serving a sentence at that time. Out of the eight files examined, one young person was not suitable for CHART due to issues with capacity and the nature of offending.

Five of the young people scored High in the YLS/CMI 2.0 in relation to Attitudes and Orientation and one young person scored Moderate, indicating a priority need. Four of the five young people scoring High in relation to Attitudes and Orientation did not have this reflected as a priority need on their case plan document.

Low rate of delivery in relation to key evidence-based programs addressing criminogenic needs, such as ART and CHART has the potential to impact upon adequate levels of service/intensity required to address the needs of high-risk young people. It is noted that The Improvement Team within Youth Detention Operations are currently working on improving the implementation and support around interventions and supporting practice more broadly across Youth Justice, including the Youth Detention Centres.

Nothing the availability of some criminogenic programs, the Inspectorate agrees to close previous recommendation (BYDC September 2018 – Rec 7 and CYDC September 2018 – Rec 4 (Criminogenic Programs)), however, as detailed in these observations, this issue has become more around the identification of young people’s criminogenic needs and appropriate, evidence based interventions to address these needs such as through ART/CHART which are the departments evidence-based, professionally endorsed programs to address criminogenic needs. The following recommendation is therefore made to address the current needs.

Recommendation 1:

It is recommended that the identification of young peoples' criminogenic needs is enhanced through the training of detention centre caseworkers in YLS/CMI 2.0 and consultation with caseworkers in the community when case planning. It is further recommended that the ability to deliver the departments evidence-based, professionally endorsed criminogenic interventions within detention is also enhanced.

Definition of complete:

This recommendation will be complete when:

- *YDC Caseworkers are trained in YLS/CMI 2.0*
- *YDC Caseworkers are trained to deliver ART/CHART*
- *Criminogenic needs and associated interventions are prioritised appropriately in sentenced young people's case plans, including whether a young person is open to participating or not.*

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Appendix B – CYDC Recommendations Register

as at December 2020

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
June 2018 Recommendations (CYDC)		
<p>June 2018 - Rec 3 (Separations Data) – Cross reference BYDC June 2018 – Rec 4</p> <p>It is recommended that YDO build on the extensive dataset commissioned for this report to ensure that, beyond the current broad view of separation in monthly incident data, the individual experience of locked-door separation is captured in readily-accessible data and put at the forefront of future performance reporting in an effort to reduce separations.</p>	<p>This recommendation remains in progress.</p> <p>Noting the ongoing work in the separation and information systems areas (outlined below), and the fact this work remains a priority focus, advice is respectfully sought regarding the specific outputs / deliverables / dataset required by the YDI to consider the intent of this recommendation as met.</p> <p>Work to improve responses and data on separation remains an ongoing priority for the department.</p> <p>A comprehensive review of separation practices is underway, considering additional safeguards and therapeutic support for young people in separation, in alignment with relevant national and international best-practice.</p> <p>Findings from this review will influence further enhancements for consideration in DCOIS.</p> <p>The department has:</p> <ul style="list-style-type: none"> Strengthened the existing separation policy and procedures as they relate to the separation of young people. 	<p>Closed</p> <p>The YDO implement actions confirm this has been prioritised. The Inspectorate acknowledges that the provision of this data is currently possible through manual processes and is subject to regular Qld Ombudsman oversight, therefore, the Inspectorate agrees to close this recommendation noting:</p> <ul style="list-style-type: none"> -YDO’s priority of system enhancement (UNIFY/DCOIS); and -This data is subject to external oversight by the Qld Ombudsman.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
	<ul style="list-style-type: none"> Commenced an internal review and analysis of relevant best practice literature regarding the use of separation in youth detention centres (completed in first draft). As part of this review, a comparison of legislative and regulatory frameworks in other jurisdictions, including local policies and procedures are being explored. Further practice and systems changes will be informed by insights and learnings from this initiative. Continued to progress the UNIFY project with DCOIS integration, scoping and enhancements scheduled for consideration in the upcoming stages of this project. Separation records can be extracted from DCOIS via an ad hoc report for analysis, including for individual young people as required. It is anticipated that improved reporting will continue to be made available through future system enhancements. 	
<h3>September 2018 Recommendations (CYDC)</h3>		
<p>September 2018 - Rec 3 (VET and Job Readiness) – Cross reference BYDC September 2018 – Rec 2</p> <p>The Inspectorate recommends that YDO increase VET availability and participation by investigating value for money options to engage young people in VET courses and job readiness training while on centre</p>	<p>YDO has proposed to close this recommendation.</p> <p>The department has had ongoing discussions with the DoE and the Department of Employment, Small Business and Training to discuss options to maximise young people’s access to VET courses. This has resulted in the removal of local barriers to accessing course funding through regional funding sources.</p>	<p>Closed</p> <p>The Inspectorate acknowledges that DoE and YDO are currently offering VET and job readiness content possible within the capabilities of both departments considering the limitations including:</p> <ul style="list-style-type: none"> Available budget and teaching staff Number of young people eligible and willing to enrol, considering age, literacy levels and mental capability Risk appetite to allow young people attend TAFE campus via LOA.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>and through transition, with incentives for retaining young people in courses through to completion. Other options to investigate include providing adequate supervision arrangements to allow young people to attend TAFE on campus.</p>	<p>Additionally, both youth detention centres will continue to link young people to employment and training opportunities through TAFE accredited studies, modules and units. This support will also be complemented by on-centre T2S programs.</p> <p>While vocational training requirements change from term to term (depending on the cohort), the existing inter-agency planning mechanisms, inclusive of transition and reintegration planning and the implementation of T2S in youth detention centres, will ensure young people's access to vocational training and education is maximised.</p> <p>Additional CYDC Response</p> <ul style="list-style-type: none"> • Further discussions are underway in context to recent changes by governments to approve the 48-week curriculum year. • It is intended that additional considerations will be made to increased VET programs during the year. These changes will also incorporate additional FTE and resource finding. However regional settings like North QLD may be challenged in relation to recruitment options given the shortage of VET tutors in the region. • All the subsequent 48-week improved changes are intended to remain focused on increasing delivery of quality of services and continuous improvements across the CYTEC. 	<p>CETC offer a range of vocational offerings and stated they would like to increase offerings in 2021 however, are limited by funding restrictions in relation to vocation as well as restrictions associated with high risk young people (restrictions preventing attendance at programs that may have tools or other implements).</p> <p>It is hoped the recent approval of funding to implement a 48-week school year within Queensland detention centres will enable greater delivery of VET programming to compliment standard educational curriculum.</p> <p>CETC advised they have received the VETiS funding from the Department of Employment, Small Business and Training for the 2019 and 2020 year. It is unknown whether this funding will be made available in 2021. It is recommended YDO monitor this in 2021 to ensure funding is received.</p> <p>Further, DoE is partnering with CYDC and T2S to rollout a T2S initiative in early 2021. Although the model is likely to look different in a detention centre environment its focus will remain on VET, Job Readiness and Transition.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>September 2018 - Rec 4 (Criminogenic Programs) – Cross reference BYDC September 2018 – Rec 7</p> <p>It is recommended that Youth Detention and Operations and the detention centres make available a suite of criminogenic programs, regardless of remand/sentenced status, to prevent a cycle of recidivism. Programs may include:</p> <ul style="list-style-type: none"> • Domestic and Family Violence Awareness and Prevention • Unlawful Use of Motor Vehicle • Drug Addiction • Talks by Adult Offenders both reformed and currently in custody or on parole. 	<p>YDO has proposed to close this recommendation.</p> <p>CYDC delivers and co-facilitates a range of programs to target the criminogenic risk and needs of young people. These include:</p> <p>CHART (modular)</p> <p>ERIC (modular)</p> <p>Drumbeat (Headspace/Queensland Health) – substance abuse, peer relations, personality/behaviour, attitudes/orientation</p> <p>Life Back Program (Lives Lived Well) – substance abuse</p> <p>VOYCES (Restorative Practice Coordinator) – victim empathy, personality/behaviour, attitudes/orientation, prior and current offences</p> <p>Aggression Replacement Therapy (ART) – Third party pe is a Master Trainer. There has been a reduction in trainers on Centre, with hopes that others can be trained when facilitator training is next offered. Despite this, CYDC continues to deliver this program as often as possible during school terms. Discussions have also occurred with YJSCs regarding aligning delivery with the community, so that those who are released from detention prior to completion, can pick up the program in the community</p> <p>First Steps (MHATODS/NQAFMHS) – substance abuse</p>	<p>Closed (Superseded by December 2020 – Rec 1)</p> <p>During inspection, the availability of programs to address criminogenic need was limited due to lack of adequately trained staff, escort availability and space.</p> <p>The Inspectorate acknowledges the recent implementation of the Youth Justice program ‘Rethinking Our Attitudes Toward Driving’ at CYDC which had just commenced during the inspection. The Inspectorate also acknowledges interventions and programs offered by MHATODS to address mental health and substance use.</p> <p>Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol and healthy relationships; however, the Inspectorate was advised restrictions in relation to COVID-19 has meant these programs have not been able to be run effectively.</p> <p>Gaps remain with the delivery of at least two of the Youth Justice Interventions - ART and CHART which target Anti-social attitudes and self-control deficits which is the leading category of risk associated with recidivism.</p> <p>ART is delivered through the Sport and Rec Team and is delivered through Client Services. Inspectors were advised caseworkers and programs team are unable to run CHART due to lack of adequately trained staff available in the casework team and lack of escorts and designated space available.</p> <p>ART was delivered in a group setting once and on an individual basis with one young person in 2020.</p> <p>Low rate of delivery in relation to key evidence-based program addressing criminogenic needs, such as ART and CHART has the potential to impact upon adequate levels of service/intensity required to address the needs of high-risk young people.</p> <p>CYDC have commenced a review of their programs and in June 2020, a local decision was made to commence a Program Review Audit in order to ascertain whether there were any improvements that could be made in relation to delivery of services and</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
	<p>Love Bites (TAIHS/DYJ) – Domestic Violence (an additional member of the DSR team is waitlisted to complete facilitator training for this program)</p> <p>Bringing Up Great Kids (Churches of Christ) – Parenting/family</p> <p>Red Dust Healing (internal accredited trainers)</p> <p>Deadly Choices (TAIHS).</p>	<p>intervention to young people. The findings from the review are in the process of being finalised.</p> <p>Nothing the availability of some criminogenic programs, the Inspectorate agrees to close this recommendation, however, as detailed in these observations, this issue has become more around the identification of young people’s needs and the ability to deliver ART/CHART which are the departments evidence-based and endorsed (SPEP’d) programs). A new recommendation will be made in this report to address the current needs.</p>
<p>September 2018 - Rec 5 (Program and Education Attendance)</p> <p>The Inspectorate recommends that YDO and CYDC devise a clear and transparent way to record program attendance in line with intended improvements to education attendance recording, and which permits individual and group data analysis of delivery and outcomes.</p>	<p>YDO has proposed to close this recommendation.</p> <p>Tranche 1 of Unify is currently scheduled for March 2021.</p> <p>This work is ongoing, and the system will be available for review as part of ongoing 2021 Inspection reports.</p>	<p>Recommendation remains Open</p> <p>The Inspectorate notes the intention to deliver the program attendance tracking function in Tranche 1 of Unify and will continue to monitor this recommendation until this feature is available.</p> <p>CYDC Client Services and DoE-CETC have confirmed this data is being recorded, However, programs tracking, and attendance is recorded separately across different units (e.g. Development, Sport and Recreation and Cultural Unit) and there is a need for a centralised coordination point. The Inspectorate is advised by CYDC staff involved in tracking program attendance, that this data is difficult to collect when requested by YDO.</p>
<p>March 2019 Recommendations (CYDC)</p>		

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<p>March 2019 - Rec 1 (PPE Use) – Cross reference BYDC March 2019 – Rec 1</p> <p>It is recommended that Youth Detention and Operations reviews policy and procedures to provide clarity and confidence in the reasonable minimum use of PPE to efficiently resolve incidents and ensure the safety of persons and property.</p>	<p>This recommendation remains in progress.</p> <p>COVID-19 impacted timeframes for the PAC review; however, PPE has been scoped as part of the review. Overall, the PAC review is well underway, the new Queensland Police Service PAC presentations have been completed at both BYDC and CYDC – determination on role out of training package and timing is being finalised for early 2021.</p>	<p>Closed</p> <p>The Inspectorate notes the review of policy and the training which included the use of PPE is scheduled for 2021 and agrees to close this recommendation.</p>
<p>March 2019 - Rec 2 (PPE Training) – Cross reference BYDC March 2019 – Rec 1</p> <p>It is recommended that following the reviews of PPE policy and procedures Youth Detention and Operations considers developing new intermediate training for staff, particularly those likely to be incident controllers, with a focus on strategic use of the equipment relevant to various possible scenarios, to be delivered on a regular basis at both centres.</p>	<p>This recommendation remains in progress.</p> <p>COVID-19 impacted timeframes for the PAC review, however, PPE has been scoped as part of the review.</p>	<p>Closed</p> <p>The Inspectorate notes the impacts of COVID-19 restrictions on all training.</p> <p>There is agreement by management in both centres that incident controller training should be developed and delivered to shift supervisors on a regular (e.g. annual) basis.</p> <p>The Inspectorate notes review of policy and the training which includes the use of PPE is scheduled for 2021 and agrees to close this recommendation.</p>
<p>March 19 - Rec 3 (PAC Training Frequency) – Cross reference BYDC March 2019 – Rec 3</p> <p>It is recommended that Youth Detention and Operations</p>	<p>This recommendation remains in progress.</p> <p>The PAC Review remains in progress and roll out is scheduled to commence in early 2021.</p>	<p>Closed</p> <p>The Inspectorate notes the impacts of COVID-19 restrictions on all training. As per YDO implementation actions, the PAC review is in progress with the roll out in scheduled for 2021. This recommendation is now closed.</p>

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<p>considers delivering PAC training using an assessment of competency to inform the frequency and individualised content of PAC refresher training. The assessment may include, for example:</p> <ul style="list-style-type: none"> • Self-assessment; • Supervisor assessment (including incident review using CCTV showing the staff member using PAC); • One-on-one trainer assessment in which the staff member demonstrates selected PAC techniques; • Online assessment of theoretical knowledge; and • Data analysis: time employed, number of incidents using PAC and without using PAC, appropriate use of PAC, training undertaken. 		
<p>March 2019 - Rec 5 (Security Alerts) – Cross reference BYDC March 2019 – Rec 5</p> <p>It is recommended that Youth Detention and Operations establish a ‘Security Alert’ process, whereby, alerts and learnings following incidents are shared between both</p>	<p>YDO has proposed to close this recommendation.</p> <p>A key priority for SOISU is to develop an intelligence framework for the department.</p> <ul style="list-style-type: none"> • Intelligence alerts and bulletins are also shared between YDCs as part of BAU recognising that some matters are distinct to each centre due to differing cohorts, infrastructure, etc. It is 	<p>Closed</p> <p>As of December 2020, a formalised process for sharing of information regarding security breaches/issues is being developed with the ED’s of BYDC and CYDC leading this work.</p> <p>The Inspectorate acknowledges that Intelligence units at both centres share bulletins regarding contraband use/concealment and relevant information on young people</p>

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<p>detention centres and communicated with all staff, to promote awareness and the implementation of consistent security improvements across both centres. Methods of communication could include, for example, text messaging.</p>	<p>expected that this will be embedded in practice by 31 December 2019.</p>	<p>transferring between centres. Both centres can now access DCOIS records of each detention centre.</p> <p>During the December 2020 inspection, it was advised that the SOIU had not yet been involved in the oversight or information sharing of intelligence information, however, the Inspectorate acknowledges that the SOIU was recently established and this work is ongoing.</p> <p>Although actions are ongoing, the Inspectorate has confidence that due to the current information sharing between centres which will be further strengthened by a formalised process and involvement of SOIU, this recommendation can be closed.</p>
<p>March 2019 - Rec 7 (Management of High-Risk Behaviour) – Cross reference BYDC March 2019 – Rec 7</p> <p>It is recommended that Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may include, for example:</p> <ul style="list-style-type: none"> contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme 	<p>This recommendation can be closed.</p> <p>Context Speech and Language Pathologists work within existing multi-disciplinary teams at the YDCs to undertake a range of risk assessments to develop a holistic intervention plan for young people. As per each young person's intervention plan, these staff also deliver tailored one on one and group programs to young people.</p> <p>A range of external experts and organisations assisted in the development of the youth detention centre Speech and Language Practice Framework, including ^{Third party personal information} from Latrobe University and Speech Pathology Australia.</p> <p>Work continues to embed speech and language practices across the entire Youth Justice practice</p>	<p>Closed</p> <p>The Inspectorate acknowledges existing multi-disciplinary teams at the CYDC and the introductions of BSP's in November 2018. The Inspectorate also notes the recent update to DCOIS (October 2020) which now gives the ability to upload BSP's to DCOIS.</p> <p>BST facilitated 4 one-hour Positive Behaviour Support sessions for staff in the behaviour support unit between September 2020 and November 2020 in response to a high-risk young person. The sessions consisted of BST explaining the YP's needs, diagnoses, and behaviour support plan strategies. Data relating to incidents for this young person was tracked during this time and showed a general down trend in the frequency, severity and type of behavioural incidents exhibited by the young person. BST are hoping to roll out similar packages in 2021 depending on interest from staff.</p> <p>Further, CYMHS have expressed interested in running professional development sessions for staff to assist in the management of High-Risk Behaviour and have communicated this to the leadership team.</p> <p>While some gaps in relation to responding to needs of young people with high risk behaviour remain within CYDC (lack of access to escorts for BST and recent events and associated staff concerns relating to high risk young people). The Inspectorate notes the progress of implementation actions communicated by YDO and noted during the</p>

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<p>psychological/behavioural needs;</p> <ul style="list-style-type: none"> • providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered to work with young people with these diagnoses; and • accommodating young people with specialised needs differently from the general youth detention population, with access to education and/or programs separate from other young people. 	<p>continuum and upskill all staff to modify their communication when working with young people.</p> <p>Psychologists and Speech-Language Pathologists in the Behaviour Support Team now also have the clinical capacity to provide assessments that are relevant to the identification and diagnosis of Foetal Alcohol Spectrum Disorders (FASD). In early 2018, Youth Justice clinicians attended formal training in the identification and diagnosis of FASD. Training was provided by Third party personal information Women and Children's Health Services, Gold Coast Health and by University of Washington, and FAS Diagnostic and Prevention Network.</p> <p>Queensland Health provides essential care and supports for young people in youth detention centres presenting with suspected mental health issues through on-site mental health services. These multi-disciplinary teams include Psychologists, Speech-Language Pathologists, Occupational Therapists, Social Workers, Indigenous Health Workers and Psychiatrists. After-hours access to Psychiatrists is also available to assist youth detention centres and primary health care staff with any urgent and significant mental health incidents.</p> <p>To support this, partnership agreements have been updated to clarify referral, assessment and</p>	<p>December 2020 verification, and also noting that the first and second points of this recommendation has been superseded by two separate recommendations made in the June 2020 Inspection Report (June 2020 – Rec 1 & 3). The Inspectorate acknowledges that young people exhibiting high risk behaviour are managed separately in behaviour support units at both centres and this satisfies the third point of this recommendation, therefore, this recommendation is considered closed.</p>

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	<p>treatment pathways for young people in youth detention centres experiencing significant mental health issues. On-site health staff also have access to the department's DCOIS to ensure contemporaneous information sharing about young people in youth detention centres and their care and management needs. This is supported by recent amendments to the Youth Justice Act 1992 to establish an information sharing framework designed to facilitate effective and efficient information sharing between agencies and service providers for the purpose of providing a coordinated response to the needs of children in the Youth Justice system.</p> <p>In addition, the Behaviour Support Plan is now live following the October 2020 DCOIS release. This document is completed by therapeutic staff in conjunction with the individual young person, and is available to operational staff in a clear one page overview document to assist with the management of young people displaying specific challenging behaviours, including information about triggers for behaviours and best ways to de-escalate a young person.</p>	
<p>June 2019 Recommendations (CYDC)</p>		

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<p>June 2019 - Rec 1 (Coordinated Programs and Services) <small>Cross reference BYDC June 2019 – Rec 1</small></p> <p>The Inspectorate recommends that Youth Detention and Operations develops Terms of Reference and commences discussions with all agencies operating within the youth detention centres, to improve the coordination of programs and services in youth detention.</p>	<p>YDO has proposed to close this recommendation.</p> <p>LPAC Terms of Reference have been updated. Terms of Reference were also completed and endorsed in July 2020, in relation to the CYDC North Queensland First Nations Community Advisory Panel. An EOI was distributed to community members/DATSIP – finalisation of membership to occur prior to end of 2020.</p> <p>As part of the expansion of the on-centre Cultural Units, dedicated Aboriginal and/or Torres Strait Program Facilitators have been established. These staff work with a range of stakeholders (including community Elders) to develop, deliver and support on-centre cultural programs and activities. These programs and activities aim to address the social, emotional and health factors that impact on Aboriginal and/or Torres Strait Islander young peoples.</p> <p>A Queensland based framework for cultural programs has also been developed and implementation will occur through the existing programs framework.</p> <p>In addition, new approaches have been trialed to maximise program participation for young people on short term remand and enable continued service provision during the COVID-19 pandemic (in response to restrictions on large group delivery).</p>	<p>Closed</p> <p>All teams who deliver programs including the Cultural Unit, CETC, Development, Sport and Recreation Coordinator have advised scheduling is working well and DoE rooms are made available as much as possible.</p>

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	<p>To achieve this, existing programs such as Anger Replacement Therapy® (ART) have been adapted to support staff to deliver interventions 1:1, in small groups or via video conferencing. Adapted approaches have also been applied to a suite of other interventions, including gender-responsive programs, T2S, cultural programs and Changing Habits and Reaching Targets.</p> <p>The approval of funding for both the DoE 48-week school term and the introduction of T2S will see a complete enhancement to both the content and volume of all programming delivered to young people in detention throughout 2021.</p>	
<p>June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference BYDC June 2019 – Rec 2</p> <p>The Inspectorate recommends that Youth Detention and Operations revises policies and procedures related to reintegration, to increase access to targeted, multi-agency reintegration plans that focus on the range of supports available to young people after release.</p>	<p>This recommendation remains in progress.</p>	<p>Closed (Superseded by March 2020 – Rec 2)</p> <p>As at December 2020, Client Services advised this is a constant work in progress with YJSC. Positive feedback was received from the South Townsville YJSC Caseworkers regarding communication and information sharing from CYDC.</p> <p>As the intent of this recommendation is now captured in the broader March 2020 – Rec 2 regarding cross-agency communication and information sharing, this recommendation is superseded and closed.</p>

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<p>June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference BYDC June 2019 – Rec 3</p> <p>It is recommended that both centres develop reintegration plans for suitable young people on long-term remand, using a common risk assessment tool to assess the appropriateness of reintegration LOAs and other reintegration activities as part of these plans.</p>	<p>This recommendation remains in progress</p>	<p>Recommendation remains Open</p> <p>Reintegration planning is still only available for sentence young people; however, the Independent Living Units can accept young people on long-term remand to provide reintegration opportunities on centre.</p> <p>Noting YDO’s update on implementation actions, this recommendation remains open</p>
<p>June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference BYDC June 2019 – Rec 4</p> <p>It is recommended that any negotiations undertaken in the future to manage the variable demand within detention centres should consider the opportunity for additional staff for reintegration planning and reintegration LOA escorts to be funded across both centres.</p>	<p>YDO has proposed to close this recommendation.</p> <p>This issue is predominantly one for consideration by Treasury and Government. Prior submissions have attempted to capture this level of demand, but funding has not been provided.</p>	<p>Closed</p> <p>CETC staff and the Cultural Unit Transitions Officer (6 weeks post release) can support young people in reintegration activities including LOA. Inspectorate acknowledges that staff allocation for young peoples’ reintegration and LOA activities is considered on a case by case basis and does occur when assessed as appropriate and subject to staff availability, balanced with detention centre resource needs. It is also noted that budget and staffing for such activities is subject to Treasury approval.</p>

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<p>June 2019 - Rec 5 (Support Post Release) – Cross reference BYDC June 2019 – Rec 5</p> <p>It is recommended that the detention centres develop a process for staff who are assessed as having a beneficial, supportive relationship with young people to continue to see young people in the community on a case-by-case basis, with management approval and in coordination with the relevant community office.</p>	<p>YDO has proposed to close this recommendation.</p> <p>This occurs on a case by case basis, noting the points above, as well as operational constraints and the need to avoid over servicing of young people or duplication of service delivery.</p> <p>The Cultural Unit Transition Officer would usually take the lead in relation to scheduled post-release support (up to 6 weeks) for those young people they have been working with on Centre.</p>	<p>Closed</p> <p>CETC and the Cultural Unit have to ability to provide this service with up to 6 weeks post-release support which can be provided via skype as many young people in North Queensland reside a great distance from Townsville. Post release support also focuses on linking young people with supports in their community</p>
<p>June 2019 - Rec 6 (CYDC Employment Resources) – CYDC Specific</p> <p>It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.</p>	<p>YDO has proposed to close this recommendation.</p> <p>A major focus for CETC is employability and training for young people. The transition officers take the lead with this and liaise with YJ staff to explore and set up opportunities for young people.</p> <p>CYDC have been involved in extensive discussions with T2S regarding pre and post release engagement with young people in detention.</p> <p>Progress has been delayed because of restrictions in response to COVID-19, however CYDC are expecting to receive a revised proposal from T2S in the near future. CETC are also keen to be involved in this process and have specifically referenced opportunities with T2S in their draft Strategic Plan</p>	<p>Closed</p> <p>CETC Transition Officers carry out this work - young people aged 16 years and below return to school which is the main priority however, this is case by case on what best suits the individual. CETC advised that approximately 50% return to school and others go to training, work etc. All students are allocated to a CETC Transition Officer and commences the day they enter CYDC.</p> <p>Although issues around remand can impact scheduling of training/employment of young people when released, an alternative is to engage the young people in TAFE in CYDC and transfer them into TAFE in the community where they can receive job placement through this avenue.</p>

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	<p>document. The Principal and Deputy Principal were also involved in CYDC's two-day workshop with T2S and subsequent consultation meetings.</p> <p>CYDC Cultural Unit Transition Officer also assists in this area, with their caseload being focused on CYDC's older cohort of young people who will not be returning to school. This work occurs in consultation with EQ as the lead agency, and CYDC have recently established an additional process outside of scheduled Case Reviews for all stakeholders to come together to discuss matters such as employment and training opportunities, which will hopefully lead to enhanced transition outcomes for CYDC young people.</p>	
September 2019 Recommendations (CYDC)		
<p>September 2019 - Rec 1 (Admissions - Wellbeing Intake) – Cross reference BYDC September 2019 – Rec 2</p> <p>It is recommended that the centres implement a shortened process 'wellbeing intake' to be performed by caseworkers when a young person has been re-admitted to the same centre within a two-week period.</p>	<p>This recommendation remains in progress.</p>	<p>Closed</p> <p>Both centres reported collaboration took place to develop a shortened intake process; however, deficiencies within the existing information system prevents a shortened wellbeing intake form being completed. Casework teams within both centres acknowledged when a young person has been re-admitted within a two-week period, usually the young person is known to the caseworker completing the wellbeing intake form. Efforts are made to reduce questioning, instead using existing information on file where appropriate.</p>

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<p>September 2019 - Rec 2 (Search Practice Review) – Cross reference BYDC September 2019 – Rec 3</p> <p>The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.</p>	<p>This recommendation remains in progress.</p> <p>This work has been delayed due to COVID-19. This project remains a priority project for 2021.</p>	<p>Recommendation remains Open</p> <p>Noting YDO's update on implementation actions, this recommendation remains open.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>September 2019 - Rec 3 (Contraband Records) – Cross reference BYDC September 2019 – Rec 4</p> <p>It is recommended that the centres implement consistent methods of recording restricted, prohibited and illegal items located on centre to increase the reliability of available data.</p>	<p>This recommendation remains in progress.</p> <p>This work has been delayed due to COVID-19. This project remains a priority project for 2021.</p>	<p>Closed</p> <p>Contraband records are a combination of paper based and electronic DCOIS entries. The difficulty in extracting contraband data from DCOIS is when an incident is recorded against a category, for example ‘disruptive behaviour’, and during this incident, contraband has also been located and recorded in the same DCOIS incident entry.</p> <p>This is systems issue that has been referred to the Data Systems Support Team and can also be monitored by the Specialist Operations Intelligence Unit (SIOU). As this issue is currently receiving oversight by Systems Support and the SIOU, which will allow contraband data to be monitored more efficiently, the Inspectorate considers this recommendation closed.</p>
<h3>March 2020 Recommendations (CYDC)</h3>		
<p>March 2020 - Rec 1 (Education and Training Opportunities) – Cross reference BYDC March 2020 – Rec 1</p> <p>The Inspectorate recommends that the Department of Youth Justice work with all relevant stakeholders to conduct an analysis of the current education and training opportunities available to youth detention centres with a particular focus on transition from detention and provide a gap analysis to the</p>	<p>YDO has proposed to close this recommendation.</p> <p>Please refer to previous information provided and note above-mentioned comments re-funding for implementation of 48-week school delivery within YDCs.</p>	<p>Closed</p> <p>The Inspectorate acknowledges that DoE considers employment skills needed in the community when reviewing education and training availability at CYDC. DoE and YDO are currently offering VET and job readiness content possible within the capabilities of both departments considering the limitations including:</p> <ul style="list-style-type: none"> • Available budget and teaching staff • Number of young people eligible and willing to enrol, considering age, literacy levels and mental capability • Risk appetite to allow young people attend TAFE campus via LOA. <p>CETC offer a range of vocational offerings and stated they would like to increase offerings in 2021 however, are limited by funding restrictions in relation to vocation</p>

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<p>Inspectorate by 30 September 2020.</p>		<p>as well as restrictions associated with high risk young people (restrictions preventing attendance at programs that may have tools or other implements).</p> <p>It is hoped the recent approval of funding to implement a 48-week school year within Queensland detention centres will enable greater delivery of VET programming to compliment standard educational curriculum.</p> <p>CETC advised they have received the VETIS funding from the Department of Employment, Small Business and Training for the 2019 and 2020 year. It is unknown whether this funding will be made available in 2021. It is recommended YDO monitor this in 2021 to ensure funding is received.</p> <p>Further, DoE is partnering with CYDC and T2S to rollout a T2S initiative in early 2021. Although the model is likely to look different in a detention centre environment its focus will remain on VET, Job Readiness and Transition.</p> <p>Further, Transition to Success (T2S) will be established in both centres. Although the model is likely to look different in a detention centre environment its focus will remain on VET, Job Readiness and Transition.</p>
<p>March 2020 - Rec 2 (Communication and Multi-agency Information Sharing - Transition/Education Planning) – Cross reference BYDC March 2020 – Rec 2</p> <p>It is recommended that increased communication occur between multi-agency stakeholders involved in transitional planning to ensure all elements, particularly educational content of Transition/Reintegration plans are communicated effectively, and</p>	<p>YDO has proposed to close this recommendation.</p> <p>Collaboration with all relevant stakeholders, including CETC, Child Safety, parents etc, is clearly recorded on ICMS through the Case Review process. CYDC implemented tailored information forms for all internal workgroups (such as Q Health, CETC, Accommodation staff, Programs etc) approximately 18 months ago, to enhance communication and information sharing in relation to transition and reintegration planning.</p> <p>CYDC also maintains a transition spreadsheet for all young people, which is distributed to Education</p>	<p>Closed</p> <p>DoE advised they have rolled out a transition framework which defines roles and responsibilities within transition for a young person and emphasises collaboration (TL's, DoE Transition Officers, Cultural Unit, YJSC's, etc) and effective communication. A range of teams involved in Transition/Education planning (including external stakeholders) indicated improvements to communication between teams (internal and external).</p>

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<p>where appropriate, uploaded onto the relevant departmental client information sharing system (e.g. ICMS, iDocs, Unify).</p> <p><i>Note: This recommendation is closely related to June 2019 Recommendations 1 and 2 which related to the development of a Terms of Reference and multi-agency collaboration to coordinate programs including transition and reintegration.</i></p>	<p>Queensland Transition Officers, Cultural Unit Transition Officer and YJSC Transition Officers on a fortnightly basis.</p> <p>Transitional Collaborative Panels were also implemented in 2019 to bridge gaps with YJSCs and community stakeholders and CYDC (specific panels for Mt Isa, Townsville and Cairns).</p>	
<p>March 2020 - Rec 3 (Restorative Practice – Central Oversight and Implementation) – Cross reference BYDC March 2020 – Rec 3</p> <p>It is recommended that centralised oversight is established to enable strategic direction and formalisation of processes and monitoring to ensure outcomes are achieved, integrity and best practice is maintained, and Restorative Practice is fully implemented within the detention centres.</p>	<p>YDO has proposed to close this recommendation.</p> <p>Consideration to close this recommendation given the establishment of the RP Community of Practice.</p> <p>The Restorative Practice Community of Practice has been established to enhance practice and leadership by maintaining connections, engaging in professional development opportunities and obtaining current information about policy, innovative programs and key departmental projects in order to enhance practice.</p> <p>To meet this purpose, it is intended that the Community of Practice reference group will discuss, problem-solve and collaborate on key issues including quality assurance, practice issues, strategic direction, program effectiveness, cultural responsiveness, ethical considerations and communication strategies.</p>	<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the work completed by the RP coordinators within both centres in continuing to promote and embed RP within the centres within the constraints of resourcing and service demand.</p> <p>Restorative Practice (RP) Coordinators at both centres have recently joined the Restorative Justice (RJ) Community of Practice consisting of RJ practitioners within youth justice across the state.</p> <p>While the community of practice offers peer support and exchanging of practice experiences and information, it is not specific to RP and consultation is still occurring to develop more formalised centralised oversight for RP.</p> <p>The Inspectorate was advised a process driven by the RP Coordinators at each centre is in currently being undertaken to develop an RP specific Advisory Committee. A Terms of Reference for the committee has been developed and is currently in the approval process. The Inspectorate was provided with the following information from the RP Coordinators regarding the RP Advisory Committee:</p> <p><i>“Practice inconsistencies have the potential to create harm to young people, staff or any other participants in Restorative Practices across our organisation. An RP advisory</i></p>

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	<p>A review of the policy will be coordinated as part of a planned schedule of reviews.</p>	<p><i>committee would ensure best practice and the integrity of RP principles are maintained throughout Youth Justice.</i></p> <p><i>The advisory committee would include experienced RJ practitioners, The Youth Detention RP Coordinators, The RP Practice Support Team and members of the Youth Detention Cultural Unit to come together on a monthly basis to discuss RP within Youth Detention and across the organisation. Other expert guests and participants may be invited as required”.</i></p> <p>It is anticipated the establishment of the Advisory Committee coupled with the actions in progress will meet the requirements of the recommendation. Given the Advisory Committee has not yet been established, this recommendation will remain open for verification in December 2021.</p>
<p>March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) – Cross reference BYDC March 2020 – Rec 4</p> <p>It is recommended that Restorative Practice and Trauma Informed Practice training is prioritised to ensure all staff, including executive and management at BYDC and CYDC attend the two-day Restorative Practice General Training at a minimum, and Trauma Informed Practice training when available. Additional initiatives to further imbed Restorative Practice and Trauma</p>	<p>YDO has proposed to close this recommendation.</p> <p>Trauma Informed Practice and Restorative Practice is included in induction and mandatory competency training. Non-operational staff are also encouraged to participate. In addition, dedicated resources have been made available to review existing training packages as part of WMYDC establishment.</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 5 months prior. This coupled with restrictions associated with COVID-19 have had a significant impact on group based and in person training and accreditations to become RP facilitators. The Inspectorate attributes the absence of RP training and accreditations for existing staff, including leadership teams since March 2020 to these factors.</p> <p>2-day RP training is offered within the inductee training for new staff and the Inspectorate was advised that there is a plan to include RP training as part of the Mandatory Competency Training for operational staff moving forward.</p> <p>Trauma Informed Practice Training is still offered at BYDC with a standalone 1-day TIP package within the inductee training. In addition to this work was recently completed by the central learning and development unit to adapt current training packages to incorporate and embed principles of trauma informed practice throughout the training and materials.</p>

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<p>Informed Practice as a way of working may include:</p> <ul style="list-style-type: none"> Identifying suitable staff to attend the two-week Restorative Justice Accreditation Training (adapted for detention centres) and mentoring phase to become skilled in facilitation of formal Restorative Practice meetings within a detention centre. Designated 'out of ratio' staff members (e.g. Section Supervisors) who are trained in facilitating Restorative Practice meetings who can imbed Restorative Practice techniques as daily routine in each unit and run Restorative Practice meetings. Cultural Liaison Officers and staff assigned to suitable duties, where appropriate, are trained in the facilitation of formal Restorative Practice meetings. 		<p>Due to the implementation actions in progress (training and accreditation for existing staff and leadership teams) this recommendation will remain open for verification in December 2021.</p>
<p>June 2020 Recommendations (CYDC)</p>		

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>June 2020 - Rec 1 (Inter-Departmental Collaboration – Mental Health and Disabilities Services) – Cross reference BYDC June 2020 – Rec 1</p> <p>It is recommended that continued discussions occur with the relevant agencies (Youth Justice, Queensland Health, NDIA, Department of Education and Department of Child Safety) to continue to develop an integrated and coordinated partnership approach to addressing health and developmental needs (specifically in the context of neurodevelopmental impairment/disability) of young people within the youth justice system, particularly high risk young people and resolving current barriers in service provision.</p> <p>It is further recommended that Youth Detention Operations explore opportunities to improve communication and continue to build on and develop relationships across agencies to enhance the provision of paediatric services and</p>	<p>This recommendation remains in progress</p> <p>The work currently being undertaken in relation to assessments and intervention with young people identified as having complex needs, will continue. It is further noted that the CYDC NDIA Justice Liaison Officer (JLO) commenced onsite support to the Centre on Thursday 27 August 2020. The JLO will be based within Client Services one day per week to provide support to all stakeholders within the Centre, including Queensland Health, MHATODS, NQAFMHS, Child Safety, Education Queensland etc, as required. Our Community Visitor has been advised and is particularly supportive of this initiative.</p> <p>This is an area where continued improvements are made in terms of improved integration and coordination across relevant stakeholders.</p> <p>The Behaviour Support Team complete assessments to identify neurodevelopmental impairments and disabilities. Referrals are received from Queensland Health, NQAFMHS, Education Queensland, Child Safety etc. Assessment outcomes are often used to support NDIS applications and community funding. It is acknowledged that there is a waitlist of referrals, which can be impacted by staffing capacity and time spent in detention.</p> <p>Diagnoses details are also provided by other agencies to the Client Services teams, to assist</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 3 months prior, therefore opportunities to implement actions associated with the recommendation would have been limited.</p> <p>Regarding local actions, the NDIS Justice Liaison Officer position has commenced and attends the centre on a weekly basis.</p> <p>While Behaviour Support Team have the clinical capacity to undertake comprehensive assessments and interventions to support young people with developmental needs, there are current barriers to enable service provision for these young people due to short staffing within the team and limited access to escort staff to escort young people to private spaces to conduct sessions. Leadership are aware of this issue and have advised the Inspectorate this is in the process of being addressed.</p> <p>The Inspectorate has reviewed information contained in minutes from interdepartmental steering committee meetings since the recommendation was made and there does not appear to be content specific to actions relating to this recommendation.</p> <p>The Inspectorate is awaiting advice regarding cross agency senior executive level conversations that may have occurred in relation to the development of an integrated and coordinated partnership approach.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p> <p>Note: <i>The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (supersedes March 2019 - Rec 7) where the Inspectorate recommended that:</i></p> <p><i>Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related</i></p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>comprehensive neurodevelopmental assessments.</p>	<p>with tailored supports while in detention and post-release.</p>	<p>to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may include, for example:</p> <ul style="list-style-type: none"> contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme psychological/behavioural needs; providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered to work with young people with these diagnoses; and accommodating young people with specialised needs differently from the general youth detention population, with access to education and/or programs separate from other young people.
<p>June 2020 - Rec 2 (Case Planning - Cross Agency Information Sharing) – Cross reference BYDC June 2020 – Rec 2</p> <p>It is recommended that Youth Detention and Operations conduct a review of interagency and external communication methods and procedures and implement necessary changes to improve communication across agencies to ensure all relevant information can be considered in intervention and case planning for young people.</p> <p>It is further recommended that Youth Detention and Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to improve coordination and</p>	<p>This recommendation remains in progress</p> <p>The work currently being undertaken in relation to assessments and intervention with young people identified as having complex needs, will continue. It is further noted that the CYDC NDIA Justice Liaison Officer (JLO) commenced onsite support to the Centre on Thursday 27 August 2020. The JLO will be based within Client Services one day per week to provide support to all stakeholders within the Centre, including Queensland Health, MHATODS, NQAFMHS, Child Safety, Education Queensland etc, as required. Our Community Visitor has been advised and is particularly supportive of this initiative.</p> <p>This is an area where continued improvements are made in terms of improved integration and coordination across relevant stakeholders.</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 3 months prior, therefore opportunities to implement actions associated with the recommendation would have been limited.</p> <p>The Inspectorate is awaiting updates in relation to the review of case management of a young person by the business analyst.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>collection of information to guide more effective case planning to better support the holistic needs of young people.</p> <p>Whilst the Inspectorate acknowledges constraints within the current client information system, it is further recommended that feedback is provided to the business liaison officer for the new upcoming information system regarding improvements to be made to centralised recording of confirmation and outcomes of assessments and testing (if relevant) for intervention and case planning with young people.</p>	<p>The Behaviour Support Team complete assessments to identify neurodevelopmental impairments and disabilities. Referrals are received from Queensland Health, NQAFMHS, Education Queensland, Child Safety etc. Assessment outcomes are often used to support NDIS applications and community funding. It is acknowledged that there is a waitlist of referrals, which can be impacted by staffing capacity and time spent in detention.</p> <p>Diagnoses details are also provided by other agencies to the Client Services teams, to assist with tailored supports while in detention and post-release.</p>	
<p>June 2020 - Rec 3 (Workforce Capability – Managing Complex Behaviours) – Cross reference BYDC June 2020 – Rec 3</p> <p>It is recommended that Youth Detention and Operations engage with and address the full results of the UQ survey once finalised, and explore training and professional development opportunities for all operational and professional staff</p>	<p>This recommendation remains in progress.</p> <p>The UQ survey as referenced within this recommendation is not finalised and yet has not been made available to DYJ.</p>	<p>Recommendation Remains Open</p> <p>Survey results are not yet available. The UQ research team advised in late October that a draft manuscript is currently under development and will be completed and shared with YJS by the end of the year.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p> <p>Note: The training element of this recommendation is closely related to March 2019 Inspection Report (supersedes March 2019 - Rec 7) where the Inspectorate recommended that:</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.		<p><i>Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may include, for example:</i></p> <ul style="list-style-type: none"> • <i>contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme psychological/behavioural needs;</i> • <i>providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered to work with young people with these diagnoses; and</i> • <i>accommodating young people with specialised needs differently from the general youth detention population, with access to education and/or programs separate from other young people.</i>
<p>September 2020 Recommendations (CYDC) and YDO implementation actions are included in the full YDO response to this report and will be added to this register once approved by the Director-General</p>		

Appendix D – CYDC Issues Register

As at December 2020

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YDO	YDI review comments
September 2020 Issues (CYDC)					
CY-09/20-1	QPS Contact with Young People on Centre	<p>During the inspection at CYDC, an issue was raised about QPS attending the centre to interview young people and that Caseworkers were commonly being used as a support person.</p> <p>During consultation with legal representatives (including LAQ and ATSILS) following the inspections, Inspectors were advised that CYDC staff including Caseworkers cannot act as a support person under the Police Powers and Responsibilities Act.</p>	Raised with SED, YDO during the preliminary finding meeting on 27.10.2020.	<ul style="list-style-type: none"> • SED. YDO advised this could be addressed through YDO communication with CYDC to clarify this issue, it was therefore agreed to record this as an issue (rather than a recommendation) to be closed once the Inspectorate has received confirmation that CYDC staff are not acting as support people during QPS interviews unless permitted under associated legislation. • December 2020 Update - CYDC have provided written advice that this practice has ceased. CYDC are liaising with their Client Relations Manager regarding the responsibility of the Queensland Police Service to ensure an independent support person is arranged for interviews with young people. 	YDI notes the YDO update – This issue is considered Closed .

Inspection of the Brisbane and Cleveland Youth Detention Centres

March 2021

Not for external release without redaction in consultation with authoring unit – contains client-identifying information and classified/operational information.

Approved:



Deidre Mulkerin
Director-General
Department Children, Youth Justice, and Multicultural Affairs
Date: 7 / 10 / 2021

“Inspection – that detailed process of being there, digging behind the surface, collecting and testing evidence from prisoners, staff, records and observations – defines the contours of the actual prison. It looks for outcomes, not processes; things that are delivered, rather than deliverable; interactions and cultures that can’t be caught in standards.”

Dame Anne Owers DBE, former Her Majesty’s Chief Inspector of Prisons (England and Wales)

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Snapshot of CYDC during on-site inspection

Dates of inspection	8 to 12 March 2021
Executive Director, CYDC at time of inspection	Fran Biddulph-Amaral
Built capacity (i.e. usable secure fixed beds)	104
Safe operating capacity (85% of built beds)	95
Highest daily number of young people	97
Average population of young people	94
Average population of males	87
Average population of females	7
Average percentage of young people on remand	83%
Average percentage of young people sentenced	15%
Average percentage remanded and sentenced	2%
Average population of Aboriginal and/or Torres Strait Islander young people	90 (96%)
Number of young people on Child Protection Orders	30 (32%)
Youngest detainee on centre	11 years 3 months
Oldest detainee on centre	18 years 7 months

Executive Summary

This is a joint report of quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). The on-site inspections occurred from 8 to 12 March 2021 at CYDC and from 22 to 24 March 2021 on-site at BYDC. The BYDC inspection was continued remotely from 29 to 31 March 2021 due to Covid-19 restrictions enacted following an outbreak in the Brisbane area. Statutory detention centre inspections are conducted by delegated inspectors, located within the office of the Deputy Director-General, Department Children, Youth Justice, and Multicultural Affairs. This is a joint report covering both inspections provided to the Director-General, which aims to contribute to improving youth detention centre operations across both centres.

The focus areas under inspection in this quarter were Suicide and Self-Harm Risk Management, Behaviour Development, Management, Incident Management. The overriding theme and a major contributor to issues identified in relation to the focus areas in this inspection relates to staff shortages which is affecting many aspects of centre operations.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues were raised during the inspection (Short Staffing and Body Worn Cameras) and are also summarised below. These issues were discussed with relevant centre managers at the conclusion of the inspection and with the Senior Executive Director, Youth Detention Operations and Reform during a post inspection briefing.

Focus Area 1 – Suicide and Self-Harm Risk Management

Detention centres recognise young people in custody are highly vulnerable and susceptible to suicide and self-harm. Policy and procedures regarding suicide and self-harm is prescriptive and a range of processes are in place to prevent suicidal and self-harming behaviours. While the inspectorate found most processes are conducted by staff per policy, some gaps were identified in the following areas:

- Identifying and Recording Suicide Events
- Suicide Assessment and Prevention Plans
- Suicide Risk Observations
- Training Currency in Suicide Response for Existing Staff.

To address gaps in this area, the Inspectorate has recommended enhanced monitoring and staff training as well as a review of policy in consultation with partner agencies to ensure contemporary best practice is considered.

Focus Area 2 – Behaviour Development

The behaviour development foundations described in the policy and procedure is consistent with contemporary evidence regarding behaviour management. Good behaviour is incentivised through a structured approach, principles of positive behaviour support, trauma informed, and restorative practice are incorporated and behaviour support for moderate or more serious behaviour is individualised. The intent of the behaviour development framework is to guide practice within each centre; however, each centre has their own specific behaviour development model to prescribe practice in a localised setting.

The Inspectorate found that while the foundations of behaviour development within policy are contemporary, feedback from several sources (including evidence detailed in academic publications) suggest a need to review the consequence scheme to determine effectiveness and alignment with current evidence regarding the prevalence of young people in custody with severe impairments in memory,

language, attention or executive function, and subsequent limitations on their ability to link and understand consequences. In this regard, the Inspectorate has recommended that the current consequence scheme within the behaviour development policy and any centre specific consequence schemes be reviewed by qualified practitioners to determine effectiveness and remain in line with contemporary evidence.

It was also found that areas of opportunity remain in the implementation of behaviour development which is impacting on the model being operationalised as a whole of centre/s approach. Limited understanding amongst staff of centre specific behaviour development models, short staffing, conflicting views and limited coaching and professional development opportunities are all impacting on a shared and consistent approach to behaviour development. To address this, the Inspectorate recommended that specific modules be created for induction training for the centre specific behaviour development models to enhance the practical training already in place to ensure consistency of practical application by Youth Workers.

Further, youth detention philosophy acknowledges that young people in youth detention centres have a responsibility to manage their own behaviour in an appropriate manner; however, it is well documented that most young people in the youth justice system do not have the skills necessary or cognitive capacity to manage their behaviour due to a range of factors. The Communication and Psychology Teams (CPT) within both centres are pivotal in the behaviour management process, undertaking a range of functions including offering individualised therapy for young people to develop and learn techniques to manage their own behaviour.

Communication and Psychology Teams within both CYDC and BYDC are currently operating at a limited clinical capacity due to operational constraints. The ability for young people to access therapeutic support and interventions to develop skills and resources to improve communication skills and manage their own behaviour is significantly low. A recommendation has been made to develop a strategy to increase the ability for CPT within both centres to conduct therapeutic sessions to ensure young people receive therapeutic services as intended to support behaviour management.

Focus Area 3 – Incident Management

The Inspectorates' focus on incident management looked specifically at the efficiency of incident response including the number of staff responding and how an 'audience' may affect the duration and severity of an incident and potential trauma/impacts on young people. The Inspectorate acknowledges that the majority of incidents at both detention centres are managed safely and efficiently with effective verbal de-escalation and also noted progress in relation to incident controller training. In regards to incident controller training, the inspectorate has made a recommendation to consider the efficient use of staff and equipment when developing a new training package as well as considering opportunities to efficiently manage incidents to minimise impacts on centre operations, young people and staff safety..

Other Observations and Issues

The Inspectorate raises observations and issues on-site during the inspection, directly with staff throughout the inspections, with the Executive Directors at the exit interviews and with the Senior Executive Director, Youth Detention Operations and Reform at the preliminary finding's meetings. Both issues identified in this report are known to executive management within the detention centres and the department. Actions are already underway to address these issues at the local and strategic level. Past issues are monitored through the Issues Registers (Appendices C and D), which outline the response action taken by centre management and/or Youth Detention Operations and Reform. Issues and observations during the March 2021 Inspection include:

Short Staffing

Short staffing as a result of absenteeism is affecting many aspects of centre operations including education and programs attendance, self-harm and protest related incidents, as well as health and therapeutic services for young people. Local management actions to address absenteeism and allocate available staff to priority areas have been implemented. Further strategies at the departmental level not limited to additional recruitment are ongoing.

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List of Recommendations

Focus Area 1 – Suicide and Self-Harm Risk Management

Recommendation 1

- a) *Where possible, immediate actions are put in place to address the gaps in identifying and recording suicide events, suicide observations and training currency due to the critical consequences that may result*
- b) *A review of the current policy in relation to suicide and self-harm risk prevention to ensure information is contemporary, in line with current evidence and feedback from partner agencies involved in the suicide prevention process within the detention centres has been considered.*

Focus Area 2 – Behaviour Development

Recommendation 2

The current Incentives scheme within the Positive Behaviour Support Policy, Youth Detention Centre Operational Manual and any further centre specific consequence schemes implemented within each centre be reviewed by qualified practitioners to ensure they are in line with contemporary evidence.

Recommendation 3

Stand-alone modules be created for induction training for the centre specific Positive Behaviour Support models to enhance the practical training already in place to ensure consistency of practical application by Youth Workers.

Recommendation 4

Develop a strategy to increase the ability of CPT within both centres to conduct therapeutic sessions to ensure young people receive therapeutic services as intended to support behaviour management.

Focus Area 3 – Incident Management

Recommendation 5

- a) *Planned Incident Controller training developed in consultation with QPS includes content regarding the efficient use of staff and equipment to minimise the duration and severity of incidents.*
- b) *Incident review, in addition to focusing on causes and preventative and measures leading up to an incident, also focuses on the management throughout the entirety of the incident to identify opportunities to efficiently manage incidents to minimise impacts on centre operations, young people and staff safety.*

Other Issues

No recommendations made.

Introduction

Section 263(1) of the *Youth Justice Act 1992* (YJA) makes the chief executive responsible for the security and management of youth detention centres and the safe custody and wellbeing of detained children. Section 263(4) states that the chief executive must monitor the operation of detention centres and inspect each at least once every three months. The function is delegated to Principal Inspectors located within the Deputy Director-General's Office, Department of Children, Youth Justice, and Multicultural Affairs. The inspection framework is based on Director-General-approved Expectations, which are informed by:

- The YJA and the *Youth Justice Regulation 2016* (YJR)
- United Nations standards and rules to which Australia is a signatory
- Relevant recommendations from previous inquiries such as the Commission of Inquiry into Abuse of Children in Queensland Institutions and the Royal Commission into Aboriginal Deaths in Custody report
- Director-General-approved recommendations from previous inspection reports.

Inspection methodology

The inspection methodology consisted of:

- Research of historical data and contemporary best-practices across national and international jurisdictions
- Daily monitoring of incident reports
- Development of an 'Inspection Plan' and schedule containing interview questions for key staff, based on research and the 'Inspectorate Expectations' of treatment of young people in detention having regard to:
 - YJA and YJR
 - United Nations Juvenile Justice Rules
 - *Royal Commission into Aboriginal Deaths in Custody*
 - *Commission of Inquiry into the Abuse of Children in Queensland Institutions* (the Forde Inquiry)
 - *Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment* (OPCAT)
 - Independent Review of Youth Detention 2016
- On-site inspections from 8 to 12 March 2021 (5 days) at CYDC and from 22 to 24 March 2021 (3 days) on-site at BYDC including attendance at accommodation and administrative areas throughout the centres during business hours. The BYDC inspection was continued remotely from 29 to 31 March 2021 (3 days) due to Covid-19 restrictions enacted following an outbreak in the Brisbane area
- In-depth interviews with the Executive Directors (EDs); Deputy Director (DD) at CYDC; Operations Managers (OMs); Unit Managers; Practice Support Managers; Cultural Units; Intelligence Officers

Programs Coordinators; Casework Managers; Communication and Psychology Team Leaders; Training Coordinators; Queensland Health staff and Department of Education staff including Principals and Deputy Principals

- Conversations with various staff and young people both individually and in groups in accommodation units throughout the centres
- An examination of relevant Detention Centre Operational Information System (DCOIS), Integrated Client Management System (ICMS) and other centre records
- Triangulation of data obtained through interviews, physical observations and records
- An exit interview with the EDs on the final days of inspections
- A post-inspection briefing with the Senior Executive Director, Youth Detention Operations and Reform (YDOR)

RTI RELEASE

Focus Area 1 – Suicide and Self-Harm

Risk Management

Detention centres recognise young people in custody are highly vulnerable and susceptible to suicide and self-harm. Policy and procedure regarding suicide and self-harm is prescriptive and a range of processes are in place to prevent suicidal and self-harming behaviours. The Inspectorate found that although the policies and procedures in place were detailed in terms of process, several areas of concern were identified in the following areas:

- Identifying and Recording Suicide Risk Events
- Suicide Assessment and Prevention Plan
- Suicide Risk Observations
- Training Currency in Suicide Response for Existing Staff.

Identifying and Recording Suicide Risk Events

Identification of young people at risk of suicide and self-harm is the responsibility of all staff. Once a staff member has identified a young person is at risk of suicide or self-harm the following actions should occur as outlined in policy YD 1-6 *Suicide and self-harm risk management*.

The Policy authorises all staff to place a young person on a schedule of suicide observations or to have the level of suicide risk (SR) observation raised if they believe the young person is at risk of suicide or self-harm. When a staff member identifies a behaviour related to a known or suspected risk of suicide or self-harm (regardless of whether or not the staff member assesses the behaviour as serious) the suicide risk prevention process must be observed per directions set out in policy and procedure and the process managed in DCOIS with suicide risk observations, assessment and response tabs.

Sch3(12)(1)

Following the inspection, Inspectors viewed the event on DCOIS and found evidence was not available to demonstrate the following had occurred per policy:

- place the young person on high observations
- open and complete the interim suicide prevention plan and/or record an incident report in DCOIS.
- immediately allocate a staff member to commence high observations and to record these observations
- ensure the young person remains on high observations until assessed by a nurse
- assessment of the young person by a nurse taking into consideration previous suicide risk history and file information
- Nurse asking the young person if they are suicidal and if they have thought about how they would take their own life
- Development of a suicide prevention plan in conjunction with the shift supervisor and/or section supervisor and additional processes following this.

Inspectors followed up with managers who oversee SR and incident management and were advised that the process should have been followed per policy regardless of the assessment of seriousness. There was speculation that while the section staff may have assessed the threats as frivolous, however, this is inconsistent with policy and the staff advice that was provided directly to Inspectors at the time the threats were made.

CYDC advised in its consultation response that the context of this incident was specific to the events of a post code ^{Prejudice} incident ^{Sch3(12)(1)}

CYDC maintained that the action of staff was consistent with policy.

Although in the Inspectorates' view, the example provided above is one incident where policy did not appear to have been followed in relation to suicide risk prevention, it casts doubt on the assurance that all events relating to suicide and/or self-harm are reported and recorded adequately and per policy, regardless of the assessment of seriousness.

Suicide Assessment and Prevention Plan

The process once a suicide risk has been identified for a young person is the shift or section supervisor has been advised and a schedule of observations has been implemented, the Nurse attends to assess the young person and enquire about the young person's current suicidal ideologies or plans. From there an assessment is made and an interim suicide prevention plan is created by the Nurse in collaboration with the Shift or Section Supervisor and is then reviewed by the Suicide Risk Assessment Team (SRAT) on or by the next business day. Feedback from personnel within Queensland Health at both centres indicated a need for a review of this process for normal operating hours and Queensland Health at BYDC has initiated a formal request for a review. The concern is that Nurses on centre are trained in a basic level of suicide risk management but, are not mental health practitioners and are therefore, not the most appropriately qualified practitioner on centre during business hours to be conducting the initial assessment of suicide risk.

Review of interim suicide assessments and prevention plans are conducted by SRAT (exists at both centres) which is a multidisciplinary team including: Psychologists; Caseworkers; Queensland Health (Child and Youth Mental Health Service); Senior Child Safety Officer; a member of the Cultural Unit, Unit Managers and

Section Supervisors. SRAT meets daily to review suicide prevention plans, discuss suicide risk reduction strategies, observation frequency and the young person's behaviour.

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Suicide Risk Observations

The policy on Suicide Risk and Management states that observations will occur immediately after identifying a young person is a potential suicide or self-harm risk, to ensure their safety. Observations are a mandatory process for managing the suicide and self-harming risk of young people which enable a young person's dignity to be balanced with the department's duty of care obligations to keep young people safe.

The Inspectorate found compliance with SR observations is not occurring per policy, placing young people at considerable risk. Regular observations of young people are critical to ensure their safety and wellbeing and an event that occurred at BYDC during the March quarter (discussed below) illustrates an example of observations not being completed per policy requirements and could have had a critical² outcome.

SR policy requires that young people subject to a suicide prevention plan will be placed on a schedule of observations every:

- 10 minutes (low risk)
- 5 minutes (medium risk)
- 2 minutes (high risk) minute observations. Continuous observations can also be implemented in response to a very high-risk suicide (**referred to as High 1:1**).

It is the role of Section Supervisors and Youth Workers to ensure scheduled observations are conducted and recorded for young people subject to suicide prevention plans when they are:

- in their room or a separation room during the day or night
- on their own (e.g. quiet area, reading room)
- in any other situation as determined by the SRAT.

Observations and recording do not apply when a young person is involved in daily group activities, school, programs or sport as young people are under supervision. However, a staff member must accompany these

² Department of Children, Youth Justice and Multicultural Affairs – Risk Management Procedure – Risk Consequence Table

young people if they go to the toilet or are otherwise alone. The SRAT may authorise exceptions to this procedure.

The policy also states that physical checks of young people are considered best practice and CCTV must not be relied upon to conduct observations unless exceptional circumstances exist. Physical checks include sighting the rise and fall of a young person's chest and confirming the bed check function has been completed. Staff at both centres discussed the issue of port holes on the room doors being scratched, making it difficult to check young people at night through the window (using a torch). Further, some staff stated they did not like having to enter the room to conduct a physical check for fear of waking the young person up. Other staff stated that some of the CCTV footage from in the office area of the accommodation sections provides a clearer view of the young person at night.

Compliance of observations is randomly checked by Practice Managers at the centres via a combination of electronic records, bed check records and CCTV footage. Compliance audits conducted at BYDC and CYDC for the March quarter of 2021 indicated significant concerns regarding compliance, with some staff being referred to the Professional Standards Unit for further investigation.

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While the information available from CYDC wasn't as refined to enable a similar analysis (as BYDC), the CYDC data showed similar gaps in observation frequency. Of the six cases reviewed via randomised compliance checks completed through regular internal compliance monitoring in the March quarter 2021, all six were found to be significantly non-compliant with observations. Two of the cases resulted in staff being referred to the Professional Standards Unit for further investigation.

Recording of observations

The recording of SR observations by section staff is currently paper based. The paper-based nature of the form is open to error and does not provide certainty that SR observations are being conducted. Concerns were raised at both centres regarding the amount of SR Observation Forms (SR2 forms) that were incomplete, incorrectly filled out or misplaced. [redacted]

[redacted] CYDC shared similar sentiments, however, also scan the original SR2 document onto the DCOIS which is time consuming and results in backlog. Inspectors were first made aware of this issue in December 2020 and observed multiple piles of SR2 forms approximately three feet tall in the administration area awaiting scanning onto DCOIS. Both centres stated they have requested advice from Youth Detention Operations and Reform (YDOR) regarding this issue, and YDOR have reported consultation within YDOR and the detention centres is in the advanced stages. While some localised procedures have been put in place, the request is for the SR2 to become electronic to assist in alleviating some of the concerns raised.

Training Currency in Suicide Response for Existing Staff

Operational staff are trained in suicide response during induction training and it is one of the mandatory competency modules staff are to complete and remain current in each year. [redacted]

[redacted] Information obtained from CYDC indicates a large proportion of training currency for suicide response (existing staff) lapsed during the March quarter and at the time of writing, training currency for existing staff was at 7%. CYDC Mandatory Competency training was due to occur in April 2021 however, the Inspectorate was advised that due to on-going staff shortages and inductions the mandatory competency training had been put on hold with a date to commence not yet known.

The Inspectorate notes that the information above relates to existing staff. At the time of writing there were groups of inductions occurring at both centres for new staff and these staff will be current in suicide response training at the conclusion of the induction process.

Finding 1:

The Inspectorate found several areas of concern during inspection of Suicide and Self-Harm. Gaps were identified in the following:

- *Identifying and Recording Suicide Risk Events*
- *Suicide Assessment and Prevention Plan*
- *Suicide Risk Observations*
- *Training Currency in Suicide Response for Existing Staff.*

Identifying and Recording Suicide Risk Events

The Inspectorate's direct observation of [redacted] Sch3(12)(1) and the event not subsequently being documented per policy requirement, and surrounding evidence from staff, cast

some doubt on the assurance that all events relating to suicide and/or self-harm are reported and recorded adequately, regardless of the assessment of seriousness.

Suicide Assessment and Prevention Plan

Nurses based at the Youth Detention Centres conduct the initial assessment of suicide risk following a self-harm or suicide event. Queensland Health Nurses have received a basic level of suicide response training; however, are not mental health practitioners which are available at each centre during business hours.

Further, concerns have been raised by some staff regarding conditions allowable under youth justice policy regarding suicide prevention plans.

Suicide Risk Observations

Both centres have found through regular audits that some suicide risk observations are not occurring per policy requirements. The Inspectorate viewed recent audits of suicide observation compliance and found significant gaps placing young people at considerable risk. Consequences in relation to this risk have the potential to be critical⁴.

Training Currency in Suicide Response for Existing Staff

73(2)

CYDC advised the training currency in suicide response for most existing operational staff lapsed in the march quarter, resulting in only 7% of operational staff being current at the time of writing. CYDC Mandatory Competency training was due to occur in April 2021 however, the Inspectorate was advised that due to on-going staff shortages and inductions the mandatory competency training had been put on hold with a date to commence not yet known.

The Inspectorate acknowledges the impact the ongoing staff shortages issues at both centres is having on the centres and the groups of inductions of new staff that are currently occurring to address the issues associated with short staffing.

Recommendation 1:

- a) Where possible, immediate actions are put in place to address the gaps in identifying and recording suicide events, suicide observations and training currency due to the critical consequences that may result
- b) A review of the current policy in relation to suicide and self-harm risk prevention occur to ensure information is contemporary, in line with current evidence and feedback from partner agencies involved in the suicide prevention process within the detention centres has been considered.

Definition of complete:

This recommendation will be complete when:

- Suicide observation audits show an increased level of compliance with the observation frequency required in policy and suicide risk plans
- Suicide risk policy review is completed in consultation with partner agencies including Queensland Health.

⁴ Department of Children, Youth Justice and Multicultural Affairs – Risk Management Procedure – Risk Consequence Table

Focus Area 2 – Behaviour Development

Behaviour Development focuses on preventative strategies to minimise procedures such as force and separation. Use of force and separation is covered in separate focus areas and will be examined in 2021, therefore these areas were not specifically examined during this inspection.

The behaviour development process is guided by a range of authorities, including the YJA, YJR, Human Rights Act 2019 and departmental policies and procedures. These assist in ensuring challenging behaviour is managed in an effective and appropriate way. Appendix 0-2 of the Youth Detention Centre Operations Manual (YDCOM) – Philosophy of Youth Detention Services, sets out clear expectations regarding behaviour management:

“Positive behaviours will be modelled and promoted and Youth detention services will assist young people to become aware of their behaviours and encourage them to make appropriate decisions by promoting and reinforcing positive behaviours. Young people’s daily routine will provide structure and predictability. While young people are in detention, there will be expectations that they will respect each other, follow the instructions of staff, perform everyday jobs and participate in centre programs. Challenging behaviour will be managed in an appropriate, culturally safe, restorative and consistent manner. Fundamental rights and entitlements will not be revoked for disciplinary purposes. Young people will be treated with respect and dignity at all times and will be encouraged to treat others with respect and dignity”.

Centre Specific Positive Behaviour Support Models

The behaviour development foundations described in the policy and procedure is consistent with contemporary evidence regarding behaviour management. Good behaviour is incentivised through a structured approach, principles of positive behaviour support, trauma informed, and restorative practice are incorporated and behaviour support for moderate or more serious behaviour is individualised. The intent of the behaviour development framework is to guide practice within each centre; however, each centre has their own specific behaviour development model to prescribe practice in a localised setting.

While the foundations of behaviour development within policy are contemporary, feedback from a range of stakeholders including staff within the client services teams, as well as evidence detailed in academic publications suggest a need for a review of the consequence scheme to determine effectiveness and alignment with current evidence regarding prevalence of young people in custody with severe impairments in memory, language, attention or executive function and subsequent limitations on their ability to link and understand consequences⁵.

CYDC is currently undergoing a review of their model in response to recent workforce issues where concerns were raised regarding events of staff being assaulted by young people, assaults against young people by other young people, impacts of staff absenteeism and attendance and ineffective systems, processes and practices. The December 2020 Inspection Report detailed the consultation meetings that took place as a result of the staff concerns and some of the strategies implemented.

Following consultation meetings and subsequent workshops, CYDC has established a Working Committee to support collaboration and oversee the implementation of strategies and lead the review on the CYDC behaviour development model. Further workshops, including workshops to devise additional consequences to manage behaviour have been unable to be progressed due to short staffing. Inspectors were advised that one of the critical findings from the early stages of review is the limited awareness operational staff

⁵ Allam, L and Murphy-Oates, L (2021) Australia’s anguish: The Indigenous kids trapped behind bars

have in some of the strategies already available to them to address behaviour within policy, procedure and centre specific behaviour development models.

Finding 2:

While the foundations of behaviour development within policy are contemporary, feedback from sources including staff within the client services teams, as well as evidence detailed in academic publications has indicated a need for a review of the consequence scheme to ensure practice is in line with current evidence regarding prevalence of young people in custody with severe impairments in memory, language, attention or executive function and subsequent limitations on their ability to link and understand consequences.

Recommendation 2:

The current incentives scheme within the PBS Policy, Youth Detention Centre Operational Manual and any further centre specific consequence schemes implemented within each centre be reviewed by qualified practitioners to ensure they are in line with contemporary evidence.

Definition of complete:

This recommendation will be complete when:

- *Rewards and consequences for young people are reflective of the revised policy and contemporary evidence.*

Incentives Scheme

Issues exist in the effective documenting of points by staff and most young people at BYDC stated the only incentive worthwhile was extra telephone call credit (not available at CYDC). The other incentives listed as part of the scheme were not of value to the young people as they are able to purchase better items with individual points and money provided to them from family.

Some concerns have been highlighted regarding some of the younger cohorts and young people with language impairments are struggling with comprehension of the current incentives scheme. As such, psychologists at CYDC have commenced adapting the incentive scheme using the principles of Easy English by developing resources such as rewards charts, also known as Token Economy System within the field of Positive Behaviour Support. Evidence has suggested that these have shown good potential for reducing behavioural incidents and CPT are in the process of gathering data to support this.

Behaviour Support Plans

Both centres utilise Behaviour Support Plans (BSPs) to address behaviour that is deemed moderate or more serious. The plans facilitate an individualised, focused, multidisciplinary approach to the management of a young person's behaviour and are developed by members of CPT. The feedback regarding behaviour support plans was generally positive; however, the success of these plans depends on the perceived value they bring in managing complex behaviours of young people. Feedback from staff at both centres indicated some operational staff do not see value in the BSP's and believe they are too "soft", others stated there is no consistency in the application of the plans. As an example, there have been instances where operational staff have not implemented any aspect of the BSP while on shift. This has resulted in confusion for the young people and staff and increases the risk of incident when the next operational staff member commences their shift and attempts to implement aspects of the plan.

Intensive Support Units

To address more complex behaviours, CYDC has two Behaviour Support Units

Prejudice security

73(2)

Each centre has their own model for the operation of their respective BSUs. Young people accommodated within these units require intensive behaviour and mental health support and management. The operating procedures for both centres stipulate that staff within the units must have completed training in positive behaviour support and trauma informed practice, have good communication and pro-social modelling skills, and be culturally appropriate and consistent in their approach. Staff should also have access to ongoing professional development and training.

Behaviour Development Implementation

While the behaviour development continuum is theoretically sound, the following challenges exist within implementation:

Short Staffing

The impact of short staffing makes it difficult to apply consistency. For instance, the ability for youth workers to review and implement aspects of BSP's is difficult when multiple young people within the same section are subject to BSP's and the section is short staffed. Further, keeping track of incentive points can be challenging when there is a high level of rotation amongst staff between different sections. Feelings of frustration as a result of inadequate staffing levels can at times impact on the ability for staff to effectively manage challenging behaviours and maintain integrity of the positive behaviour support approach.

Conflicting Ideologies

Additional challenges include the presence of staff members from differing disciplines and ideologies with differing levels of training. Staff members have varied degrees of sophistication with some operating from different and often competing approaches, which can make the implementation and embedding of effective behaviour management extremely difficult. While the Inspectorate often observes appropriate modelling of positive behaviours, there were several instances at both centres during the inspection that demonstrated conflicting values and approaches to working with young people amongst operational staff and report of conflicting ideologies within the intensive support units. While the operational procedure for both intensive support units clearly states staff are to work collaboratively with CPT, CPT within both centres have raised concerns regarding some operational staff disregarding BSP's and engaging with young people in ways that are inconsistent with positive behaviour support principles. This impacts on young people receiving consistency in communication and intervention.

While the above factors are likely exacerbated due to the current staffing pressures within the centres, the Inspectorate has observed similar occurrences during previous inspections. This issue does not appear to be particular to BYDC and CYDC and is a consistent theme within other jurisdictions. A recent Youth Justice Review and Strategy conducted in Victoria found that in relation to behaviour management, "A safe and secure custodial environment requires a robust,

clear and positive approach to behaviour management. However, across Victoria's youth justice custodial centres, some staff do not appropriately model positive behaviours, and concerns about their ability to respond to challenging behaviours remain⁶ Further, a 2017 report into Behaviour Management Practices at Banksia Hill Youth Detention Centre indicated similar issues with some staff wanting more consequences, deterrence and great use of force which directly conflicted with other staff working from a more rehabilitative model⁷.

The Victorian review highlighted the need for "All service partners to be committed to supporting positive behaviour management and addressing problem behaviours as they arise. All staff members need to be 'on the same page' in prioritising a positive approach to behaviour management over a punitive one. Responses to the same behaviours need to be consistent across all units, all precincts and the whole system. Without this consistency, escalation to a serious incident is more likely⁸".

Recommendations made from the above findings within other jurisdictions included more consistency in the way young people are managed and additional training in the area of behavioural development.

Limited Coaching and Professional Development Opportunities

Training on the behaviour development framework and centre specific behavioural development models is referenced among some sessions of the induction training for new youth workers and is usually communicated to inductees during the practical aspects of training during shadow shifts with operational staff. Standalone sessions dedicated to these topics is not offered, although principles of behaviour support are closely aligned with trauma informed practice which has been embedded into all training modules.

CPT within the centres offer ad hoc training on behaviour support when requested and when this has occurred it has received great feedback. Feedback provided during previous inspections indicated a need for additional training in a range of areas, and a view that the training is usually better received when delivered by external providers.

Increased formalised training on strategies available both within policy and procedure as well as ongoing coaching and professional development opportunities (not limited to behaviour support unit staff) would assist in challenging some of the ideologies and give greater clarity on how to effectively deal with challenging behaviour. It has been found that some of the workforce issues and subsequent review of behaviour development at CYDC is an example of operational staff not being fully aware of their respective centre's positive behaviour support model and the strategies available to them to manage challenging behaviour. Further, staff who supervise or manage youth workers are expected to manage staff that may be struggling with applying principles of behaviour development however, this becomes problematic when some of the supervisory staff have not had professional development opportunities to expand their knowledge base regarding these topics or addressing instances where performance management is required. Further to this, supervisors

⁶ Armytage, P and Ogloff, J.AM (2017) Youth Justice Review and Strategy: Meeting needs and reducing offending, Victorian Government

⁷ Office of the Inspector of Custodial Services, Behaviour management practices at Banksia Hill Detention Centre (2017) Government of Western Australia

⁸ Armytage, P and Ogloff, J.AM (2017) Youth Justice Review and Strategy: Meeting needs and reducing offending, Victorian Government

stated that addressing issues in a timely manner does become complex due to varied rosters and large numbers of staff requiring supervision.

During consultation CYDC noted that it has a Roster Committee which was in place and operating during the inspection period. The committee, in consultation with management and workforce, has been reviewing and developing improvements to the roster in 4, 8 and 12 bed units. This process is still current, and a number of changes have already been implemented. Once the consultation is complete the processes of moving to a formal ballot will also be initiated.

The Inspectorate is aware of the challenges in taking staff offline to attend training, especially during periods such as the current time where there is a significant short staffing across both centres. Further, the Inspectorate has reviewed a new training package in partnership with the Queensland Police Service (Communication and Resolution Techniques – CART). This will be rolled out in the coming months with the view to have staff within all centres trained by April 2022. The focus of CART is specific to resolving challenging behaviour and responding to incidents. It covers practical communication techniques that are trauma informed and is closely aligned with restorative practice. It is anticipated this training package will contribute to enhancing staff skill in the area of behaviour management.

Finding 3:

Areas of opportunity remain in the implementation of behaviour development which is impacting on the model being operationalised as a whole of centre approach. Limited understanding among staff of centre specific behaviour development models, short staffing, conflicting ideologies and limited coaching and professional development opportunities are all impacting on a shared and consistent approach to behaviour development.

The Inspectorate acknowledges the work already being undertaken to alleviate short staffing. Further, it is hoped as trauma informed practice and restorative practice is further imbedded within the centres, and leadership training that will equip staff to better management performance has been introduced (all of which have been previous recommendations made by the Inspectorate and remain open and in progress), as well as the roll out of the new Communication and Resolution Techniques Training, a more shared and consistent approach to behaviour management will evolve.

While the Inspectorate acknowledges significant work in progress that will address some of the findings, increased understanding and consistency of practical application by Section Supervisors and Youth Workers is required.

Recommendation 3:

Stand-alone modules be created for induction training for the centre specific behaviour development models to enhance the practical training already in place to ensure consistency of practical application by Youth Workers.

Definition of complete:

This recommendation will be complete when:

- training modules specific to each detention centres' positive behaviour support model are included in induction training.*

Role of Communication and Psychology Teams (CPT) in Behaviour Development

CPT within both centres are pivotal in the behaviour management process, overseeing the development of behaviour support plans, guiding staff on effectively managing behaviour of individual young people through one on one conversations, forums and professional development. The youth detention philosophy acknowledges that young people in youth detention centres have a responsibility to manage their own behaviour in an appropriate manner; however, it is well documented that most young people in the youth justice system do not have the skills necessary or cognitive capacity to manage their behaviour due to a range of factors. Further, if a communication deficit in a young person in custody is not obvious, the young person's behaviour may be considered naughty or defiant, rather than the result of a communication challenge.⁹This may be compounded at CYDC given its predominantly Aboriginal and/or Torres Strait Islander population for whom English may be a second or third language.

Psychologists and speech and language pathologists within CPT provide individualised therapy and interventions to assist young people to increase the communication skills, understand and manage their own behaviour. In this regard, examples have been provided to the Inspectorate demonstrating the positive impact interventions offered by CPT have had on young people when an appropriate level of therapy can be provided.

Limited Operational Support for CPT

During the December 2020 Inspection, it was noted that members of CPT within CYDC had inadequate access to escorts which was significantly impacting on therapeutic service provision to young people, including those in intensive support units.⁷³⁽²⁾

Access to Escorts for CPT at CYDC had seen a mild improvement with the introduction of an Escort scheduling calendar in early March 2021. Inspectors were advised by leadership at CYDC that CPT have always had access to Escorts however, the recently introduced calendar has improved visibility of available escorts. This conflicts with information contained in monthly reports to leadership where the lack of access to escorts availability was communicated formally as far back as September 2020.

Below is an excerpt from the most recent monthly CYDC client services report demonstrating clinician capacity and sessions operationally supported as well as the reasons why some sessions were unable to be utilised:

⁹ Telethon Kids Institute, 2016

Clinician Capacity Compared to Availability of Escorting Staff

- As noted in previous monthly reports, the availability of operational staff who are able to escort YPs from their units to a private interview room space has had an ongoing impact on therapeutic service delivery within CYDC. This matter is one that has been raised with centre management several times, and data is being gathered as a way to provide supporting evidence of the team's need for a dedicated escort staff member.

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Client Services – Monthly Report

- In March, a new calendar system for booking escorting staff was implemented in the hopes of improving this issue amongst the various Client Services teams that use the escorting staff. Because this calendar system began on the 1st of March, the below information is provided so that the data from each month can be compared.

Clinician Capacity <small>(the maximum number of sessions that the clinicians are able to offer each month)</small>		Number of sessions that were operationally supported <small>(as escorting staff member successfully brought a YP to an interview room at the stipulated time)</small>		Percentage of clinician capacity that is being utilized <small>(Number of supported sessions divided by the clinician capacity number x 100)</small>	
Feb	Mar	Feb	March	Feb	Mar
115	124	28	35	24.35%	28.23%

- Due to the newly implemented calendar system, a more detailed breakdown of March statistics is provided in the table below.

March – Structured Day Booking System	
SLP clinician capacity	124
Sessions in calendar that were booked by CPT	43
Sessions that were available but could not be used <small>(see reasons below)</small>	28
Sessions that were successfully supported and utilized	35

Reasons why some available sessions were not able to be used:

- On many days, the only available time slot for CPT was from 3:00pm to 4:00pm. This time slot is undesirable, as there is a high risk of YPs refusing to attend, or taking part in Code [Prejudice security] behaviours while entering or exiting sessions in this time slot. The CPT has had three Code [] incidents, and one Code [] incident occur in March when sessions had been scheduled for this time. CPT does not wish to jeopardize the safety and security of the Centre or place an unnecessary burden on staff who respond to incidents by intentionally scheduling sessions during an identified high-risk period.
- The 3:00pm to 4:00pm time slot also coincides with staff break, meaning that it is unlikely that YPs on double escort conditions will be able to attend at this time.
- CPT is given second priority to the other teams that the escorts are shared with. Due to CPT having to wait for other teams to fill their time slots each day, CPT has had to forgo some of the remaining

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Client Services – Monthly Report

time slots due to other previously organized commitments such as meetings. This accounts for the majority of sessions that could not be used.

- The Thursday escort allocated to CPT is routinely used for Lives Lived Well, who use the most ideal time slots of the day. While the team is supportive of external stakeholders and their work, their use of the escort leaves a small window of available sessions for CPT to use.
- When the SLPs identified that they were not able to use an available time slot, this time was also offered to the CPT Psychologists. However, the Psychologists were also not able to use some of these time slots due to SRAT meetings at 10:30am and 2:00pm, and the administrative processes of SRAT filling most of their afternoons.

While the above example is specific to CYDC, feedback from a range of staff at BYDC indicates similar gaps in escort availability.

CPT within CYDC are currently only operating at 28.23% of clinical capacity due to operational constraints, therefore the ability for young people to access therapeutic support and interventions to develop skills and resources to improve communication skills and manage their own behaviour is significantly low. This is an area of considerable need in relation to behaviour management.

Finding 4:

Communication and Psychology Teams within CYDC are currently only operating at 28.23% of clinical capacity due to operational constraints and feedback from staff at BYDC indicate similar issues. The ability

for young people to access this form of therapeutic support and interventions to develop skills and resources to improve their communication skills and manage their own behaviour is being significantly hampered.

Recommendation 4:

Develop a strategy to increase the ability of CPT within both centres, to conduct therapeutic sessions to ensure young people receive therapeutic services as intended to support behaviour management.

Definition of complete:

This recommendation will be complete when:

- the percentage of clinical capacity within CPT at both centres and the delivery of scheduled therapeutic sessions consistently reaches above 70%.

Focus Area 3 – Incident Management

The Inspectorates’ focus on incident management looked specifically on the efficiency of incident response including the number of staff responding and how an ‘audience’ may affect the duration and severity of an incident and potential trauma to young people. The Inspectorate acknowledges that the majority of incidents at both detention centres are managed safely and efficiently with effective verbal de-escalation and also noted progress in relation to incident controller training and has made a recommendation to consider the efficient use of staff and equipment when developing a new training package as well as considering opportunities to efficiently manage incidents to minimise impacts on centre operations and young people and staff safety.

Incident Response

Both centres follow the policy in the YDCOM (Chapter 3) in relation to the incident management requirements including preparedness of establishing an incident controller (Shift or Section Supervisor) and assigning primary and secondary response staff and debriefing and review processes (immediate staff debrief and detailed panel review (BYDC Incident Review Group and CYDC Significant Even Review Panel) as covered in previous reports). Both centres also make an effort to identify incidents where Restorative Practice (RP) can be of use during incident review but, this service will be limited until more staff can be trained in RP (as recommended in March 2020 – Rec 3 and 4) as there is only one RP Coordinator at each centre. During consultation CYDC noted that it is nearing 100% attainment in RP training for staff.

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Incident Controller Training

Both detention centres acknowledge the need for increased incident controller training and both centres are planning to deliver this training in consultation and guidance by QPS.

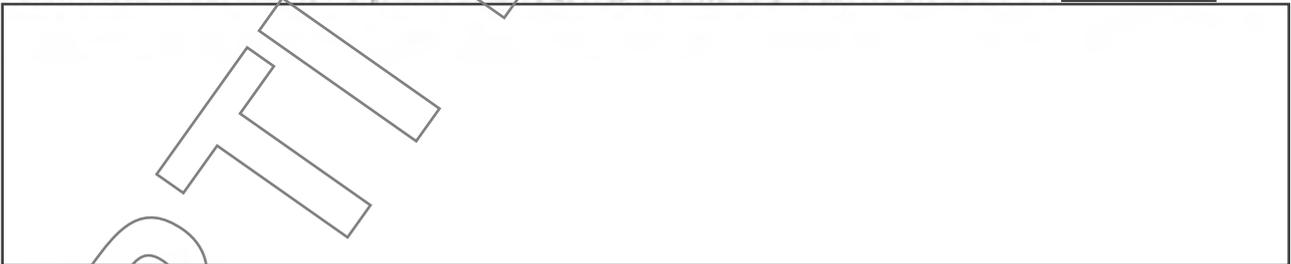
CYDC had also commenced a forum with QPS in February to enhance working relationships between the agencies as part of the current commitment from government regarding the Youth Justice and QPS reform agenda. These forums are planned to continue monthly involving CYDC management, Townsville Prison (QCS), and Chaired by Chief Super Intendant QPS of Townsville.

Incident Response (Audience Effect)

Both centres have had incidents where large numbers of responding staff remain at the scene when they are no longer required which can affect the staff ratio in multiple accommodation sections resulting in young people being separated in their rooms for longer than necessary and/or missing school or programs. Further, other possible negative consequences of having a large number of staff, visibly surrounding young people during incidents may include:

- Young people feeling cornered and becoming more aggressive/escalated
- Young people wanting to feel in control and maintaining bravado in an avoidance to 'give in' and/or 'lose face' in front of a crowd
- Possibility of prolonging/escalating an incident and further damage to property through young people 'putting on a show' and observing the resulting escalation in response (e.g. PPE and generator floodlight deployment – Note that "portable light towers" are authorised as standard night light equipment, purchased to support the safety of young people and staff during incidents in the dark, as well as to support safe construction during night works)
- Creating a target (surrounding staff with or without PPE including shields) for young people to throw objects at and cause possible injury, particularly during roof incidents where access to makeshift weapons and projectiles can be gained (although CYDC noted during consultation that depending on the incident, an inner and outer cordon may need to be established to contain it)
- Additional trauma to young people being restrained both mechanically (handcuffs) and physically by multiple staff in front of a crowd.

A review of footage at both centres shows this issue to be more frequent at CYDC. The following examples were observed in random body worn camera (BWC) footage at CYDC, demonstrate this.



CYDC Example 1



The Inspectorate notes QPS advice regarding the use of staff to establish an 'inner and outer cordon' to contain an incident which may explain the high number of staff,

however, incidents such as these should be reviewed during future training packages to consider the efficient use of staff proportionate to the threat.

CYDC Example 2 - Sch3(12)(1)

CYDC Example 3 -

CYDC Example 4 -

Finding 5:

Both centres have had incidents where large numbers of responding staff remain at the scene when no longer required which can affect the staff ratio in multiple accommodation sections resulting in young people being separated in their rooms for longer than necessary and/or missing school or programs.

Further, other possible negative consequences of having a large number of staff, visibly surrounding young people during incidents may include:

- Young people feeling cornered and having to fight their way out
- Young people wanting to feel in control and maintaining bravado in an avoidance to 'give in' and/or 'lose face' in front of a crowd
- Possibility of prolonging an incident and further damage to property through young people 'putting on a show' and observing the escalation in response (e.g. PPE and generator light deployment)
- Creating a target (surrounding staff with or without PPE including shields) for young people to throw objects at and possible injury, particularly during roof incidents where access to makeshift weapons and projectiles can be gained
- Additional trauma to young people being restrained both mechanically (handcuffs) and physically by multiple staff in front of a crowd.

Recommendation 5:

- Planned Incident Controller training developed in consultation with QPS includes content regarding the efficient use of staff and equipment to minimise the duration and severity of incidents.*
- Incident review, in addition to focusing on causes and preventative measures leading up to an incident, also focuses on the management throughout the entirety of the incident to identify opportunities to efficiently manage incidents to minimise impacts on centre operations, young people and staff safety.*

Definition of complete:

This recommendation will be complete when:

- *Incident Controller training which considers the efficient use of staff and equipment has been delivered to staff who are assigned as Incident Controllers*
- *Incident review documentation considers the efficient use of staff and equipment and details areas for improvement.*

Increase in Incidents (SR, Running and Climbing)

SR Attempts and Threats

It was communicated and evident to Inspectors through observations that in response to short staffing related separations and limited movements across the centres, young people were venting their frustration by causing incidents. This is noted as a common symptom of high numbers of detainees/prisoners and short staffing in other jurisdictions and is not particular to Queensland youth detention centres. Analysis of DCOIS data, shows increases this financial year in SR attempts (note that 'attempts' have reduced at BYDC) and threats at both centres, with more noted at CYDC. Table 1 (BYDC) and 2 (CYDC) below, show the number of SR attempts and threats compared to staff shortage incidents, however, whilst SR incidents appear to correlate at some points over time, a clear link with staff shortages can't be made.

SR 'Attempt', DCOIS code 302 is used for example if a young person has verbally threatened self-harm and/or punch, head butted a wall causing an injury.

SR 'Threat', DCOIS code 303 is used for example a young person has attempted to tie a ligature around his/her neck and is threatening self-harm, no injury has occurred.

CYDC Staff shortage and SR incidents 2019-2021

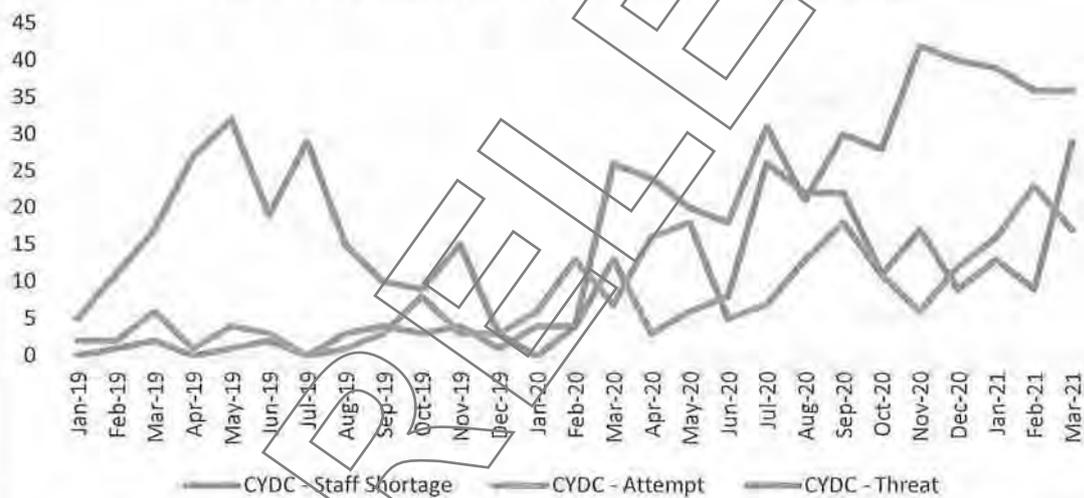


Table 2 – CYDC shows a loose correlation between Staff Shortages and SR attempts and threats during some periods and increases from Nov-20 for threats and a sharp increase of attempts from Feb-Mar-21

Running (Code and Climbing (Code Incidents

Inspectors were advised that after long periods of remaining in section or in their rooms, when the opportunity presents, young people will attempt to release energy through Code and Code incidents. Code incidents usually last longer and can be a passive protest, or result in damage to property. Reasons can include, for example but not limited to; not wanting to go back to section for another lockdown and protesting decisions made around movements or pending/recent court outcomes.

Analysis of DCOIS data, shows increases in running and climbing incidents at both centres. Table 3 below, shows the number of running and climbing incidents compared between centres with both showing a correlated increase in relation to staff shortages for the March 2021 quarter, some peaks in previous periods across the chart appear to correlate at times but, a clear determination can't be made. It could also be suggested that if young people are frequently separated in their rooms, this would limit the opportunity to be involved in a running/climbing incident outside of the section, hence, limited correlation of data.

However, staff are reporting that when the chance arises, young people are taking this opportunity.

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Almost all of the CYDC incidents involved climbing and therefore, were not separated in the table)

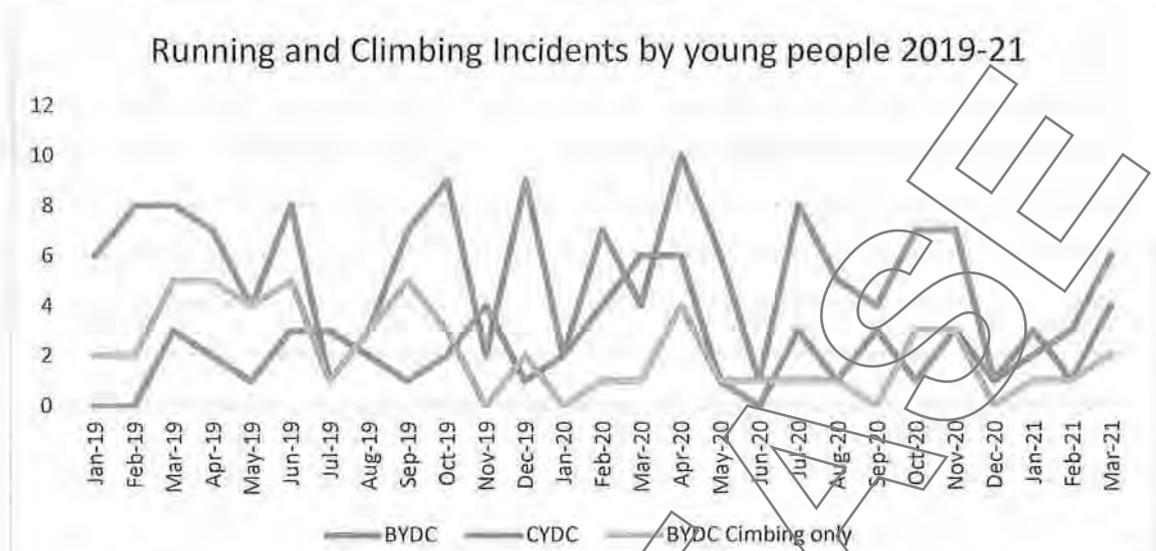


Table 3 – Although this table shows an increase in running and climbing incidents at both centres as at March 2021, this is consistent with historical increases/decreases and not abnormally high when compared over two years.

Other Observations and Issues

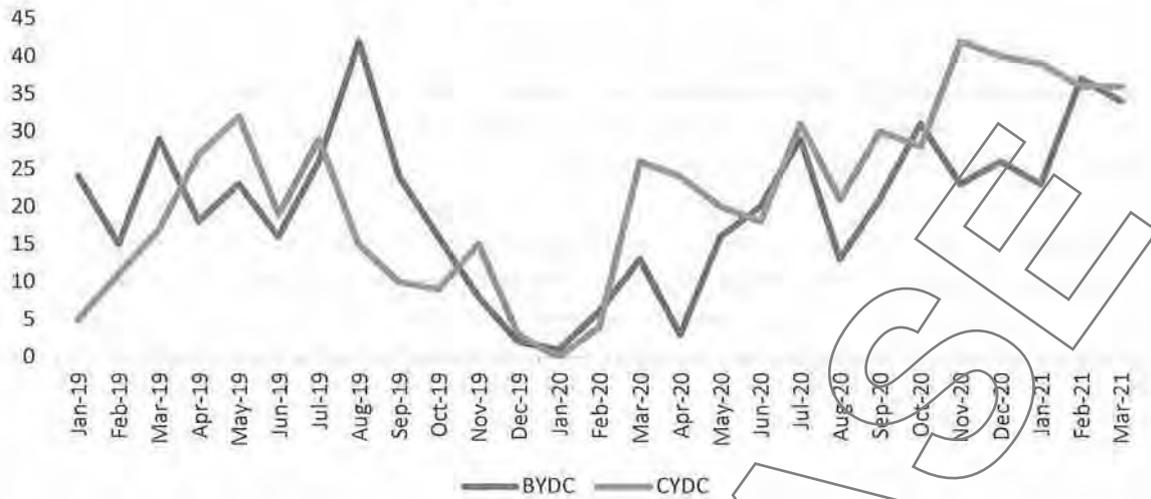
Other observations and issues noted during this inspection include short staffing as a result of absenteeism and demand for staffing to facilitate Medical LOA, 1:1 SR observations and other security supervision requirements, and the affects this has on all aspects of centre operation including education and programs attendance, incidents (as detailed in the Focus Area 3 – Incident Management) and health services. Also included is the issues around damaged body worn cameras which appears to be a manufacturing fault.

Both issues identified are known to executive management within the detention centres and the department. Inspectors were advised during consultation that actions are already underway to address these issues at the Director-General level.

Short Staffing

Short staffing continues to be a major issue at both detention centres, with staff shortage incidents being recorded across multiple accommodation sections almost daily as shown in the tables below.

Staff shortage incidents 2019-2021



Number of Staff Shortage Incidents Recorded in DCOIS		
Month/Year	BYDC	CYDC
Jul-19	s73(2)	23
Aug-19		15
Sep-19		10
Oct-19		9
Nov-19		15
Dec-19		3
Jan-20		0
Feb-20		4
Mar-20		26
Apr-20		24
May-20		20
Jun-20		18
Jul-20		31
Aug-20		21
Sep-20		30
Oct-20		28
Nov-20		42
Dec-20		40
Jan-21		39
Feb-21		36
Mar-21		36

In addition to reasons mentioned in previous reports (June and September 2020) for ceasing employment, e.g. termination, blue card issues and the majority being resignations due to being unsuitable for the job and different expectations, other reasons for the exacerbated short staffing and absenteeism at both centres include:

- staff (from both centres) have transferred to take up employment at WMYDC
- inexperienced staff – e.g. lack of rapport with young people, not being confident in setting boundaries and addressing poor behaviour, hesitant to apply physical interventions
- fatigue – for the staff who continue to attend work, doing multiple overtime shifts, managing the dynamic of inexperience, incidents and separations

- suspected manipulation of the sick-leave and overtime system ('double dipping' – calling in sick and receiving paid 'sick leave' for a scheduled shift/s, then accepting to work overtime shifts for at an increased pay rate (question raised that if staff don't work a scheduled shift, why would an alternate shift be considered overtime when no additional time is being worked?). This practice is anecdotally reported as being most common among Youth Workers rather than supervisors/managers who are responsible for specific areas
- high numbers of staff, 90 at BYDC, 40 at CYDC (some of who are suspected of manipulation) on Workcover – currently 100% pay calculated on average earnings for up to six months. Shortly after returning to work, some staff are getting 're-injured/traumatised' and this is suspected to be taken advantage of in some cases, particularly for those staff who have worked excessive over-time with a high average earning.

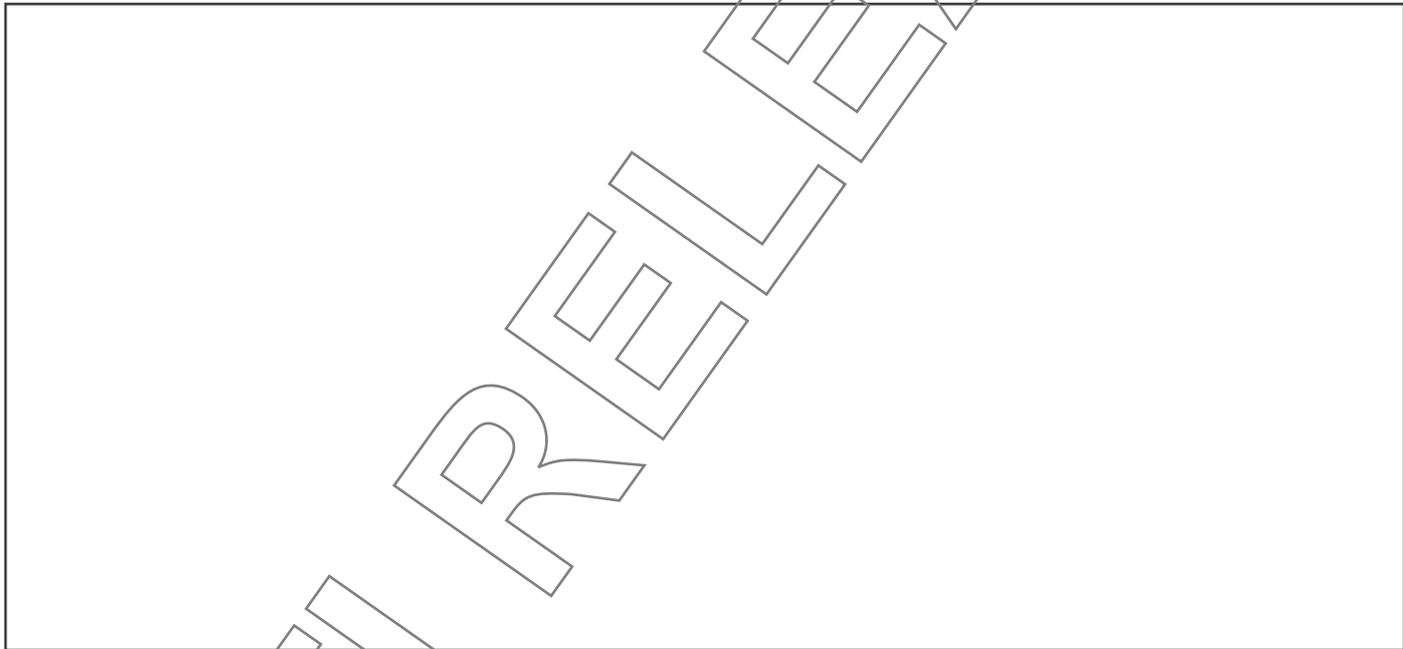
It is suspected the reasons above create a cycle of more staff shortages and negative behaviours exhibited by young people resulting in even less staff willing to come to work which then leads to more incidents, injuries and Workcover claims. These issues also result in excessive fatigue amongst the staff who continue to attend work. It is acknowledged that local efforts are being made to manage absenteeism and that strategies to address this issue are being considered at the highest level of the department, however, it has been speculated that this process may result in continued staff shortages (while inappropriate staff behaviour is addressed) before results can be seen.

Further, in regards to behaviour around absenteeism, inspectors have been advised by managers that staff may accept an overtime shift in a certain section and on arrival, receive advice (either via messaging apps from peers prior to, or on entry to the centre) of being redeployed to a different area, or working with staff they don't like, then turning around in the carpark, or suddenly becoming ill and going home.

Staff shortages often result in separation (2-12 hr requiring ED approval under s21 of the YJR) of young people who remain in their rooms for most of the day, depending on staff ratio, this can result in only a few hours per day outside of their room. Other impacts on services and young people when the centres are short staffed include:

- missed/delayed medical appointments – although immediate health needs of young people are prioritised, other less critical appointments can be missed due to unavailable escort staff. This can then develop into an critical health issue requiring immediate treatment via medical LOA, possibly resulting in further staff shortages while escorting staff leave the centre to accompany the young person to hospital
- self-harm threats and attempts (detailed in Focus Areas 1 and 3) - it can be common for young people to make self-harm threats in an attempt to manipulate the process in the belief that 1:1 observations will and allow them out of their room or even just someone to talk to, however, advice is being communicated to young people that this is not the case as they will still stay in their room with a staff member at the door observing them. CYDC NQAFMS confirmed that SR assessments have increase due to short staffing related separations (confirmed by data in Focus Area 3), however, referrals are often deemed low risk during the assessment process
- missed SR observations (detailed in Focus Area 1) – examples have been provided by section staff to inspectors where during 'Night Mode', there only one staff member in between two sections, having to get each young person (a total of up to 16 young people e.g. 8 young people per section, supervised by one staff member in the middle office/s) out individually (due to ratio) for example, to make phone calls. Allowing enough time for phone calls, maintaining observations and supervising the young people is extremely difficult, possibly resulting in an incident when a young person misses out on a phone call or has to end a call early.

- referrals to the BSUs - CYDC CPT has reported increased requests from young people wanting to reside in the BSUs (accommodating a maximum four young people), as the higher staff/young person ratio in a BSU will allow them more out-of-room time
- limited school and program attendance:
 - o CETEC (CYDC) – School attendance 30% - DoE and CYDC Leadership are currently workshopping on ways to deliver classes in sections, however, success will still be subject to staff ratio
 - o ⁷³⁽²⁾
 - o Programs – extremely difficult to plan both internal and external facilitators to deliver programs due to the unpredictability of when staff will actually attend the workplace (example at CYDC during inspection on Tuesday 9 March, the centre was almost fully staffed which would allow delivery of programs, however, this is not known until the day and impossible to plan for the following day).



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Appendix B – CYDC Recommendations Register

as at March 2021

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
September 2018 Recommendations (CYDC)		
<p>September 2018 - Rec 5 (Program and Education Attendance)</p> <p>The Inspectorate recommends that YDOR and CYDC devise a clear and transparent way to record program attendance in line with intended improvements to education attendance recording, and which permits individual and group data analysis of delivery and outcomes.</p>	<p>YDOR has proposed to close this recommendation.</p> <p>Tranche 1 of Unify is currently scheduled for March 2021.</p> <p>This work is ongoing, and the system will be available for review as part of ongoing 2021 Inspection reports.</p>	<p>Recommendation remains Open</p> <p>The Inspectorate notes the intention to deliver the program attendance tracking function in Tranche 1 of Unify and will continue to monitor this recommendation until this feature is available.</p> <p>CYDC Client Services and DoE-CETC have confirmed this data is being recorded, However, programs tracking, and attendance is recorded separately across different units (e.g. Development, Sport and Recreation and Cultural Unit) and there is a need for a centralised coordination point. The Inspectorate is advised by CYDC staff involved in tracking program attendance, that this data is difficult to collect when requested by YDOR.</p>
June 2019 Recommendations (CYDC)		

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference BYDC June 2019 – Rec 3</p> <p>It is recommended that both centres develop reintegration plans for suitable young people on long-term remand, using a common risk assessment tool to assess the appropriateness of reintegration LOAs and other reintegration activities as part of these plans.</p>	<p>This recommendation remains in progress</p>	<p>Recommendation remains Open</p> <p>Reintegration planning is still only available for sentence young people; however, the Independent Living Units can accept young people on long-term remand to provide reintegration opportunities on centre.</p> <p>Noting YDOR update on implementation actions, this recommendation remains open</p>
<p>September 2019 Recommendations (CYDC)</p>		
<p>September 2019 - Rec 2 (Search Practice Review) – Cross reference BYDC September 2019 – Rec 3</p> <p>The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.</p>	<p>This recommendation remains in progress.</p> <p>This work has been delayed due to COVID-19. This project remains a priority project for 2021.</p>	<p>Recommendation remains Open</p> <p>Noting YDOR update on implementation actions, this recommendation remains open.</p>
<p>March 2020 Recommendations (CYDC)</p>		

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>March 2020 - Rec 3 (Restorative Practice – Central Oversight and Implementation) – Cross reference BYDC March 2020 – Rec 3</p> <p>It is recommended that centralised oversight is established to enable strategic direction and formalisation of processes and monitoring to ensure outcomes are achieved, integrity and best practice is maintained, and Restorative Practice is fully implemented within the detention centres.</p>	<p>YDOR has proposed to close this recommendation.</p> <p>Consideration to close this recommendation given the establishment of the RP Community of Practice.</p> <p>The Restorative Practice Community of Practice has been established to enhance practice and leadership by maintaining connections, engaging in professional development opportunities and obtaining current information about policy, innovative programs and key departmental projects in order to enhance practice.</p> <p>To meet this purpose, it is intended that the Community of Practice reference group will discuss, problem-solve and collaborate on key issues including quality assurance, practice issues, strategic direction, program effectiveness, cultural responsiveness, ethical considerations and communication strategies.</p> <p>A review of the policy will be coordinated as part of a planned schedule of reviews.</p>	<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the work completed by the RP coordinators within both centres in continuing to promote and embed RP within the centres within the constraints of resourcing and service demand.</p> <p>Restorative Practice (RP) Coordinators at both centres have recently joined the Restorative Justice (RJ) Community of Practice consisting of RJ practitioners within youth justice across the state.</p> <p>While the community of practice offers peer support and exchanging of practice experiences and information, it is not specific to RP and consultation is still occurring to develop more formalised centralised oversight for RP.</p> <p>The Inspectorate was advised a process driven by the RP Coordinators at each centre is in currently being undertaken to develop an RP specific Advisory Committee. A Terms of Reference for the committee has been developed and is currently in the approval process. The Inspectorate was provided with the following information from the RP Coordinators regarding the RP Advisory Committee:</p> <p><i>"Practice inconsistencies have the potential to create harm to young people, staff or any other participants in Restorative Practices across our organisation. An RP advisory committee would ensure best practice and the integrity of RP principles are maintained throughout Youth Justice.</i></p> <p><i>The advisory committee would include experienced RJ practitioners, The Youth Detention RP Coordinators, The RP Practice Support Team and members of the Youth Detention Cultural Unit to come together on a monthly basis to discuss RP within Youth Detention and across the organisation. Other expert guests and participants may be invited as required".</i></p> <p>It is anticipated the establishment of the Advisory Committee coupled with the actions in progress will meet the requirements of the recommendation. Given the</p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
		Advisory Committee has not yet been established, this recommendation will remain open for verification in December 2021.
<p>March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) – Cross reference BYDC March 2020 – Rec 4</p> <p>It is recommended that Restorative Practice and Trauma Informed Practice training is prioritised to ensure all staff, including executive and management at BYDC and CYDC attend the two-day Restorative Practice General Training at a minimum, and Trauma Informed Practice training when available. Additional initiatives to further embed Restorative Practice and Trauma Informed Practice as a way of working may include:</p>	<p>YDOR has proposed to close this recommendation.</p> <p>Trauma Informed Practice and Restorative Practice is included in induction and mandatory competency training. Non-operational staff are also encouraged to participate. In addition, dedicated resources have been made available to review existing training packages as part of WMYDC establishment.</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 5 months prior. This coupled with restrictions associated with COVID-19 have had a significant impact on group based and in person training and accreditations to become RP facilitators. The Inspectorate attributes the absence of RP training and accreditations for existing staff, including leadership teams since March 2020 to these factors.</p> <p>2-day RP training is offered within the inductee training for new staff and the Inspectorate was advised that there is a plan to include RP training as part of the Mandatory Competency Training for operational staff moving forward.</p> <p>Trauma Informed Practice Training is still offered at BYDC with a standalone 1-day TIP package within the inductee training. In addition to this work was recently completed by the central learning and development unit to adapt current training packages to incorporate and embed principles of trauma informed practice throughout the training and materials.</p> <p>Due to the implementation actions in progress (training and accreditation for existing staff and leadership teams) this recommendation will remain open for verification in December 2021.</p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<ul style="list-style-type: none"> Identifying suitable staff to attend the two-week Restorative Justice Accreditation Training (adapted for detention centres) and mentoring phase to become skilled in facilitation of formal Restorative Practice meetings within a detention centre. Designated 'out of ratio' staff members (e.g. Section Supervisors) who are trained in facilitating Restorative Practice meetings who can imbed Restorative Practice techniques as daily routine in each unit and run Restorative Practice meetings. Cultural Liaison Officers and staff assigned to suitable duties, where appropriate, are trained in the facilitation of formal Restorative Practice meetings. 		
June 2020 Recommendations (CYDC)		

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Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>June 2020 - Rec 1 (Inter-Departmental Collaboration – Mental Health and Disabilities Services) – Cross reference BYDC June 2020 – Rec 1</p> <p>It is recommended that continued discussions occur with the relevant agencies (Youth Justice, Queensland Health, NDIA, Department of Education and Department of Child Safety) to continue to develop an integrated and coordinated partnership approach to addressing health and developmental needs (specifically in the context of neurodevelopmental impairment/disability) of young people within the youth justice system, particularly high risk young people and resolving current barriers in service provision.</p> <p>It is further recommended that Youth Detention Operations explore opportunities to improve communication and continue to build on and develop relationships across agencies to enhance the provision of paediatric services and</p>	<p>This recommendation remains in progress</p> <p>The work currently being undertaken in relation to assessments and intervention with young people identified as having complex needs, will continue. It is further noted that the CYDC NDIA Justice Liaison Officer (JLO) commenced onsite support to the Centre on Thursday 27 August 2020. The JLO will be based within Client Services one day per week to provide support to all stakeholders within the Centre, including Queensland Health, MHATODS, NQAFMHS, Child Safety, Education Queensland etc, as required. Our Community Visitor has been advised and is particularly supportive of this initiative.</p> <p>This is an area where continued improvements are made in terms of improved integration and coordination across relevant stakeholders.</p> <p>The Behaviour Support Team complete assessments to identify neurodevelopmental impairments and disabilities. Referrals are received from Queensland Health, NQAFMHS, Education Queensland, Child Safety etc. Assessment outcomes are often used to support NDIS applications and community funding. It is acknowledged that there is a waitlist of referrals, which can be impacted by staffing capacity and time spent in detention.</p> <p>Diagnoses details are also provided by other agencies to the Client Services teams, to assist</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 3 months prior, therefore opportunities to implement actions associated with the recommendation would have been limited.</p> <p>Regarding local actions, the NDIS Justice Liaison Officer position has commenced and attends the centre on a weekly basis.</p> <p>While Behaviour Support Team have the clinical capacity to undertake comprehensive assessments and interventions to support young people with developmental needs, there are current barriers to enable service provision for these young people due to short staffing within the team and limited access to escort staff to escort young people to private spaces to conduct sessions. Leadership are aware of this issue and have advised the Inspectorate this is in the process of being addressed.</p> <p>The Inspectorate has reviewed information contained in minutes from interdepartmental steering committee meetings since the recommendation was made and there does not appear to be content specific to actions relating to this recommendation.</p> <p>The Inspectorate is awaiting advice regarding cross agency senior executive level conversations that may have occurred in relation to the development of an integrated and coordinated partnership approach.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p> <p>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (supersedes March 2019 - Rec 7) where the Inspectorate recommended that:</p> <p><i>Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related</i></p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
comprehensive neurodevelopmental assessments.	with tailored supports while in detention and post-release.	<p><i>to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may include, for example:</i></p> <ul style="list-style-type: none"> • <i>contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme psychological/behavioural needs;</i> • <i>providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered to work with young people with these diagnoses; and</i> • <i>accommodating young people with specialised needs differently from the general youth detention population, with access to education and/or programs separate from other young people.</i>
<p>June 2020 - Rec 2 (Case Planning - Cross Agency Information Sharing) – Cross reference BYDC June 2020 – Rec 2</p> <p>It is recommended that Youth Detention and Operations conduct a review of interagency and external communication methods and procedures and implement necessary changes to improve communication across agencies to ensure all relevant information can be considered in intervention and case planning for young people.</p> <p>It is further recommended that Youth Detention and Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to improve coordination and</p>	<p>This recommendation remains in progress</p> <p>The work currently being undertaken in relation to assessments and intervention with young people identified as having complex needs, will continue. It is further noted that the CYDC NDIA Justice Liaison Officer (JLO) commenced onsite support to the Centre on Thursday 27 August 2020. The JLO will be based within Client Services one day per week to provide support to all stakeholders within the Centre, including Queensland Health, MHATODS, NQAFMHS, Child Safety, Education Queensland etc, as required. Our Community Visitor has been advised and is particularly supportive of this initiative.</p> <p>This is an area where continued improvements are made in terms of improved integration and coordination across relevant stakeholders.</p>	<p>Recommendation Remains Open</p> <p>The Inspectorate acknowledges at the time of inspection the recommendation had only been accepted approximately 3 months prior, therefore opportunities to implement actions associated with the recommendation would have been limited.</p> <p>The Inspectorate is awaiting updates in relation to the review of case management of a young person by the business analyst.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>collection of information to guide more effective case planning to better support the holistic needs of young people.</p> <p>Whilst the Inspectorate acknowledges constraints within the current client information system, it is further recommended that feedback is provided to the business liaison officer for the new upcoming information system regarding improvements to be made to centralised recording of confirmation and outcomes of assessments and testing (if relevant) for intervention and case planning with young people.</p>	<p>The Behaviour Support Team complete assessments to identify neurodevelopmental impairments and disabilities. Referrals are received from Queensland Health, NQAFMHS, Education Queensland, Child Safety etc. Assessment outcomes are often used to support NDIS applications and community funding. It is acknowledged that there is a waitlist of referrals, which can be impacted by staffing capacity and time spent in detention.</p> <p>Diagnoses details are also provided by other agencies to the Client Services teams, to assist with tailored supports while in detention and post-release.</p>	<p style="text-align: center; font-size: 48px; opacity: 0.2; transform: rotate(-15deg);">RELEASE</p>
<p>June 2020 - Rec 3 (Workforce Capability – Managing Complex Behaviours) – Cross reference BYDC June 2020 – Rec 3</p> <p>It is recommended that Youth Detention and Operations engage with and address the full results of the UQ survey once finalised, and explore training and professional development opportunities for all operational and professional staff</p>	<p>This recommendation remains in progress.</p> <p>The UQ survey as referenced within this recommendation is not finalised and yet has not been made available to DYJ.</p>	<p>Recommendation Remains Open</p> <p>Survey results are not yet available. The UQ research team advised in late October that a draft manuscript is currently under development and will be completed and shared with YJS by the end of the year.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2021.</p> <p>Note: The training element of this recommendation is closely related to March 2019 Inspection Report (supersedes March 2019 - Rec 7) where the Inspectorate recommended that:</p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.		<p>Youth Detention and Operations in consultation with relevant government departments develops multi-agency strategies to respond to the needs of young people with high risk behaviours related to issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may include, for example:</p> <ul style="list-style-type: none"> • contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme psychological/behavioural needs; • providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered to work with young people with these diagnoses; and • accommodating young people with specialised needs differently from the general youth detention population, with access to education and/or programs separate from other young people.
September 2020 Recommendations (CYDC)		
<p>September 2020 - Rec 1 (Complaints Correspondence in 'Easy English) – Cross reference BYDC September 2020 – Rec 3</p> <p>As part of the existing program of work by the Senior Speech Language Pathologist, a resource guide on preparing 'Easy English' correspondence for young people be developed and available for use by MCRs and other staff as required.</p>	<p>The Senior Speech Language Pathologist will develop a resource guide on preparing 'Easy English' correspondence for young people for use by Managers Client Relations and other staff as required.</p> <p>Date for Completion: March 2021</p>	<p>N/A September 2020 recommendations are to be monitored in the December 2021 verification inspection.</p>

Inspection Period and Recommendation	YDOR Implementation Actions	YDI Observations and Status from December Quarter 2020 Verification (30 November to 4 December 2020 Inspection)
<p>September 2020 - Rec 2 (Section Supervisor Training and Mentoring) – Cross reference BYDC September 2020 – Rec 4</p> <p>that opportunities be explored for specific Section Supervisor training modules, with a focus on leadership and role clarity, to be available on-line and in a self-paced format ensuring easy and consistent access, irrespective of staffing pressures or experience levels of supervisors.</p> <p>Further, as an ongoing initiative, it is recommended that section supervisors be prioritised to deliver training to new inductees as a resource-effective method for establishing a shared understanding of what is taught in inductee training and consistent application of practice.</p>	<p>YDOR will communicate with YDCs about this recommendation; and work with YDCs and with Youth Justice Capability and Learning to determine whether any changes to the content and delivery method of the existing package are required to enhance it in line with the recommendation.</p> <p>Date for Completion: June 2021</p>	<p>N/A September 2020 recommendations are to be monitored in the December 2021 verification inspection.</p>
<p>1 Recommendation was made in December 2020 inspection report and will be added to this register once approved by the Director-General</p>		

Appendix D – CYDC Issues Register

As at March 2021

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YDOR	YDI review comments
No Current Issues as at March 2021 (CYDC)					

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COMPLAINTS REPORT 1 July to 30 September 2020

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
73(2)																

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73(2)									
CYDC	<input type="checkbox"/> 20			<p>_____ alleged that staff member _____ used excessive force _____</p>	Category 2	Referred to Professional Standards Unit for investigation.	Investigated and unsubstantiated - vexatious	Closed	<input type="checkbox"/> 20
CYDC	<input type="checkbox"/> 20			<p>_____ alleged that staff member _____ used excessive force _____</p>	Category 1	<p>_____ did not make a complaint to the centre, however, given that the issue relates to the use of force, manager client relations conducted a review of the Incident Report and GFC/BWC footage.</p> <p>_____ complaint to be withdrawn.</p>	Investigated and unsubstantiated - general	Closed	<input type="checkbox"/> 20
73(2)									
CYDC	<input type="checkbox"/> 20	Sch3(12)(1) / Third party personal information		<p>_____ alleged that staff member _____ physically assaulted _____</p>	Category 3	<p>_____</p> <p>This matter was also referred to the Professional Standards Unit on _____ 2020.</p>	Under Investigation		
73(2)									

CVDC	20	Sch3(12)(1) / Third party personal information	[redacted] alleged that staff physically assaulted [redacted]	Category 3 Given the complaint relates to the use of force the matter has also been referred to the Professional Standards Unit for investigation.	Open		
73(2)							
CVDC	20	Sch3(12)(1) / Third party personal information	[redacted] alleged that a staff member used excessive force [redacted]	Category 2	No investigation - management action undertaken to resolve	Closed	20
CVDC	20	Sch3(12)(1) / Third party personal information	[redacted] alleged that staff members used excessive use of force [redacted]	Category 3 Matter referred to Professional Standards Unit on [redacted] 2020.	Investigated and unsubstantiated - general	Open	
73(2)							

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Existing Complaints

File 03

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
73(2)															
Cleveland Youth Detention Centre		17								alleged that [redacted] used excessive force [redacted]	Category 3	Matter has been referred to Professional Standards Unit for investigation. Sent to CCC for assessment. Ongoing - discipline process.	Closed	Investigated and unsubstantiated - general	
73(2)															
Cleveland Youth Detention Centre		18									Category 3		Closed	Investigated and unsubstantiated - general	
73(2)															
Cleveland Youth Detention Centre		19									Category 3	Referred to Professional Standards Unit on [redacted] 19. Ongoing - Investigative report being quality assured.	Open		
Cleveland Youth Detention Centre		19								alleged [redacted] was ground stabilised [redacted]	Category 3	Referral made to Professional Standards for further assessment and advice. Professional Standards had devolved the matter to the centre [redacted] under investigation.	Open		
Cleveland Youth Detention Centre		19									Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards conducted an assessment and highlighted some issues of concern. Third party personal id [redacted]	Open		
73(2)															
Cleveland Youth Detention Centre		19									Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards is currently undertaking an investigation into this matter. Under investigation	Open		
73(2)															
Cleveland Youth Detention Centre		19									Category 3	Referred to Professional Standards on [redacted] 19. Professional Standards referred the complaint back to local management action to be undertaken by the centre.	Closed	Investigated and substantiated - general	
Cleveland Youth Detention Centre		20								ground stabilised.	Category 3	Matter was referred to Professional Standards Unit for investigation. Ongoing - delegate yet to make a decision on management	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre		2020								alleged that a staff member assaulted [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre		20									Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
Ongoing - under assessment															
73(2)															
Cleveland Youth Detention Centre		20									Category 2	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - vexatious	
Ongoing - under assessment															
73(2)															

Cleveland Youth Detention Centre	[redacted] 20	Sch3(12)(1) / Third party personal information	incorrect force [redacted] alleges that staff member [redacted] used	Category 3	Matter was referred to Professional Standards Unit for investigation. Actions undertaken: management to determine actions to be undertaken Third party personal information	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	[redacted] 20		[redacted] alleged that staff member [redacted] using [redacted] force [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - vexatious	
Cleveland Youth Detention Centre	[redacted] 20		[redacted] ground stabilised by staff member [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open	Open	
Cleveland Youth Detention Centre	[redacted] 20		[redacted] staff member [redacted] alleged [redacted] used excessive force [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - vexatious	
Cleveland Youth Detention Centre	[redacted] 20		[redacted] alleges that excessive force was used [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - vexatious	

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Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
as at November 2020

DCOIS Complaint number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	17	CYDC	Sch3(12)(1) / Third party personal information		FINALISED - Unsubstantiated - No further action taken
73(2)					
	18	CYDC	Sch3(12)(1) / Third party personal information		PARTIALLY SUBSTANTIATED - Third party personal information
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		Ongoing - Investigation report provided to the delegate for consideration
	19	CYDC			UNDER INVESTIGATION
	19	CYDC			ONGOING
	19	CYDC			UNDER INVESTIGATION
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Delegate endorsed local management action. Third party personal inform
73(2)					

73(2)			
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	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Delegate yet to make a decision on management
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73(2)			
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	20	CYDC	Sch3(12)(1) / Third party personal information	FINALISED - UNSUBSTANTIATED
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	20	CYDC		ONGOING - <input type="text"/>
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73(2)			
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	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Delegate yet to make a decision on management
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73(2)			
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	20	CYDC	Sch3(12)(1) / Third party personal information	FINALISED - UNSUBSTANTIATED
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73(2)

	20	CYDC	Third party personal information	ONGOING - Delegate yet to make a decision on advice provision
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73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment
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*The particulars of staff members have been provided as a requirement under section 39 of the Youth Justice Regulation 2016. Please treat this information confidentially.

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Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
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File 04

73(2)																
<h1>RTI RELEASED</h1>																

RTI RELEASE

CYDC	20	Sch3(12)(1) / Third party personal information		Category 2	Referred to Professional Standards Unit for investigation.		Open		
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CYDC	20	Sch3(12)(1) / Third party personal information		Category 2	Referred to Professional Standards Unit for investigation.		Open		
CYDC	20	Sch3(12)(1) / Third party personal information		Category 1	Third party personal information	No investigation - management action undertaken to resolve	Closed	15-Feb-21	
					Sch3(12)(1)				

73(2)

CYDC	20	Sch3(12)(1) / Third party personal information			alleged that staff members used excessive force	Category 3	Referred to Professional Standards Unit for investigation.	Open	
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73(2)

*Disclaimer: The particulars of these staff members have been provided as a requirement under s.35(1)(d) of the Youth Justice Regulation 2016. At this stage, the citation is a reasonable suspicion. An investigation and/or disciplinary process has not been conducted, and therefore the staff member has not yet been afforded natural justice in this process as required under the Public Service Act 2008. Please treat this information with confidentiality.
 Note: The M column represents the status of the complaint on DYJ's system. Once a matter is referred by DYJ to an external agency for investigation, matters are closed on DYJ files. Outcome advice from external agency investigations are often not provided back to our department and therefore are unknown.

RTI RELEASE

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 04 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
73(2)															
Cleveland Youth Detention Centre		19	Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit on 01/04/19 Ongoing - Investigation report being quality assured.	Open		
Cleveland Youth Detention Centre		19								ground stabilised.	Category 3	Referral made to Professional Standards for further assessment and advice. Professional Standards had devolved the matter to the centre.	Open		
Cleveland Youth Detention Centre		19									Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards conducted an assessment and highlighted some issues of concern. Ongoing	Open		
73(2)															
Cleveland Youth Detention Centre		19	Sch3(12)(1) / Third party personal information								Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards is currently undertaking an investigation into this matter. Under investigation	Open		
73(2)															
Cleveland Youth Detention Centre		20								alleged that a staff member assaulted	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre		20								Ongoing - under assessment	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
73(2)															
Cleveland Youth Detention Centre		20								ground stabilised by staff member	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
73(2)															

RTI REVIEW

Cleveland Youth Detention Centre	20	Sch3(12)(1) / Third party personal information	[redacted] physically assaulted [redacted] alleged that staff member [redacted]	Category 3	[redacted]	Open		
Cleveland Youth Detention Centre	20		[redacted] alleged that staff members used excessive use of force [redacted]	Category 3	Given the complaint relates to the use of force the matter has also been referred to the Professional Standards Unit for investigation. Matter referred to Professional Standards Unit on [redacted] 2020.	Closed	Investigated and unsubstantiated - general	

RTI RELEASED

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
as at March 2021

DCOIS Complain number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		Sch3(12)(1)
	19	CYDC			FINALISED - UNSUBSTANTIATED
	19	CYDC			ONGOING - Investigation report provided to the delegate for consideration
	19	CYDC			ONGOING - <input type="text"/>
	19	CYDC			ONGOING - Investigation report provided to the delegate for consideration
73(2)					

73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	FINALISED - UNSUBSTANTIATED	
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73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Matter devolved for local management action	
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73(2)

RTI RELEASE

73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment
	30	CYDC		ONGOING - Under Assessment

73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment
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73(2)

RTI REQUEST PLEASE

INCIDENTS OF HARM OR SUSPECTED HARM IN OLD YOUTH DETENTION CENTRES

1 JANUARY TO 31 MARCH 2021

Centre	Date of Incident	Incident number	Child's Name	Age	Gender	Indigenous	Details of the Incident that Caused Harm or Suspected Harm to the Child	Details of How the Detention Centre Became Aware of the Incident	Particulars of the Person's Who is/are Suspected of Causing Harm to the Child	Harm type young person	Summary of post incident actions
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73(2)

Cleveland Youth Detention Centre	2021	Sch3(12)(1)					used force	Staff	Staff	Psychological / Emotional	A harm assessment was conducted. [redacted] due to the use of force that was used.
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73(2)

Cleveland Youth Detention Centre	2021						Physical interventions	Staff	Unknown	Physical and Psychological / Emotional	Physical interventions made a complaint to the centre. This matter was referred to Professional Standards Unit.
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COMPLAINTS REPORT 1 January to 31 March 2021

File 05

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
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73(2)

RTI RELEASED

CYDC	21	Sch3(12)(1) / Third party personal information							[redacted] alleges that staff member [redacted] used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open				
CYDC	21								[redacted] alleged that staff members used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open				

COMPLAINTS REPORT 1 January to 31 March 2021

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person	
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleged that staff members used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.		Open			
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff member [redacted] used force [redacted]	Category 1		Frivolous	Closed			
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that [redacted] was physically assaulted by [redacted] staff members.	Category 3	Matter was referred to Professional Standards Unit .		Open			
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff member [redacted] used excessive force [redacted]	Category 2	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.		Open			
73(2)																	
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff member [redacted] physically assaulted [redacted]	Category 3	A review of the incident has been conducted, including the review of reports, CCTV and BWC footage which identifies some issues of concern in regards to how the incident was managed. Matter referred to Professional Standards Unit for further assessment and advice.		Open			
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff member [redacted] used excessive force [redacted]	Category 1	A review of CCTV footage conducted found no issues or concerns in regards to the use of force. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.		Open			
73(2)																	
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff members used excessive force [redacted]	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.		Open			
73(2)																	
CYDC		-21		Sch3(12)(1) / Third party personal information						[redacted] alleges that staff member [redacted] used excessive force [redacted]	Category 3	This matter was referred to Professional Standards for further assessment.		Open			

COMPLAINTS REPORT 1 January to 31 March 2021

File 05

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information							Category 1		Investigated and unsubstantiated - general	Closed		21	
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information						alleged that staff members used excessive force	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.		Open			
CYDC		21								Category 3	Matter was referred to Professional Standards for further assessment.		Open			
CYDC		21								Category 3	Matter was referred to Professional Standards for further assessment.		Open			
73(2)																

RTI REVIEW CASE

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 05 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
73(2)															
Cleveland Youth Detention Centre	[redacted]-19	Sch3(12)(1) / Third party personal information									Category 3	Referred to Professional Standards Unit on 01/04/19. Ongoing - Investigation report being quality assured.	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	[redacted] 19									[redacted] ground stabilised.	Category 3	Referral made to Professional Standards for further assessment and advice. Professional Standards had devolved the matter to the centre. Third party personal info Under investigation.	Open		
Cleveland Youth Detention Centre	[redacted] 19										Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards conducted an assessment and highlighted some issues of concern. Ongoing [redacted]	Open		
Cleveland Youth Detention Centre	[redacted] 19										Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards is currently undertaking an investigation into this matter. Under investigation	Open		
73(2)															
Cleveland Youth Detention Centre	[redacted]-20	Sch3(12)(1) / Third party personal information								[redacted] alleged that a staff member assaulted [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	[redacted]-20										Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - vexatious	
73(2)															
Cleveland Youth Detention Centre	[redacted] 20									[redacted] alleges [redacted] [redacted] ground stabilised by staff member [redacted]	Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - general	
73(2)															
Cleveland Youth Detention Centre	[redacted]-20	Sch3(12)(1) / Third party personal information								[redacted] physically assaulted [redacted] alleged that staff member [redacted]	Category 3	Given the complaint relates to the use of force the matter has also been referred to the Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	[redacted] 20										Category 2	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	[redacted] 20										Category 2	Referred to Professional Standards Unit for investigation.	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	[redacted] 20									[redacted] alleged that staff members [redacted] used excessive force [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
73(2)															

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
 As at May 2021

DCOIS Complaint number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Investigation report provided to the delegate for consideration
	19	CYDC			ONGOING - Third party personal
	19	CYDC			ONGOING - investigation report provided to the delegate for consideration
<div style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); opacity: 0.1; font-size: 100px; pointer-events: none;"> RTI RELEASED </div>					

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
 As at May 2021

DCOIS Complaint number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	20	CYDC	Third party personal information		ONGOING - Matter devolved for local management action
<p style="font-size: 48px; opacity: 0.3; transform: rotate(-45deg);">RTI RELEASED</p>					
	20	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Matter devolved for local management action

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)

As at May 2021

DCOIS Complaint number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
	20	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Under Assessment
	20	CYDC			FINALISED - Unsubstantiated <input type="text"/>
	20	CYDC			ONGOING - Matter retained by Professional Standards for investigation
73(2)					
	21	CYDC			ONGOING - Under Assessment
	21	CYDC			ONGOING - Under Assessment
	21	CYDC			ONGOING - Under Assessment
	21	CYDC			ONGOING - Matter devolved for local management action
	21	CYDC			ONGOING - Under Assessment
	21	CYDC			ONGOING <input type="text"/> Third party personal information
	21	CYDC			ONGOING - Delegate yet to make a decision on management
	21	CYDC			ONGOING - Delegate yet to make a decision on management
	21	CYDC			ONGOING - Under Assessment
DCOIS Complaint number	Date received by PS	Centre	Subject Officer*	Child's Name	Investigation Status

COMPLAINTS REPORT 1 April to 30 June 2021

File 06

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information								Category 3	A review of the CCTV and body worn camera footage was conducted and no issues of concern were identified.	Frivolous	Closed	21	
CYDC		21								alleged that staff member used excessive force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information							alleged that staff member use of force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21								alleged that staff member used excessive force and physically assaulted	Category 3	Referred to Professional Standards Unit for investigation.	Assessed by Professional Standards as advice provision only. Unsubstantiated.	Closed	21	
CYDC		21								alleged that staff members used excessive force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21								alleged that staff member physically assaulted	Category 3	Referred to Professional Standards Unit for investigation.		Open		

RTI RELEASED SEE

COMPLAINTS REPORT 1 April to 30 June 2021

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information							alleged that staff member used excessive force	Category 3	Complaint is yet to be reviewed by Manager Client Relations. It will be referred to Professional Standards for further assessment.		Open		
73(2)																
CYDC		21	Sch3(12)(1) / Third party personal information							alleged that staff member used excessive force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21									Category 3	Complaint is yet to be reviewed by Manager Client Relations. It will be referred to Professional Standards for further assessment.		Open		
CYDC		21									Category 3	Complaint still to be reviewed by Manager Client Relations and to be referred to Professional Standards for further assessment.		Open		
73(2)																

RTI RELEASED

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 06 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
73(2)															
Cleveland Youth Detention Centre	19	Sch3(12)(1) / Third party personal information								ground stabilised.	Category 3	Referral made to Professional Standards for further assessment and advice.	Open		
Cleveland Youth Detention Centre	19	Sch3(12)(1) / Third party personal information									Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards conducted an assessment and highlighted some issues of concern. Ongoing	Open		
Cleveland Youth Detention Centre	19	Sch3(12)(1) / Third party personal information									Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards is currently undertaking an investigation into this matter. Under investigation	Open		
73(2)															
Cleveland Youth Detention Centre	20	Sch3(12)(1) / Third party personal information								alleged that a staff member assaulted	Category 3	Matter was referred to Professional Standards Unit for investigation.	Open		
73(2)															
Cleveland Youth Detention Centre	20	Sch3(12)(1) / Third party personal information								alleged that staff member physically assaulted	Category 3	Given the complaint relates to the use of force this matter has also been referred to the Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	20	Sch3(12)(1) / Third party personal information									Category 2	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	20	Sch3(12)(1) / Third party personal information								alleged that staff members used excessive force	Category 3	Referred to Professional Standards Unit for investigation.	Open		
73(2)															
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								used excessive force. alleges that staff member	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								alleged that staff members used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								alleged that staff members used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								alleges that was physically assaulted by staff members.	Category 3	Matter was referred to Professional Standards Unit.	Open		
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								alleges that staff member used excessive force	Category 2	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 06 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
Cleveland Youth Detention Centre	21									physically assaulted [redacted] alleges that staff member [redacted]	Category 3	A review of the incident has been conducted, including the review of reports, CCTV and BWC footage which identifies some issues of concern in regards to how the incident was managed. [redacted]	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 1	A review of CCTV footage conducted found no issues or concerns in regards to the use of force. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff members used excessive force [redacted]	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that [redacted]	Category 3	[redacted]	Open		
										[redacted] staff member [redacted] used excessive force [redacted]		This matter was referred to Professional Standards for further assessment.			
73(2)															
Cleveland Youth Detention Centre	21									[redacted] alleged that staff members [redacted] used excessive force [redacted]	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Matter was referred to Professional Standards for further assessment.	Open		

RTI RELEASED

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
as at August 2021

DCOIS Complain number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Investigation report provided to the delegate for consideration
	19	CYDC			ONGOING - Third party personal in
	19	CYDC			ONGOING - Investigation report provided to the delegate for consideration
73(2)					

73(2)

PARTIAL RELEASE

		Sch3(12)(1) / Third party personal information	ONGOING - Third party personal info
20	CYDC		
20	CYDC		ONGOING - Matter devolved for local management action
20	CYDC		ONGOING - Matter retained by Professional Standards for investigation

73(2)

	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Delegate endorsed no further action. <input type="text"/>
	21	CYDC		ONGOING - Delegate endorsed no further action. <input type="text"/>
	21	CYDC		ONGOING - Delegate endorsed no further action. <input type="text"/>
	21	CYDC		ONGOING - Matter devolved for local management action
	21	CYDC		ONGOING - Under Assessment

73(2)

	21	CYDC	Sch3(12)(1) / Third party personal information
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73(2)

	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Matter retained by Professional Standards for investigation.
	21	CYDC		ONGOING - Matter devolved for local management action

73(2)

73(2)			
	21	CYDC	Sch3(12)(1) / Third party personal information ONGOING - Under Assessment
Sch3(12)(1) / Third party personal information			
	21	CYDC	ONGOING - Under Assessment
73(2)			
	21	CYDC	Sch3(12)(1) / Third party personal information ONGOING - Under Assessment
	21	CYDC	ONGOING - Matter retained by Professional Standards for investigation.
	21	CYDC	ONGOING - Matter retained by Professional Standards for investigation.
	21	CYDC	ONGOING - Under Assessment
	21	CYDC	ONGOING - Under Assessment
73(2)			
	21	CYDC	Sch3(12)(1) / Third party personal information FINALISED - No further action <input type="text"/>
73(2)			
	21	CYDC	Sch3(12)(1) / Third party personal information ONGOING - Under Assessment
73(2)			

*The particulars of staff members have been omitted as a requirement under section 39 of the Youth Justice Regulations 2015. Please treat this information confidentially.

COMPLAINTS REPORT 1 July to 30 September 2021

File 07

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information							ground stabilised	Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information							alleges that staff member used excessive force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information							alleges that staff member used excessive force	Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	

RTI RELEASED

COMPLAINTS REPORT 1 July to 30 September 2021

File 07

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information							alleged that staff member physically assaulted	Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 1	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 1	Referred to Professional Standards Unit for investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information								Category 2	Matter undergoing local investigation.		Open		
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information								Category 3	Referred to Professional Standards Unit for investigation.		Open		
73(2)																	

RTI RELEASE

COMPLAINTS REPORT 1 July to 30 September 2021

File 07

Centre	Date of Complaint	Complaint Number	Source Documentation	Child's Name	Age	Gender	Australian Indigenous status	Complainant	Other Persons	Complaint description	Complaint category	Action Taken	Complaint Outcome	DYJ Status	Complaint Closed	Date outcome advice provided to young person	
73(2)																	
CYDC		21		Sch3(12)(1) / Third party personal information							Category 3	Under review.			Open		
CYDC		21									Category 3	Under review.			Open		

73(2)

RTI RELEASED

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 07 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
73(2)															
Cleveland Youth Detention Centre	19		Sch3(12)(1) / Third party personal information							[redacted] ground stabilised.	Category 3	Referral made to Professional Standards for further assessment and advice. Professional Standards had reviewed the matter to the centre. [redacted] Third party personal information Under investigation.	Open		
Cleveland Youth Detention Centre	19									[redacted]	Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards conducted an assessment and highlighted some issues of concern. Ongoing [redacted]	Open		
Cleveland Youth Detention Centre	19									[redacted]	Category 3	Referral made to Professional Standards for assessment and advice. Professional Standards is currently undertaking an investigation into this matter. Under investigation	Open		
73(2)															
Cleveland Youth Detention Centre	20									[redacted] alleged that a staff member assaulted	Category 3	Matter was referred to Professional Standards Unit for investigation.	Closed	Investigated and substantiated	
73(2)															
Cleveland Youth Detention Centre	20		Sch3(12)(1) / Third party personal information							[redacted] alleged that staff member physically assaulted	Category 3	[redacted]	Open		
Cleveland Youth Detention Centre	20									[redacted]	Category 2	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	20									[redacted] alleged that staff members used excessive force	Category 3	Referred to Professional Standards Unit for investigation.	Open		
73(2)															
Cleveland Youth Detention Centre	21		Sch3(12)(1) / Third party personal information							[redacted] alleges that staff member used excessive force.	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	21									[redacted] excessive force. alleged that staff members used	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	21									[redacted] excessive force. alleged that staff members used	Category 3	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Closed	Investigated and unsubstantiated - general	
Cleveland Youth Detention Centre	21									[redacted] alleges that [redacted] was physically assaulted by staff members.	Category 3	Matter was referred to Professional Standards Unit.	Open		
Cleveland Youth Detention Centre	21									[redacted] force [redacted] alleges that staff member used excessive	Category 2	A review of the incident occurred and no issues or concerns with the use of force were found. Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		

Existing Complaints

Centre	Date of Complaint	Complaint ID	Source Documentation	Child's Name	Age	Gender	Australian Indigenous Status	Complainant	Other Persons	File 07 Complaint description	Complaint category	Action Taken	Status	Outcome	Date outcome advice provided to young person
Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								physically assaulted [redacted] alleges that staff member [redacted]	Category 3	A review of the incident has been conducted, including the review of reports, CCTV and BWC footage which identifies some issues of concern in regards to how the incident was managed. [redacted] Matter referred to Professional Standards Unit for further assessment and advice.	Open		
Cleveland Youth Detention Centre	21										Category 1	A review of CCTV footage conducted found no issues or concerns in regards to the use of force.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff members used excessive force [redacted]	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that: [redacted] staff member [redacted] used excessive force [redacted]	Category 3	This matter was referred to Professional Standards for further assessment.	Open		

73(2)

Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								[redacted] alleged that staff member [redacted] used excessive force [redacted]	Category 3	Given the complaint relates to the use of force this matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Matter was referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Matter was referred to Professional Standards for further assessment.	Open		

73(2)

Cleveland Youth Detention Centre	21	Sch3(12)(1) / Third party personal information								[redacted] alleged that staff member [redacted] used excessive force [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff member [redacted] used excessive force [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff members [redacted] used excessive force [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff member [redacted] physically assaulted [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff member [redacted] used excessive force [redacted]	Category 3	Complaint is yet to be reviewed by Manager Client Relations. It will be referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted] alleged that staff member [redacted] used excessive force [redacted]	Category 3	Referred to Professional Standards Unit for investigation.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Complaint is yet to be reviewed by Manager Client Relations. It will be referred to Professional Standards for further assessment.	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	[redacted]	Open		
Cleveland Youth Detention Centre	21									[redacted]	Category 3	Complaint still to be reviewed by Manager Client Relations and to be referred to Professional Standards for further assessment.	Open		

73(2)

Investigation Update (relevant to matters referred to Professional Standards in this quarter or previous quarters)
as at October 2021

DCOIS Complaint number	Date of Complaint	Centre	Subject Officer*	Child's Name	Investigation Status
73(2)					
	19	CYDC	Sch3(12)(1) / Third party personal information		ONGOING - Investigation report provided to the delegate for consideration
	19	CYDC			ONGOING - Third party persona
	19	CYDC			ONGOING - Investigation report provided to the delegate for consideration
73(2)					

RTI RELEASED

73(2)

	20	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Third party personal
	20	CYDC		ONGOING - Matter devolved for local management action.
	20	CYDC		ONGOING - Matter retained by Professional Standards for investigation.

73(2)

RTI REVIEW EASSE

73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Delegate endorsed no further action <input type="text"/>
	21	CYDC		ONGOING - Delegate endorsed no further action <input type="text"/>
	21	CYDC		ONGOING - Delegate endorsed no further action <input type="text"/>
	21	CYDC		ONGOING - Matter devolved for local management action
	21	CYDC		ONGOING - Under Assessment
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Matter devolved for local management action
	21	CYDC		ONGOING - Matter devolved for local management action
	21	CYDC		ONGOING - Matter retained by Professional Standards for investigation.
	21	CYDC		ONGOING - Matter devolved for local management action
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Under Assessment

	21	CYDC	Sch3(12)(1) / Third party personal information	ONGOING - Matter retained by Professional Standards for investigation
	21	CYDC		ONGOING - Matter retained by Professional Standards for investigation
	21	CYDC		ONGOING - Under Assessment
	21	CYDC		ONGOING - Under Assessment

73(2)

RELEASÉ

	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Third party personal informat

	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment
	21	CYDC		Under Assessment
	21	CYDC		Third party personal informati
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment
73(2)				
	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment

RTI REQUEST

73(2)

	21	CYDC	Sch3(12)(1) / Third party personal information	Under Assessment
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73(2)

RTI RELEASE

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information

OPG REFERENCE NO.	Sch3(12)(1)		
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	2021
OPG CONTACT PERSON/s	Community Visiting and Advocacy - [redacted]@publicguardian.qld.gov.au		
ADULT/CHILD/YOUNG PERSON/s	Child/young person <ul style="list-style-type: none"> Name & DOB: [redacted] 		
VISITABLE LOCATION/s (if relevant)	[redacted] Watchhouse	SERVICE PROVIDER (if relevant)	DCYJMA

Complaint details

SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g. person, agency, service provider)</i>	Queensland Police Service [redacted] Watchhouse and Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres.
REFERRAL TO <i>(entity this complaint is being referred to)</i>	Agency: <ul style="list-style-type: none"> QPS Ethical Standards Command YJS Professional Standards Unit Queensland Human Rights Commission (for information only) Service Provider/NGO/Other:
REQUESTED OUTCOMES <i>(including a proposed response date – e.g. within 45 business days)</i>	<ol style="list-style-type: none"> Please assess this matter, including [redacted] extended custody in the [redacted] Watchhouse, the delay in transferring [redacted] due to systemic capacity issues in youth detention centres, and whether [redacted] Suitably refer the matter for appropriate action, including any required notification to other relevant agencies. <p>We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.</p>

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with which will assist the OPG in promoting and protecting rights and interests.

Proposed response date: 2021

STATEMENT OF CONCERN/S
(each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

1. On 2021, the QPS Watchhouse custody lists indicated that had been in extended custody in the Watchhouse for days. The reason for the length of stay was due to capacity restraints in detention and no bed available for until transfer to Detention Centre (DC) on 21, after days in the Watchhouse.

The OPG is concerned that incidents such as this continue to be reported, noting:

- a) **The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.**

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.
- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.

- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g. showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.17.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.17.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse.

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the Youth Justice Act 1992 (Qld).

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992* (Qld) to deal with children and young people who encounter the youth justice system, including detention and custody issues. The youth justice principles established in schedule 1 of the *Youth Justice Act 1992* (Qld) ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and, where appropriate, cultural and religious beliefs and practices.

- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

c) Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the *Human Rights Act 2019* (Qld).

The OPG is concerned that by failing to promptly provide Sch3(12)(1) with suitable accommodation in a youth detention centre, resulting in prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e. based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 17(b) - A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that may have been treated in a degrading way while detained in the Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person's best interests for the reasons described above.

- **Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.**

The OPG is concerned that was not treated with humanity and with respect for inherent dignity or in a way that was appropriate due to the reasons described above.

- **Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.**

The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.

- **Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child's needs.**

The OPG is concerned that and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.

HUMAN RIGHTS

(note any human rights under the Human Rights Act 2019 (Qld) that may have been limited)

1. s.15 - Right to recognition and equality before the law
2. S.17 - Right to protection from torture and cruel, inhuman or degrading treatment
3. s.26 - Protection of families and children
4. s.30 - Humane treatment when deprived of liberty
5. s.33 - Children in the criminal process
6. s.36 - Right to education

<p>BACKGROUND INFORMATION <i>(chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship appointment, diagnoses/support needs, and any other supporting evidence if available - e.g. documents/camera/audio recordings)</i></p>	<div style="border: 1px solid black; height: 100px; width: 100%;"></div> <ul style="list-style-type: none"> On [redacted] 2021, the QPS Watchhouse custody lists indicated that [redacted] had been in the [redacted] Watchhouse custody for [redacted] days. The length of stay was due to capacity restraints in youth detention and no bed available for [redacted] <div style="border: 1px solid black; padding: 5px;"> <p>Sch3(12)(1)</p> <ul style="list-style-type: none"> [redacted] [redacted] </div> <ul style="list-style-type: none"> On [redacted] 2021, [redacted] was transferred to [redacted] DC after [redacted] days in custody.
<p>VIEWS AND WISHES OF OPG CLIENT <i>(also consider:</i> 1. <i>Whether child/young person/adult is aware of/has requested/agreed with the complaint being made,</i> 2. <i>Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.)</i></p>	<ul style="list-style-type: none"> [redacted]
<p>ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY <i>(if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)</i></p>	<ul style="list-style-type: none"> The capacity issue impacting on young people awaiting a bed in a youth detention centre appears to be a systemic issue and unable to be resolved locally.
<p>HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY? <i>(if so, provide details - whether referred by OPG or another person/agency/provider)</i></p>	<ul style="list-style-type: none"> Inquiries made with both the QPS and Youth Justice Services regarding transfer arrangements.
<p>ATTACHMENTS <i>(attach any relevant correspondence/documents/emails)</i></p>	<ul style="list-style-type: none"> Nil

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information

OPG REFERENCE NO.			
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	2021
OPG CONTACT PERSON/s	Community Visiting and Advocacy		
ADULT/CHILD/YOUNG PERSON/s	Child/young person <ul style="list-style-type: none"> Name & DOB: 		
VISITABLE LOCATION/s (if relevant)	Watchhouse	SERVICE PROVIDER (if relevant)	DCYJMA

Complaint details

SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g. person, agency, service provider)</i>	Queensland Police Service Watchhouse and Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres.
REFERRAL TO <i>(entity this complaint is being referred to)</i>	Agency: <ul style="list-style-type: none"> QPS Ethical Standards Command YJS Professional Standards Unit Queensland Human Rights Commission (for information only) Service Provider/NGO/Other:
REQUESTED OUTCOMES <i>(including a proposed response date – e.g. within 45 business days)</i>	<ol style="list-style-type: none"> Please assess this matter, including extended custody in the ^{Sch3(12)(1)} Watchhouse, the delay in transferring due to systemic capacity issues in youth detention centres, and whether was provided and/or explained rights, to establish if the issues and concerns described warrant investigation. Suitably refer the matter for appropriate action, including any required notification to other relevant agencies. <p>We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.</p>

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning [redacted] and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with [redacted] which will assist the OPG in promoting and protecting [redacted] rights and interests.

Proposed response date: [redacted] 2021

STATEMENT OF CONCERN/S
 (each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

1. On [redacted] 2021, the QPS Watchhouse custody lists indicated that [redacted] had been in extended custody in the [redacted] Watchhouse for [redacted] days. The reason for the length of stay was due to capacity restraints in detention and no bed available for [redacted] until [redacted]; transfer to the ^{Sch 8(12)(1)} [redacted] Detention Center (DC) on [redacted] 2021 after [redacted] days in the [redacted] Watchhouse.

The OPG is concerned that incidents such as this continue to be reported, noting:

- a) **The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.**

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.
- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.

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- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g. showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.17.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.17.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse.

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the Youth Justice Act 1992 (Qld).

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992* (Qld) to deal with children and young people who encounter the youth justice system, including detention and custody issues. The youth justice principles established in schedule 1 of the *Youth Justice Act 1992* (Qld) ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and, where appropriate, cultural and religious beliefs and practices.

- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

c) **Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the *Human Rights Act 2019* (Qld).**

The OPG is concerned that by failing to promptly provide [] with suitable accommodation in a youth detention centre, resulting in [] prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with ^{Sch3(12)(1)} human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e. based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 17(b) - A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that [] may have been treated in a degrading way while detained in the [] Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person's best interests for the reasons described above.

- **Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.**

The OPG is concerned that [redacted] was not treated with humanity and with respect for [redacted] inherent dignity or in a way that was appropriate due to the reasons described above.

- **Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.**

The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.

- **Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child's needs.**

The OPG is concerned that [Sch3(12)](1) and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.

HUMAN RIGHTS

(note any human rights under the Human Rights Act 2019 (Qld) that may have been limited)

1. s.15 - Right to recognition and equality before the law
2. S.17 - Right to protection from torture and cruel, inhuman or degrading treatment
3. s.26 - Protection of families and children
4. s.30 - Humane treatment when deprived of liberty
5. s.33 - Children in the criminal process
6. s.36 - Right to education

<p>BACKGROUND INFORMATION (chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship appointment, diagnoses/support needs, and any other supporting evidence if available - e.g. documents/camera/audio recordings)</p>	<ul style="list-style-type: none"> • [Redacted] • [Redacted] • On [Redacted] 2021, the QPS Watchhouse custody lists indicated that [Redacted] had been in the [Redacted] Watchhouse custody for [Redacted] days. OPG Community Visiting and Advocacy was advised that due to capacity issues in the [Redacted] Detention Centre (DC), [Redacted] would transfer to the [Redacted] Detention Centre (DC) on [Redacted] 2021, after [Redacted] days in the [Redacted] Watchhouse.
<p>VIEWS AND WISHES OF OPG CLIENT (also consider:</p> <ol style="list-style-type: none"> 1. Whether child/young person/adult is aware of/has requested/agreed with the complaint being made, 2. Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.) 	<p>[Redacted]</p>
<p>ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY (if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)</p>	<ul style="list-style-type: none"> • The capacity issue impacting on young people awaiting a bed in a youth detention centre appears to be a systemic issue and unable to be resolved locally.
<p>HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY? (if so, provide details - whether referred by OPG or another person/agency/provider)</p>	<ul style="list-style-type: none"> • Inquiries made with both the QPS and Youth Justice Services regarding transfer arrangements.
<p>ATTACHMENTS (attach any relevant correspondence/documents/emails)</p>	<ul style="list-style-type: none"> • Nil

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

RTI RELEASE

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information

OPG REFERENCE NO.	Sch3(12)(1)		
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	2021
OPG CONTACT PERSON/s	Community Visiting and Advocacy		
ADULT/CHILD/YOUNG PERSON/s	Child/young person <ul style="list-style-type: none"> Name & DOB: 		
VISITABLE LOCATION/s <i>(if relevant)</i>	Watchhouse	SERVICE PROVIDER <i>(if relevant)</i>	DCYJMA

Complaint details

SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g. person, agency, service provider)</i>	Queensland Police Service Watchhouse and Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres.
REFERRAL TO <i>(entity this complaint is being referred to)</i>	Agency: <ul style="list-style-type: none"> QPS Ethical Standards Command YJS Professional Standards Unit Queensland Human Rights Commission <i>(for information only)</i> Service Provider/NGO/Other:
REQUESTED OUTCOMES <i>(including a proposed response date – e.g. within 45 business days)</i>	<ol style="list-style-type: none"> Please assess this matter, including extended custody in the Watchhouse, the delay in transferring due to systemic capacity issues in youth detention centres, and whether was provided and/or explained rights, to establish if the issues and concerns described warrant investigation. Suitably refer the matter for appropriate action, including any required notification to other relevant agencies. <p>We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.</p>

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning [Sch3(12)(1)] and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with [] which will assist the OPG in promoting and protecting [] rights and interests.

Proposed response date: [] 2021

STATEMENT OF CONCERN/S
 (each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

1. On [] 2021, the QPS Watchhouse custody lists indicated that [] had been in extended custody in the [] Watchhouse for [] days. The reason for the length of stay was due to capacity restraints in detention and no bed available for [] until [] transfer to the [] Detention Center (DC) on [] 202 after [] days in the [] Watchhouse.

The OPG is concerned that incidents such as this continue to be reported, noting:

- a) **The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.**

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.
- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.

RTI

- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g. showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.17.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.17.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse.

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the Youth Justice Act 1992 (Qld).

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992* (Qld) to deal with children and young people who encounter the youth justice system, including detention and custody issues. The youth justice principles established in schedule 1 of the *Youth Justice Act 1992* (Qld) ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and, where appropriate, cultural and religious beliefs and practices.
- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

- c) **Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the *Human Rights Act 2019* (Qld).**

The OPG is concerned that by failing to promptly provide [] with suitable accommodation in a youth detention centre, resulting in [] prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with ^{Sch3(12)(1)} [] human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e. based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 17(b) – A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that [] may have been treated in a degrading way while detained in the [] Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

	<p>The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person's best interests for the reasons described above.</p> <ul style="list-style-type: none"> • <u>Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.</u> <p>The OPG is concerned that <input type="text" value="Sect3(12)(1)"/> was not treated with humanity and with respect for <input type="text"/> inherent dignity or in a way that was appropriate due to the reasons described above.</p> <ul style="list-style-type: none"> • <u>Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.</u> <p>The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.</p> <ul style="list-style-type: none"> • <u>Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child's needs.</u> <p>The OPG is concerned that <input type="text"/> and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.</p>
<p>HUMAN RIGHTS <i>(note any human rights under the Human Rights Act 2019 (Qld) that may have been limited)</i></p>	<ol style="list-style-type: none"> 1. s.15 - Right to recognition and equality before the law 2. S.17 - Right to protection from torture and cruel, inhuman or degrading treatment 3. s.26 - Protection of families and children 4. s.30 - Humane treatment when deprived of liberty 5. s.33 - Children in the criminal process 6. s.36 - Right to education
<p>BACKGROUND INFORMATION <i>(chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship)</i></p>	<div style="border: 1px solid black; height: 50px;"></div>

<p><i>appointment, diagnoses/support needs, and any other supporting evidence if available - e.g. documents/camera/audio recordings)</i></p>	<p>Sch3(12)(1)</p> <ul style="list-style-type: none"> • OPG Community Visiting and Advocacy was advised that due to capacity issues in the [redacted] Detention Centre ([redacted] DC), [redacted] would transfer to the [redacted] Detention Centre ([redacted] DC). • On [redacted] 2021, the QPS Watchhouse custody lists indicated that [redacted] had been in the [redacted] Watchhouse custody for [redacted] days. The length of stay was due to capacity restraints in youth detention and no bed available for [redacted]. • OPG Community Visiting and Advocacy was advised that due to constant changing of youth justice priority ratings, [redacted] would be transferred from the [redacted] Watchhouse to [redacted] DC on [redacted] 2021 after [redacted] days in the [redacted] Watchhouse.
<p>VIEWS AND WISHES OF OPG CLIENT (also consider: 1. Whether child/young person/adult is aware of/has requested/agreed with the complaint being made, 2. Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.)</p>	<p>[redacted]</p>
<p>ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY (if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)</p>	<ul style="list-style-type: none"> • The capacity issue impacting on young people awaiting a bed in a youth detention centre appears to be a systemic issue and unable to be resolved locally.
<p>HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY? (if so, provide details - whether referred by OPG or another person/agency/provider)</p>	<ul style="list-style-type: none"> • Inquiries made with both the QPS and Youth Justice Services regarding transfer arrangements.
<p>ATTACHMENTS (attach any relevant correspondence/documents/emails)</p>	<ul style="list-style-type: none"> • Nil

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information			
OPG REFERENCE NO.	Sch3(12)(1)		
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	[]/ []/ 21
OPG CONTACT PERSON/s	Community Visiting and Advocacy []		
ADULT/CHILD/YOUNG PERSON/s	Child/young person • Name & DOB: []		
VISITABLE LOCATION/s <i>(if relevant)</i>	[] Watchhouse	SERVICE PROVIDER <i>(if relevant)</i>	Department of Children, Youth Justice and Multicultural Affairs.
Complaint details			
SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g., person, agency, service provider)</i>	<ul style="list-style-type: none"> • Queensland Police Service (QPS) Watchhouses. • Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres. 		
REFERRAL TO <i>(entity this complaint is being referred to)</i>	Agency: <ul style="list-style-type: none"> • QPS Ethical Standards Command • YJS Professional Standards Unit • <i>Queensland Human Rights Commission (for information only)</i> Service Provider/NGO/Other: n/a		
REQUESTED OUTCOMES <i>(including a proposed response date – e.g., within 45 business days)</i>	1. Please assess this matter, including [] extended custody in the [] Watchhouse, the delay in transferring [] due to systemic capacity issues in youth detention centres, and whether [] was provided and/or explained [] rights, to establish if the issues and concerns described warrant your investigation.		

2. Suitably refer the matter for appropriate action, including any required notification to other relevant agencies.

We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning [redacted], and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with [redacted] which will assist the OPG in promoting and protecting [redacted] rights and interests.

Proposed response date: [redacted] 2021

STATEMENT OF CONCERN/S

(each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

1. On ^{Sch3(12)(1)} [redacted] 2021, the Queensland Police Service Watchhouse custody lists indicated that [redacted] had been in extended custody in the [redacted] Watchhouse for [redacted] days [redacted]. The reason for the length of stay was due to capacity restraints in Youth Detention Centres and no bed available for [redacted] at that time.

The OPG is concerned that incidents such as this continue to be reported, noting:

a) **The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.**

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.

RTI

- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.
- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g., showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.14.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.14.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the *Youth Justice Act 1992 (Qld)*.

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992 (Qld)* to deal with children and young people who encounter the youth justice system, including detention and custody issues. The youth justice principles established in schedule 1 of the *Youth Justice Act 1992 (Qld)* ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and where appropriate, cultural, and religious beliefs and practices.

- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

c) **Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the *Human Rights Act 2019* (Qld).**

The OPG is concerned that by failing to promptly provide with suitable accommodation in a youth detention centre, resulting in prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e., based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 14(b) - A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that may have been treated in a degrading way while detained in the Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person's best interests for the reasons described above.

- **Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.**

The OPG is concerned that [] was not treated with humanity and with respect for [] inherent dignity or in a way that was appropriate due to the reasons described above.

- **Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.**

The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.

- **Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child's needs.**

The OPG is concerned that [Sch3(12)] and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.

HUMAN RIGHTS

(note any human rights under the Human Rights Act 2019 (Qld) that may have been limited)

1. s.15 - Right to recognition and equality before the law
2. s.14 - Right to protection from torture and cruel, inhuman or degrading treatment
3. s.26 - Protection of families and children
4. s.30 - Humane treatment when deprived of liberty
5. s.33 - Children in the criminal process
6. s.36 - Right to education

BACKGROUND INFORMATION

(chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship appointment, diagnoses/support needs, and any other supporting evidence if available - e.g.,

- On [] 2021, [] was placed in custody at the [] Watchhouse as indicated by the Queensland Police Service Watchhouse custody lists.

<p><i>documents/camera/audio recordings)</i></p>	<ul style="list-style-type: none"> On [] 2021, the Queensland Police Service Watchhouse custody lists indicated that [] had been in extended custody in the [] Watchhouse for [] days [] <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Sch3(12)(1)</p> </div> <ul style="list-style-type: none"> On [] 2021, the Queensland Police Service Watchhouse custody lists indicated that [] had been in extended custody in the [] Watchhouse for [] days []
<p>VIEWS AND WISHES OF OPG CLIENT (also consider:</p> <ol style="list-style-type: none"> Whether child/young person/adult is aware of/has requested/agreed with the complaint being made, Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.) 	<ul style="list-style-type: none"> []
<p>ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY (if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)</p>	<ul style="list-style-type: none"> The capacity issue impacting on young people awaiting a bed in a youth detention centre appears to be a systemic issue and unable to be resolved locally.
<p>HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY? (if so, provide details – whether referred by OPG or another person/agency/provider)</p>	<ul style="list-style-type: none"> Queensland Police Service ([] Watchhouse).

ATTACHMENTS

(attach any relevant correspondence/documents/emails)

- Nil

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- Any actions agreed to be taken by the subject of the complaint regarding any issue.
- Any remedial action concerning the complaint or issue.
- Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information			
OPG REFERENCE NO.	Sch3(12)(1)		
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	2021
OPG CONTACT PERSON/s	Community Visiting and Advocacy - [redacted]		
	Community Visiting and Advocacy - [redacted]		
ADULT/CHILD/YOUNG PERSON/s	Child/young person <ul style="list-style-type: none"> Name & DOB: [redacted] 		
VISITABLE LOCATION/s <i>(if relevant)</i>	Queensland Police Service (QPS) Watchhouse [redacted]	SERVICE PROVIDER <i>(if relevant)</i>	Department of Children, Youth Justice and Multicultural Affairs.
Complaint details			
SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g., person, agency, service provider)</i>	Queensland Police Service Watchhouses and Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres.		
REFERRAL TO <i>(entity this complaint is being referred to)</i>	Agency: <ul style="list-style-type: none"> QPS Ethical Standards Command Department of Children, Youth Justice and Multicultural Affairs Youth Detention Operations and Reform <i>Queensland Human Rights Commission (for information only)</i> Service Provider/NGO/Other:		
REQUESTED OUTCOMES <i>(including a proposed response date - e.g., within 45 business days)</i>	1. Please assess this matter, including [redacted] extended custody in the [redacted] Watchhouse, the delay in		

transferring [] due to systemic capacity issues in youth detention centres, and whether [] was provided and/or explained [] rights, to establish if the issues and concerns described warrant investigation.

- 2. Suitably refer the matter for appropriate action, including any required notification to other relevant agencies.

We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning [] and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with [] which will assist the OPG in promoting and protecting [] rights and interests.

Proposed response date: [] 2021

STATEMENT OF CONCERN/S
(each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

- 1. **On the morning of** ^{Sch3(12)(1)} [] **2021, Queensland Police Service Watchhouse custody lists indicated that** [] **had been in extended custody in the** [] **Watchhouse for** [] **days** [] **The reason for the length of stay was due to capacity restraints in detention and no bed available for** [] **at this time.**

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The OPG is concerned that incidents such as this continue to be reported, noting:

a) The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.
- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.
- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g., showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.17.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.17.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the Youth Justice Act 1992 (Qld).

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992 (Qld)* to deal with children and young people who encounter the youth justice system, including detention and custody issues.

The youth justice principles established in schedule 1 of the *Youth Justice Act 1992 (Qld)* ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and, where appropriate, cultural, and religious beliefs and practices.
- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

c) **Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the *Human Rights Act 2019 (Qld)*.**

The OPG is concerned that by failing to promptly provide [redacted] with suitable accommodation in a youth detention centre, resulting in [redacted] prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with Sch3(12)(1) [redacted] human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e., based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 17(b) – A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that may have been treated in a degrading way while detained in the Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person's best interests for the reasons described above.

- **Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.**

The OPG is concerned that was not treated with humanity and with respect for inherent dignity or in a way that was appropriate due to the reasons described above.

- **Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.**

The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.

	<ul style="list-style-type: none"> • Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child’s needs. <p>The OPG is concerned that [Sch3(12)(1)] and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.</p>
<p>HUMAN RIGHTS <i>(note any human rights under the Human Rights Act 2019 (Qld) that may have been limited)</i></p>	<ol style="list-style-type: none"> 1. s.15 - Right to recognition and equality before the law 2. S.17 - Right to protection from torture and cruel, inhuman or degrading treatment 3. s.26 - Protection of families and children 4. s.30 - Humane treatment when deprived of liberty 5. s.33 - Children in the criminal process 6. s.36 - Right to education
<p>BACKGROUND INFORMATION <i>(chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship appointment, diagnoses/support needs, and any other supporting evidence if available - e.g., documents/camera/audio recordings)</i></p>	<ul style="list-style-type: none"> • [Redacted] • On [Redacted] 2021, the QPS Watchhouse custody lists indicated that [Redacted] had been placed in custody in the [Redacted] Watchhouse. • On the morning of [Redacted] 2021, the QPS Watchhouse custody lists indicated that [Redacted] had been in extended custody in the [Redacted] Watchhouse for [Redacted] days [Redacted]

RTH R

	<p>Sch3(12)(1)</p>
<p>VIEWS AND WISHES OF OPG CLIENT (also consider:</p> <ol style="list-style-type: none"> 1. Whether child/young person/adult is aware of/has requested/agreed with the complaint being made, 2. Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.) 	
<p>ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY (if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)</p>	<ul style="list-style-type: none"> • The capacity issue impacting on young people awaiting a bed in a youth detention centre appears to be a systemic issue and unable to be resolved locally.
<p>HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY? (if so, provide details – whether referred by OPG or another person/agency/provider)</p>	<ul style="list-style-type: none"> • Queensland Police Service ([] Watchhouse).
<p>ATTACHMENTS (attach any relevant correspondence/documents/emails)</p>	<ul style="list-style-type: none"> • Nil

R

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- a) If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- b) Any actions agreed to be taken by the subject of the complaint regarding any issue.
- c) Any remedial action concerning the complaint or issue.
- d) Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

OPG complaint referral to external agency

The OPG is referring this complaint to your agency in exercise of its statutory functions and powers set out in the Public Guardian Act 2014 (Qld) and the Guardianship and Administration Act 2000 (Qld).

Background information

OPG REFERENCE NO.	Sch3(12)(1)		
COMPLAINT REFERRAL TYPE	Complaint on OPG's own initiative (s. 144(a), PGA)	REFERRED DATE	[] 21
OPG CONTACT PERSON/s	Community Visiting and Advocacy []		
ADULT/CHILD/YOUNG PERSON/s	Child/young person • Name & DOB: []		
VISITABLE LOCATION/s (if relevant)	[] Watchhouse	SERVICE PROVIDER (if relevant)	Department of Children, Youth Justice and Multicultural Affairs.

Complaint details

SUBJECT OF OPG CONCERNS <i>(who this complaint is about – e.g., person, agency, service provider)</i>	<ul style="list-style-type: none"> • Queensland Police Service (QPS) Watchhouses. • Department of Children, Youth Justice and Multicultural Affairs Youth Detention Centres.
REFERRAL TO <i>(entity this complaint is being referred to)</i>	<p>Agency:</p> <ul style="list-style-type: none"> • QPS Ethical Standards Command • YJS Professional Standards Unit • <i>Queensland Human Rights Commission (for information only)</i> <p>Service Provider/NGO/Other : n/a</p>
REQUESTED OUTCOMES <i>(including a proposed response date – e.g., within 45 business days)</i>	<p>1. Please assess this matter, including [] extended custody in the [] Watchhouse, the delay in transferring [] due to systemic capacity issues in youth detention centres, and whether [] was provided and/or explained [] rights, to establish if the issues and concerns described warrant your investigation.</p>

2. Suitably refer the matter for appropriate action, including any required notification to other relevant agencies.

We would be grateful if you would acknowledge receipt of this complaint and advice on your next steps and how you will manage these issues at your earliest convenience.

The OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy concerning and/or manage expectations and any associated risks.

Once the relevant agency finalises any investigation, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- If you found each concern to be either substantiated, unsubstantiated, or unable to be substantiated.
- Any actions agreed to be taken by the subject of the complaint regarding any issue.
- Any remedial action concerning the complaint or issue.
- Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with which will assist the OPG in promoting and protecting rights and interests.

Proposed response date: 2021

STATEMENT OF CONCERN/S

(each act/omission/behaviour which may be inconsistent with policy/procedure/principle/legislation)

1. On 2021, the Queensland Police Service Watchhouse custody lists indicated that had been in extended custody in the Watchhouse for days . The reason for the length of stay was due to capacity restraints in Youth Detention Centres and no bed available for at that time.

The OPG is concerned that incidents such as this continue to be reported, noting:

- The QPS Watchhouse environment is not suitable for children and young peoples' safety and well-being.**

In particular, the OPG has observed the following concerns:

- Watchhouses are designed to detain adults for short, temporary periods.
- They are inadequately resourced or regulated to care for children and young people for extended periods.

- While detained in a small Watchhouse cell with minimal facilities, young people are often in the proximity and view of adult inmates.
- Children and young people have limited access to open and fresh air and sunlight, daily hygiene facilities (e.g. showers), or appropriate services, including healthcare, psychological support, and education.
- This type of environment can lead to increased anxiety and trauma, particularly if detained in this environment for a prolonged period.

This incident may have been contrary to the (QPS) Operational Procedures Manual:

- **Chapter 16.17.1(v)** - Considerations for the custody of children, which requires that a child held in custody is to, wherever reasonably possible, be held in a youth detention centre and the additional considerations as outlined in 16.14.1 (vi) to (vii) as may be relevant to the individual's circumstances.
- **Chapter 16.14.5** - Custody of children in watchhouses, which requires that wherever practicable children are not to be kept in custody in a watchhouse

b) Extended custody in a Watchhouse may be inconsistent with young peoples' rights and interests under the *Youth Justice Act 1992 (Qld)*.

The OPG notes that Youth Justice Services is responsible for administering the *Youth Justice Act 1992 (Qld)* to deal with children and young people who encounter the youth justice system, including detention and custody issues. The youth justice principles established in schedule 1 of the *Youth Justice Act 1992 (Qld)* ('Charter of Youth Justice Principles') underlie the operation of the Act.

This incident may have been contrary to the following *Youth Justice Act 1992* youth justice principles:

- **Principle 2** - The youth justice system should uphold the rights of children, keep them safe and promote their physical and mental wellbeing.
- **Principle 13** - A person making a decision relating to a child under this Act should consider the child's age, maturity and where appropriate, cultural, and religious beliefs and practices.

- **Principle 19** - A child detained in custody should only be held in a facility suitable for children.

c) **Extended custody in a Watchhouse may be an unreasonable and unjustifiable limitation of a young person's human rights under the Human Rights Act 2019 (Qld).**

The OPG is concerned that by failing to promptly provide Sch3(12)(1) with suitable accommodation in a youth detention centre, resulting in prolonged detention in an adult Watchhouse, Youth Justice Services may have acted incompatibly with human rights, including:

- **Section 15(2) - Every person has the right to enjoy the person's human rights without discrimination.**

The OPG is concerned that children and young people may not be afforded the right to enjoy their human rights on the same basis as others due to their status as a child or young person (i.e., based on their age). The lack of availability in a youth detention centre may result in children and young people remaining remanded in Watchhouse custody for longer periods than adults in some instances.

- **Section 14(b) - A person must not be treated or punished in a cruel, inhuman or degrading way.**

The OPG is concerned that may have been treated in a degrading way while detained in the Watchhouse, including as a result of the lack of access to daily hygiene facilities.

- **Section 26(1) - Families are the fundamental group unit of society and are entitled to be protected by society and the State.**

The OPG is concerned that prolonged detention in an adult Watchhouse limits a young person's right to stay connected to their family with restrictions on visits, letter writing and making phone and video calls.

- **Section 26(2) - The right of every child, without discrimination, to the protection that is needed by the child, and is in the child's best interests, because of being a child.**

The OPG is concerned that prolonged detention in an adult Watchhouse is not in a young person’s best interests for the reasons described above.

- **Section 30(1) and (2) – All persons deprived of liberty must be treated with humanity and with respect for the inherent dignity of the human person, and an accused person who is detained or a person detained without charge must be treated in a way that is appropriate for a person who has not been convicted.**

The OPG is concerned that Sens(r2)(1) was not treated with humanity and with respect for inherent dignity or in a way that was appropriate due to the reasons described above.

- **Section 33(1) - An accused child who is detained, or a child that is detained without charge, must be segregated from all detained adults.**

The OPG is concerned that detention in a Watchhouse, particularly for a prolonged period, is inappropriate as young people are often detained in the proximity and view of adult inmates.

- **Section 36(1) – Every child has the right to have access to primary and secondary education appropriate to the child’s needs.**

The OPG is concerned that and children and young people generally do not have access to appropriate education services while detained in an adult Watchhouse facility.

HUMAN RIGHTS

(note any human rights under the Human Rights Act 2019 (O/d) that may have been limited)

1. s.15 - Right to recognition and equality before the law
2. S.14 - Right to protection from torture and cruel, inhuman or degrading treatment
3. s.26 - Protection of families and children
4. s.30 - Humane treatment when deprived of liberty
5. s.33 - Children in the criminal process
6. s.36 - Right to education

BACKGROUND INFORMATION

(chronology, including dates, times and place of events, people involved/witnesses, OPG role, current CP intervention/guardianship)

appointment, diagnoses/support needs, and any other supporting evidence if available - e.g., documents/camera/audio recordings)

- On [redacted] 2021, the Queensland Police Service Watchhouse custody lists indicated that [redacted] had been in extended custody in the [redacted] Watchhouse for [redacted] days [redacted]

Sch3(12)(1)

- On [redacted] 2021, the Queensland Police Service Watchhouse custody lists indicated that [redacted] had been in extended custody in the [redacted] Watchhouse for [redacted] days [redacted]

VIEWS AND WISHES OF OPG CLIENT

(also consider:

1. Whether child/young person/adult is aware of/has requested/agreed with the complaint being made,
2. Child/young person/adult's capacity/willingness to participate in complaints process and any preferences regarding contact/involvement.)

ATTEMPTS TO RESOLVE AT LOCAL LEVEL SUMMARY

(if relevant, include details of any attempts to resolve the matter with the relevant person/agency/provider)

- The capacity issue impacting on young people awaiting a bed in a Youth Detention Centre appears to be a systemic issue and unable to be resolved locally.

HAS THIS MATTER BEEN REPORTED TO ANOTHER AGENCY?

(if so, provide details – whether referred by OPG or another person/agency/provider)

- Queensland Police Service [redacted] Watchhouse).

ATTACHMENTS

(attach any relevant correspondence/ documents/emails)

- Nil

Progress of complaint

We would be grateful if you would acknowledge receipt of this complaint and advice of your next steps and how you will manage these issues at your earliest convenience.

OPG would appreciate relevant updates regarding the progress of this matter to inform OPG's ongoing advocacy in relation to the client, and/or manage expectations and any associated risks.

Once the investigation is finalised, we would appreciate your advice regarding any findings or outcomes of the process, including for example:

- If you found each concern to be either *substantiated*, *unsubstantiated*, or *unable to be substantiated*.
- Any actions agreed to be taken by the subject of the complaint regarding any issue.
- Any remedial action concerning the complaint or issue.
- Information about how OPG may seek reconsideration of the decision if required.

The OPG may attempt to discuss the information gathered and your advice with our client, which will assist the OPG in promoting and protecting their rights and interests.

If you would like to discuss this matter further, please do not hesitate to contact the Principal Complaints Officer, OPG, by telephone on 3738 9489 or by email at complaintreferral@publicguardian.qld.gov.au.

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: RE: [redacted] held overnight in the [redacted] Watchhouse [redacted]
 [redacted] 2020.
Date: [redacted] 2020 8:36:48 AM
Attachments: image002.png

Approved, given YP cannot be admitted to [redacted] DC.

Thanks

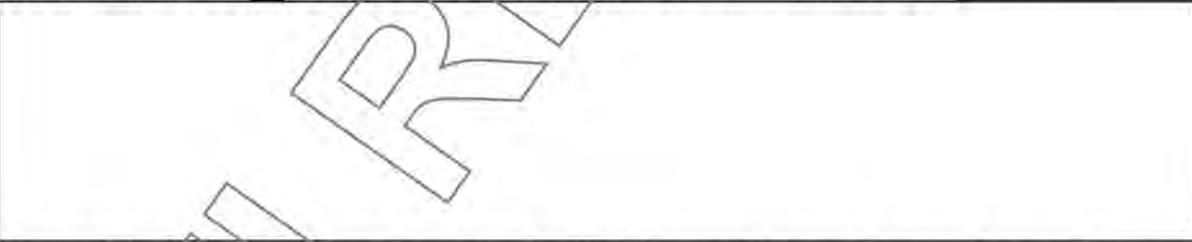
Dave Olsen | Acting Regional Director | Regional Office
 Northern Queensland Region | Department of Youth Justice
 109 Bamford Lane Kirwan | PO Box 7924, Cairns QLD 4870
 T: 07 4796 6700 | M: [redacted] Mobile phone number



From: [redacted] Sch3(12)(1) @police.qld.gov.au
Sent: [redacted] 2020 8:22 PM
To: David L Olsen <David.OLSEN@youthjustice.qld.gov.au>
Cc: [redacted] @prds.qldpol'; [redacted] @prds.qldpol>; [redacted] @qldpolice.onmicrosoft.com
Subject: [redacted] - held overnight in the [redacted] Watchhouse [redacted] 2020.

Dear Sir,

Please be advised that one young [redacted] person will be held overnight in the [redacted] Watchhouse due to [redacted] DC not accepting intakes after 6pm until 6am each day. [redacted] 73(2)



As usual if you have any query please give the Watchhouse shift supervisor a call or email as per below.

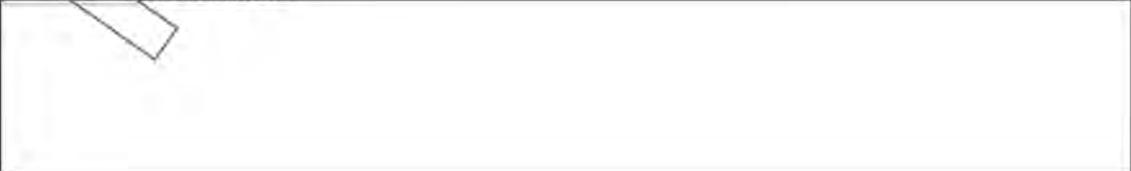
Thank You

Kind Regards

Sch3(12)(1)
 [redacted]

Shift Supervisor

[redacted] Watchhouse





'Be kinder than necessary, for everyone you meet is fighting some kind of battle.' B.H.

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RTI RELEASES

From: David L Olsen
To: [redacted]
Cc: Sch3(12)(1)
Subject: Re: [redacted] x 2 in custody overnight at [redacted] Watchhouse. [redacted]
Date: [redacted] 2020 9:31:51 PM

Thanks [redacted] this is approved given young people cannot be accepted past 6pm.

Regards

Dave Olsen - A/Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2020, at 8:35 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Sir,

73(2)

[Large redacted area containing the main body of the email]

[redacted] They
 will be subsequently held in the [redacted] Sch3(12)(1) Watchhouse [redacted]
 [redacted] due to [redacted] DC not accepting young persons after
 6pm until 6am for security issues and concerns at their Centre.

I therefore am seeking your support to hold these two young persons in custody at the [Sch3(12)(1)] Watchhouse overnight.

[Redacted]

Thank You

Kind Regards

[Sch3(12)(1)]

Shift Supervisor

[Redacted] Watchhouse

[Redacted]

<image001.jpg>

'Be kinder than necessary, for everyone you meet is fighting some kind of battle.'
B.H.

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RECEIVED

From: David L Olsen
To: [Redacted]
Cc: Sch3(12)(1)
Subject: Re: Notification of youth in custody overnight at [Redacted] Watchhouse
Date: Friday, [Redacted] 2020 6:18:11 AM

Noted

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted Mobile phone number]
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2020, at 12:06 am, [Redacted]@police.qld.gov.au> wrote:

Mr OLSEN,

[Redacted]

[Redacted] Due to [Redacted] DC not receiving juveniles after hours, [Redacted] is currently being housed overnight at [Redacted] Watchhouse and arrangements will be made to have [Redacted] transferred to [Redacted] DC in the morning after 7am. [Redacted]

[Redacted]

If you have any concerns please contact the [Redacted] Watchhouse Shift Supervisor on the below listed number.

Regards

[Redacted]
[Redacted] Watchhouse
[Redacted]

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: YP held in [Redacted] Watch house - Sch3(12)(1)
Date: Thursday, [Redacted] 2020 7:22:40 AM

Approved

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted]
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2020 at 10:19 pm, [Redacted]
[Redacted]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that two [Redacted] Juveniles: [Redacted]
[Redacted] is being held in custody overnight at the
[Redacted] Watchhouse due to the inability of [Redacted] DC to receive these young
persons.

73(2)
[Redacted]

I seek your support to hold this young person in custody at the [Redacted]
Watchhouse [Redacted]

73(2)
[Redacted]

Cheers

Sch3(12)(1)
[Redacted]
[Redacted] Watch House
[Redacted]

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Notification of YP in custody - [Redacted]
Date: [Redacted] 2021 7:59:40 AM

Approved given [Redacted] DC cannot admit young person after 6pm.

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 8:54 pm, [Redacted] Sch3(12)(1) @police.qld.gov.au> wrote:

Good evening Mr Olsen,

Please be advised that above mentioned YP [Redacted] [Redacted] is being held in custody overnight at the [Redacted] Watchhouse due to the issues with [Redacted] DC.

[Redacted] 73(2)

I seek your support to hold this young person in custody at the [Redacted] Sch3(12)(1) Watchhouse [Redacted]

[Redacted] 73(2)

Kind Regards,

[Redacted] Sch3(12)(1)

Shift Supervisor,
[Redacted] Watchhouse

[Redacted]

<image001.jpg>

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RTI RELEASES

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Overnight arrest YP [Redacted]
Date: Monday, 4 January 2021 6:02:26 AM

Approved given DC cannot accept young person.

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted]
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 9:38 pm, [Redacted]@police.qld.gov.au>
wrote:

Good evening Mr Olsen,

Please be advised that above mentioned YP [Redacted]
[Redacted] is being held in custody overnight at the [Redacted]
Watchhouse due to the issues with [Redacted] DC.

[Redacted]

I seek your support to hold this young person in custody at the [Redacted]
Watchhouse [Redacted]

[Redacted]

Kind Regards,

[Redacted]

Shift Supervisor,
[Redacted] Watchhouse

[Redacted]

<image001.jpg>

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RTI RELEASES

From: David L Olsen
To: Sch3(12)(1)
Cc: Watchhouse
Subject: Re: YP held in [redacted] Watch house - [redacted]
Date: [redacted] 2021 6:35:20 AM

Approved given access issues at [redacted] DC.

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 2:36 am, [redacted] Sch3(12)(1)
[redacted]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that one [redacted] Juvenile: [redacted] is
being held in custody overnight at the [redacted] Watchhouse due to ongoing
reception issues at [redacted] DC.

[redacted] 73(2)

I seek your support to hold this young person in custody at the [redacted]
Watchhouse [redacted] Sch3(12)(1)

[redacted] 73(2)

Cheers

[redacted] Sch3(12)(1)

[redacted] Watch House

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: YP's in custody [Redacted] Watchhouse [Redacted] 21
Date: Tuesday, [Redacted] 2021 9:59:28 PM

Approved

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted Mobile phone number]
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 9:57 pm, [Redacted Sch3(12)(1)]@police.qld.gov.au> wrote:

Good evening Mr Olsen,

Please be advised there are 3 YP's currently being held in custody overnight at the [Redacted] Watchhouse due to the issues with [Redacted] DC

73(2)
[Redacted]

I seek your support to hold the young person's in custody at the [Redacted] Watchhouse until [Redacted] and transfer to [Redacted] DC.

73(2)
[Redacted]

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: [Redacted]
Cc: Sch3(12)(1)
Subject: Re: Advice of juveniles in custody overnight at [Redacted] Watchhouse
Date: Tuesday, 23 February 2021 5:19:23 AM

Noted

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 11:20 pm, [Redacted]@police.qld.gov.au > wrote:

Mr OLSEN,
[Redacted]

Due to capacity issues at [Redacted] DC [Redacted] has not been able to be accommodated there, and therefore is required to remain in the [Redacted] Watchhouse overnight.

[Redacted]

Regards

Sch3(12)(1)
[Redacted]
[Redacted] Watchhouse
[Redacted]

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From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: RE: [Redacted] Juvenile in [Redacted] Watchhouse
Date: [Redacted] 2021 7:34:37 AM
Attachments: image002.png

Noted

Regards

Dave Olsen | Acting Regional Director
 Northern Queensland Region
 Department of Children, Youth Justice and Multicultural Affairs

PO Box 7924, Cairns QLD 4870
 T: 07 4796 6700 | M: [Redacted] Mobile phone number



From: [Redacted]@police.qld.gov.au>
Sent: Friday, 26 February 2021 3:12 AM
To: [Redacted]@police.qld.gov.au>; David L Olsen <David.OLSEN@cyjma.qld.gov.au>; [Redacted]@police.qld.gov.au>
Subject: [Redacted] Juvenile in [Redacted] Watchhouse

Hi Boss, and David

Just letting you know that we have a [Redacted] Juvenile currently

73(2)
 [Redacted]

[Redacted] will remain in the Watchhouse overnight due to [Redacted] Youth Detention centre still not accepting between the hours of 6pm to 6am this is because of barriers they have in place.



Sch3(12)(1)	
	Watchhouse

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RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: [redacted]
Subject: Re: YP in custody overnight at [redacted] Watchhouse
Date: Thursday, 4 March 2021 9:53:41 PM

Thanks [redacted] supported

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 9:31 pm, [redacted]
<[redacted]@police.qld.gov.au> wrote:

Mr OLSEN,

YP [redacted] is currently being held in custody at [redacted]
Watchhouse on [redacted]

[redacted]

Crisis Care have been advised and advice has been received that [redacted] DC will not accept [redacted] due to the current security procedures in place at the Centre restricting after hour access.

There are no current concerns regarding the child's health or behaviour.
Forwarded for your advice and approval.

Regards

[redacted]
[redacted] Watchhouse
[redacted]

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From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Two Juveniles in Watchhouse
Date: 2021 10:46:58 AM

Noted

Regards

Dave Olsen - A/Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 10:28 am, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Mr OLSEN,

Just to advise you that we have two [redacted] juvenile's currently in the [redacted]
 Watchhouse,

[redacted] 73(2)

[redacted] As a result of [redacted] Youth Detention Centre stating they
 are full, they will have to remain in the [redacted] Sch3(12)(1) Watchhouse overnight [redacted]

<image001.jpg>

[redacted]

[redacted] Watchhouse

[redacted]

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RTI RELEASE

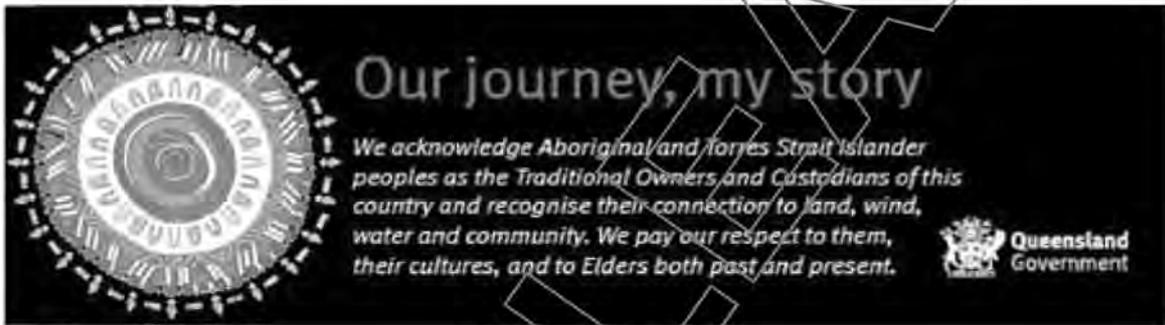
From: David L Olsen
To: [Redacted]
Cc: Sch3(12)(1)
Subject: RE: YP in custody at [Redacted] Watchhouse [Redacted]
Date: Tuesday, 30 March 2021 8:43:47 AM
Attachments: image001.png

Noted,

Regards

Dave Olsen | Acting Regional Director
 Northern Queensland Region
 Department of Children, Youth Justice and Multicultural Affairs

PO Box 7924, Cairns QLD 4870
 T: 07 4796 6700 | M: [Redacted] Mobile phone number



From: [Redacted]@police.qld.gov.au>
Sent: [Redacted] 2021 2:29 AM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Cc: [Redacted]
Subject: YP in custody at [Redacted] Watchhouse [Redacted]

Mr OLSEN,

73(2)

[Redacted]

[Redacted] Sch3 will be remaining in the Watchhouse overnight due to not being able to be received by [Redacted] DC after hours.

Forwarded for your information and approval.

Any concerns please contact the Shift Supervisor Watchhouse.

Regards

Sch3(12)(1)
<input type="text"/>
<input type="text"/> Watchhouse
<input type="text"/>

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RTI RELEASES

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Juvenile in Custody
Date: [Redacted] 2021 7:05:01 AM

Noted

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M [Redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 1:57 am, [Redacted]@police.qld.gov.au>
wrote:

Hi Boss,

Please be aware that we have a [Redacted] juvenile in the [Redacted] Watchhouse [Redacted]

[Redacted] Sch3(12)(1)

[Redacted] 73(2)

Due to [Redacted] Youth Detention Centre not accepting juveniles between the
hours of 6pm -6am, the [Redacted] Juvenile will be forced to spend the night in the
[Redacted] Watchhouse. [Redacted] 73(2)

[Redacted]

<image001.jpg>

[Redacted] Sch3(12)(1)

[Redacted] Watchhouse

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RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: David L Olsen;
Subject: Re: [redacted] in custody overnight in [redacted] W/H : [redacted] 2021.
Date: [redacted] 2021 6:57:02 AM

Noted

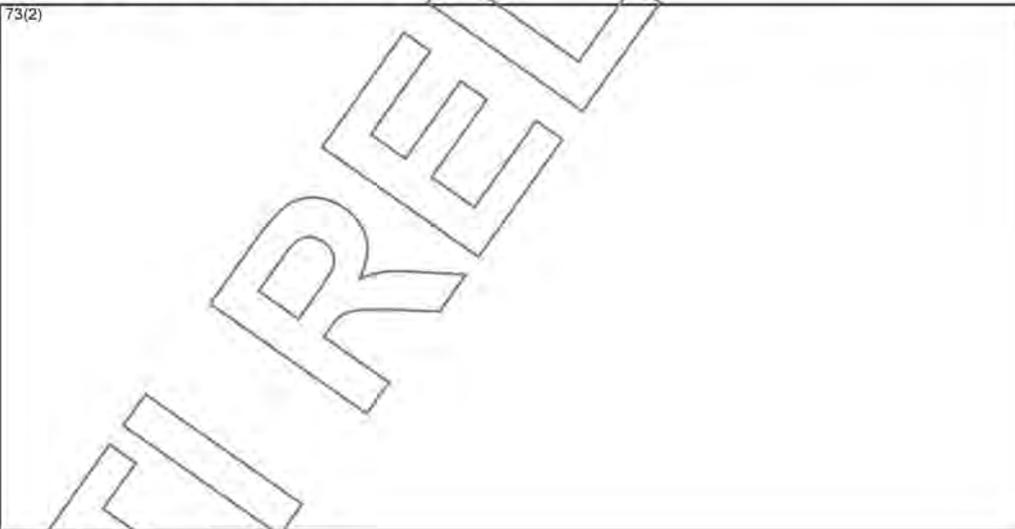
Regards

Dave Olsen - A/Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 8:56 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr Olsen,

Please be advised that one Young Person [redacted] is in
 custody overnight in the [redacted] Watchhouse as [redacted] DC are not accepting intakes of
 offenders overnight from 6pm to 7am.



Kind Regards

<image002.jpg>

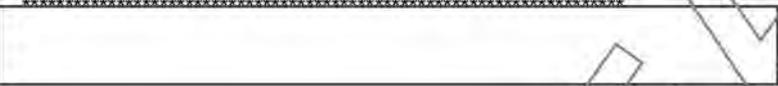
Sch3(12)(1)
 [redacted]

Shift Supervisor
 [redacted] Watchhouse
 [redacted]

Sch3(12)(1)



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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in [redacted] Watch house - [redacted]
Date: [redacted] 2021 9:58:31 PM

Noted

Regards

Dave Olsen - A/Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@youthjustice.qld.gov.au

On 10 Apr 2021, at 9:44 pm, Sch3(12)(1) [redacted]
 [redacted]@police.qld.gov.au wrote:

Good evening,

Please be advised that two (2) [redacted] juveniles: [redacted]
 [redacted] are being held in custody
 overnight at the [redacted] Watchhouse due security issues preventing [redacted] DC
 receiving youths after 6pm.

73(2)
 [redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at
 the [redacted] Watchhouse on [redacted]

Cheers

[redacted]
 [redacted]
 Watch House
 [redacted]

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Re - YP [Redacted] overnight at [Redacted] Watchhouse
Date: [Redacted] 2021 9:34:36 PM

Approved

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted Mobile phone number]
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 8:24 pm, [Redacted]@police.qld.gov.au> wrote:

Good evening Mr Olsen,

Please be advised that the above mentioned YP [Redacted] Sch3(12)(1) [Redacted] is being held in custody overnight at the [Redacted] Watchhouse due to the issues with [Redacted] DC.

[Redacted]

I seek your support to hold this young person in custody at the [Redacted] Watchhouse [Redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [Redacted] Watchhouse on [Redacted]

Kind Regards,

[Redacted]

Shift Supervisor
[Redacted] Watchhouse

[Redacted]

<image001.jpg>

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RTI RELEASES

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP overnight arrest
Date: 2021 8:04:56 AM

Hi [redacted] given the time of day I support this young person being held [redacted]

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 3:53 am, [redacted]@police.qld.gov.au> wrote:

Good morning Mr Olsen,

Please be advised that above mentioned YP [redacted] and is being held at the [redacted] Watchhouse due to the issues with [redacted] DC.

73(2)
[Large redacted area]

I seek your support to hold this young person in custody at the [redacted] Watchhouse [redacted] Sch3(12)(1)

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards,

Kind Regards,

[Redacted signature box]

Shift Supervisor
[redacted] Watchhouse

[Redacted box]

Sch3(12)(1)



<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: [redacted]
Subject: RE: YP held in [redacted] Watch house - [redacted] Sch3(12)(1)
Date: [redacted] 2021 7:55:19 AM
Attachments: image001.png

Thanks [redacted] noted. For you people who are arrested before 10pm please phone me and I will speak to [redacted] DC about them being admitted. [redacted] DC has a process in place and is able to accept admissions past 6pm.

Thanks,

Dave Olsen | Acting Regional Director
North Queensland Region
Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane, Kirwan Queensland
T: 07 4796 6700 | M: [redacted] Mobile phone number



From: [redacted]@police.qld.gov.au
Sent: Friday, 30 April 2021 9:11 PM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Subject: FW: YP held in [redacted] Watch house - [redacted]

Good Evening,

Please be advised that one [redacted] Juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to [redacted] DC being unable to accept receptions after 6pm.

73(2)
[redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted]

Cheers

Sch3(12)(1)

Watch House

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RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: [redacted]
Subject: Re: Juvenile in custody
Date: [redacted] 2021 5:14:00 AM

Thanks [redacted], approved for young person to remain at the watchhouse [redacted]
[redacted]

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 3:34 am, [redacted]
[redacted]@police.qld.gov.au> wrote:

Hi Boss, and David

Just advising you that we have a [redacted] juvenile in the [redacted] Watchhouse. [redacted] referred to email regards contact David Olsen, after speaking to DDO and Crisis care, ([redacted] Stakeholder information) advised it was a [redacted] and David Olsen needed to be called, I called David Olsen's mobile and went to message bank and I left a message stating [redacted] Sch3(12)(1) Watchhouse and [redacted] Juvenile in custody. I also called [redacted] DC and spoke to [redacted] and she stated yep that we would need to contact David Olsen to gain admission to [redacted] DC at this time of in the morning.

As a result the [redacted] juvenile will remain in the [redacted] Watchhouse [redacted]
[redacted]

73(2)
[redacted]

<image001.jpg>

[redacted]
[redacted] Watchhouse
[redacted]

Sch3(12)(1)

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc: [Redacted]
Subject: Re: YP in custody overnight at [Redacted] Watchhouse [Redacted]
Date: [Redacted] 2021 5:10:47 AM

Noted

Regards

Dave Olsen - A/Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [Redacted Mobile phone number]
 E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 9:23 pm, [Redacted Sch3(12)(1)]@police.qld.gov.au> wrote:

Good evening Mr Olsen,

[Redacted 73(2)]

DC was unable to accommodate the YP tonight as their facility is at capacity for [Redacted Sch3(12)(1)] age group.

I seek your support to hold this young person in custody at the [Redacted] Watchhouse [Redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [Redacted] Watchhouse on [Redacted]

Kind Regards,

[Redacted Sch3(12)(1)]

Shift Supervisor
[Redacted] Watchhouse

[Redacted]

<image001.jpg>

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RTI RELEASES

From: David L Olsen
To: [Redacted]
Cc: Lynne M Douglas
Subject: RE: Young Person [Redacted]
Date: [Redacted] 2021 5:09:25 PM
Attachments: image003.png
 image005.png

Thanks [Redacted] noted

Dave Olsen | Acting Regional Director
 Northern Queensland Region | Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane Kirwan
 T: 07 4796 6700 | M: [Redacted Mobile phone number]

From: [Redacted]@police.qld.gov.au]
Sent: [Redacted] 2021 11:41 AM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>; [Redacted]
 [Redacted]@police.qld.gov.au>
Subject: Young Person [Redacted]

Good morning,

The above young person has been remanded in custody until [Redacted]

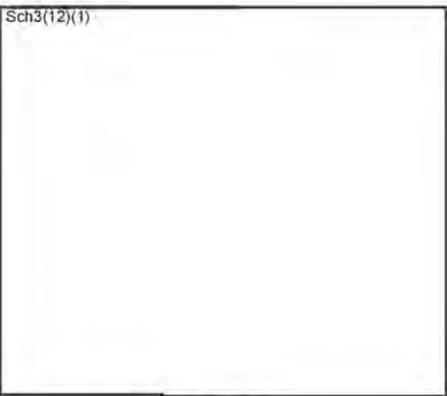
[Redacted] 73(2)

At this stage [Redacted] DC are saying there is no bed available but hopefully one will be there by [Redacted]

For your information. [Redacted] 73(2)

Kind Regards

Sch3(12)(1)



Whouse



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RTI RELEASES

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: RE: [Redacted] juvenile [Redacted] in custody [Redacted] WH
Date: [Redacted] 2021 6:18:54 PM
Attachments: image001.png

Thank you, noted

Dave Olsen | Acting Regional Director
 Northern Queensland Region | Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane Kirwan
 T: 07 4796 6700 | M: [Redacted] Mobile phone number

From: [Redacted]@police.qld.gov.au]
Sent: Thursday, 27 May 2021 3:48 PM
To: MIYJSC_Management Team <MIYJSC_ManagementTeam@youthjustice.qld.gov.au>; David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Cc: [Redacted]@qldpolice.onmicrosoft.com>; [Redacted]
 [Redacted]@police.qld.gov.au>
Subject: [Redacted] juvenile [Redacted] in custody [Redacted] WH

[Redacted]

Regards,

[Redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: RE: 2 x [redacted] DP held in [redacted] W/H until beds available at [redacted] DC.
Date: Monday, 31 May 2021 5:29:51 PM
Attachments: image001.png

Thanks [redacted], noted

[redacted] 73(2)

Regards

Dave Olsen | Acting Regional Director
 North Queensland Region
 Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane, Kirwan Queensland
 T: 07 4796 6700 | M: [redacted] Mobile phone number



From: [redacted]@police.qld.gov.au>
Sent: Monday, 31 May 2021 4:47 PM
To: [redacted]@qldpolice.onmicrosoft.com>; David L Olsen <David.OLSEN@cyjma.qld.gov.au>; David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Cc: [redacted]@prds.qldpol)' [redacted] [redacted]@prds.qldpol>; [redacted] [redacted]@police.qld.gov.au>
Subject: 2 x [redacted] held in [redacted] W/H until beds available at [redacted] DC.

Mr Olsen, Inspector and Seniors,

Please be advised that [redacted] DC are unable to accept the following young persons held in custody at the [redacted] Watchhouse due to being at capacity.

[Large redacted area]

As a result, both [redacted] Juvenile prisoners will remain in the [redacted] W/House until room is available for these young people to be accommodated at a Youth Detention Facility.

[redacted]

Approval is sought by the RDO to continue to hold both these young persons in the [redacted] Watchhouse due to [redacted] DC being at capacity and no beds being available for them.

Support from Mr OLSEN is also requested to hold these young persons in a Watchhouse Facility until rooms can be made available for them at [redacted] DC or a Youth Detention Facility.

As usual if you have any concerns please feel free to call or email the [redacted] Watchhouse and speak to the Shift Supervisor on [redacted]

Kind Regards

[redacted]

Acting Officer in Charge
[redacted] Watchhouse

[redacted]



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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted] Watchhouse
Subject: Re: [Redacted] in custody overnight [Redacted] W/House: [Redacted] 2021
Date: [Redacted] 2021 8:51:59 PM

Noted

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [Redacted] 2021, at 8:18 pm, [Redacted]
[Redacted]@police.qld.gov.au> wrote:

Dear Mr Olsen, Inspector and Seniors,

73(2)
[Redacted]

[Redacted] DC have advised that they are at capacity and cannot receive this young person into their facility.

I am seeking your support Mr OLSEN to hold this young person in custody at the [Redacted] Sch3(12)(1) Watchhouse overnight until [Redacted] due to [Redacted] DC being full.

I am also seeking Commissioned Officers approval to hold this Young person in custody overnight in the [Redacted] Watchhouse.

73(2)
[Redacted]

Kind Regards

<image002.jpg>

[Redacted]

Shift Supervisor

[Redacted] Watchhouse

Sch3(12)(1)



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RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: Sch3(12)(1)
Subject: Re: Overnight arrest YP - [redacted]
Date: [redacted] 2021 7:07:13 AM

Supported

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 3:52 am, [redacted]@police.qld.gov.au>
wrote:

Good evening Mr Olsen,

Please be advised that above mentioned YP [redacted]
[redacted] is being held in custody overnight at the [redacted] Watchhouse due to
the issues with [redacted] DC.

[redacted]

I seek your support to hold this young person in custody at the [redacted]
Watchhouse [redacted]

As usual if you have any queries please don't hesitate to call the shift
supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards,

[redacted]

Shift Supervisor
[redacted] Watchhouse

[redacted]

<image001.jpg>

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RTI RELEASES

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Juvenile in custody [Redacted]
Date: Saturday, [Redacted] 2021 7:30:18 PM

Approved, Co responder staff can you please check in on the young person tomorrow and document on ICMS.

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs

M: [Redacted] Mobile phone number

E: david.olsen@youthjustice.qld.gov.au

On 12 Jun 2021, at 6:51 pm, [Redacted]
[Redacted]@police.qld.gov.au> wrote:

Mr OLSEN and [Redacted]

[Redacted] 73(2)

[Redacted] Sch3(12)(1)

[Redacted] a pre-admission attempt has been made with [Redacted] DC, however advice has been received from [Redacted] DC that they are at capacity and do not have a bed available to accommodate this youth.

I am therefore seeking your support to hold this child in custody overnight, and potentially until [Redacted]

[Redacted] 73(2)

If you require any further information in regards to this matter please contact the Shift Supervisor [Redacted] Watchhouse on [Redacted]

Regards,

[Redacted]
[Redacted] Watchhouse
[Redacted]

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RTI RELEASED

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: RE: YP in custody Sch3(12)(1)
Date: Monday, [Redacted] 2021 7:58:34 PM
Attachments: image002.png

Thanks [Redacted] supported [Redacted] DC is unable to accept this YP.

Regards

Dave Olsen | Acting Regional Director
 Northern Queensland Region | Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane Kirwan
 T: 07 4796 6700 | M: [Redacted Mobile phone number]

From: [Redacted] [Redacted]@police.qld.gov.au]
Sent: [Redacted] 2021 7:09 PM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au> [Redacted]
 [Redacted]
 [Redacted]
Subject: YP in custody [Redacted]

Good evening Mr Olsen,

Please be advised that above mentioned YP [Redacted]
 [Redacted] is being held in custody overnight at the [Redacted] Watchhouse due to [Redacted] DC
 being at full capacity.



I seek your support to hold this young person in custody at the [Redacted] Watchhouse
 [Redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the
 [Redacted] Watchhouse on [Redacted]

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



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From: David L Olsen
To: [redacted]
Cc: [redacted]
Subject: Re: [redacted] Juvenile in [redacted] Watchhouse
Date: [redacted] 2021 7:47:11 AM

Noted

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 5:30 am, [redacted]
[redacted]@police.qld.gov.au> wrote:

Hi Boss and David

Just advising you that we have a [redacted] juvenile in the [redacted] Watchhouse

[redacted] 73(2)

Due to the time and [redacted] Sch3(12)(1) having barriers up the [redacted] Juvenile will remain in the [redacted] Watchhouse [redacted]

<image001.jpg>

[redacted] Sch3(12)(1)
[redacted] Watchhouse

[redacted]

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inform the sender or contact 1300ITPSBA@psba.qld.gov.au.
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RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: [redacted]
Subject: Re: Juvenile [redacted] in custody overnight at [redacted] Watchhouse
Date: [redacted] 2021 11:04:53 AM

Noted. Supported to hold at watchhouse given [redacted] DC is unable to accept this child.

Regards

Dave Olsen - A/Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@youthjustice.qld.gov.au

On [redacted] 2021, at 10:35 am, [redacted]
[redacted]@police.qld.gov.au> wrote:

Mr OLSEN and Inspector [redacted]

[redacted] juvenile [redacted] is currently being held in [redacted]
Watchhouse [redacted]

73(2)
[redacted]

Advice has been passed on from Watchhouse night shift that [redacted]
[redacted] and [redacted] DC were not able to receive this child due to capacity
issues for a [redacted] in this age group. The Watchhouse was advised by [redacted] DC this
would be reassessed during the day today.

I am forwarding this advice to confirm that you are both aware and support that
this child has been held overnight in the [redacted] Watchhouse commencing from
approximately [redacted] on the [redacted] 21 and may be required to be further held
overnight on the [redacted] 21 if further advice is received from [redacted] DC today that there
is no availability of a bed for this child.

73(2)
[redacted]

If you have any concerns please do not hesitate to contact [redacted] Watchhouse
Shift Supervisor on [redacted]

Regards

Sch3(12)(1)
Watchhouse

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc: [Redacted]
Subject: RE: 4 x juveniles remanded in custody
Date: [Redacted] 2021 6:29:31 PM
Attachments: image001.png

Hi [Redacted], regular maintenance is being conducted on some cells. [Redacted] DC anticipates these 6 beds come on line tomorrow.

Thanks

Dave Olsen | Regional Director
 North Queensland Region | Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane Kirwan
 T: 07 4796 6700 | M: [Redacted Mobile phone number]

From: [Redacted]@police.qld.gov.au
Sent: [Redacted] 2021 6:25 PM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Cc: Robyn IRWIN <Robyn.IRWIN@cyjma.qld.gov.au> [Redacted]
 [Redacted]@police.qld.gov.au; [Redacted]@police.qld.gov.au;
 [Redacted]@police.qld.gov.au; [Redacted]
 [Redacted]@police.qld.gov.au;
Subject: RE: 4 x juveniles remanded in custody

Evening Dave,

Sch3(12)(1)
 [Redacted]

[Redacted] I believe there are no beds at this time, however, [Redacted] DC advise they have quite a few going to court tomorrow which may open up some beds?

Further enquires will be made tomorrow. Will confirm details once known.

Regards

Sch3(12)(1)

Watchhouse

[Redacted]



Our values are at the core of who we are and what we do each day

73(2)

RTI RELEASE

From: David L Olsen
To: [redacted]
Cc: [redacted] Watchhouse [redacted]
Subject: Re: 4 x [redacted] P overnight in custody at [redacted] Watchhouse [redacted]
Date: [redacted] 2021 8:11:33 PM

Thanks [redacted] supported

Regards

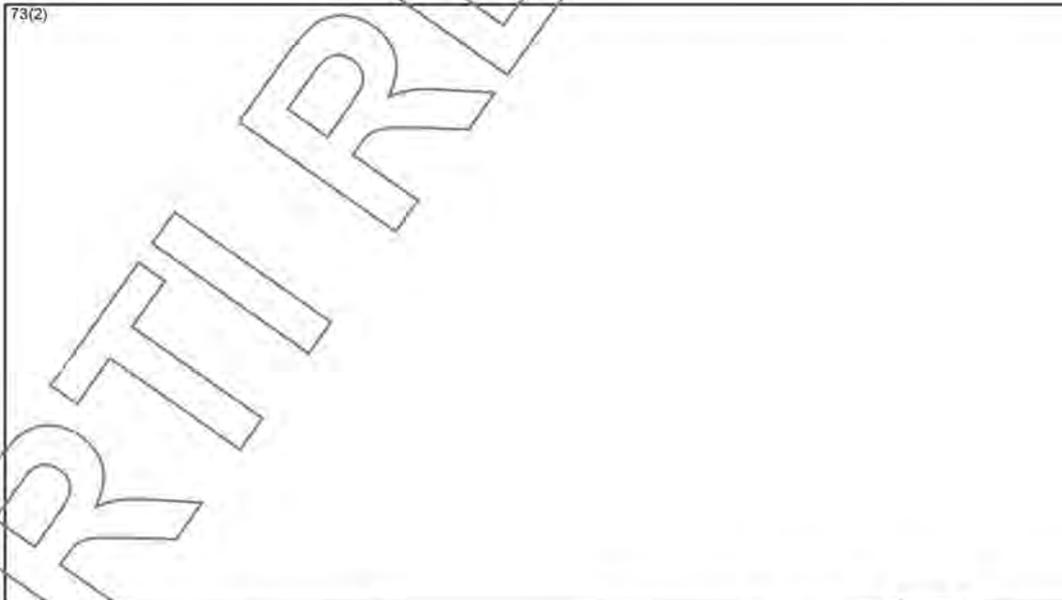
Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] Sch3(12)(1) 2021, at 8:05 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr Olsen, Inspector [redacted] A/Inspector [redacted] DDO's and OIC Watchhouse,

Please be advised that 4 x Young [redacted] persons are currently being held in the
 [redacted] Watchhouse overnight due to [redacted] DC being at capacity and unable to
 accept these young people into their facility.

I am seeking your support Mr Olsen and your authorisation Inspector [redacted] to
 hold these young people in custody at the [redacted] Watchhouse until [redacted] DC can
 accept them [redacted]



[redacted] DC have agreed to accept [redacted] tomorrow after 8.30am [redacted] 2021.

As usual, should you have any concerns or queries with any of these young people
 please contact the Shift Supervisor at the [redacted] Watchhouse on [redacted] or
 during business hours the OIC Senior Sergeant [redacted] on [redacted] if you

wish to discuss any matter relating to the detention of these young people.

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI REVIEW

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP in custody at [redacted] Watchhouse [redacted] 21 - [redacted]
Date: [redacted] 2021 1:25:58 PM

Noted

Regards

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 1:13 pm, [redacted]@police.qld.gov.au> wrote:

Mr OLSEN and for the information of DDO [redacted] and RDO [redacted]

[redacted]

Crisis Care after hours advises that there are no beds available at [redacted] DC for the YP due to that establishment being at capacity. This information was also confirmed by an email sent from Superintendent [redacted], Commander State Custody Unit.

73(2)

[redacted]

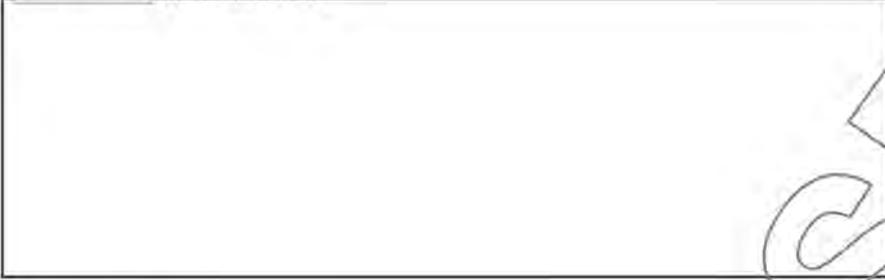
Should you require any further assistance with this matter please call the shift supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Juveniles in custody; [Redacted]
Date: Friday [Redacted] 2021 7:06:15 AM

Noted

Regards

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs

M: [Redacted] Mobile phone number

E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 7:30 pm, [Redacted] <[Redacted]@police.qld.gov.au> wrote:

Good afternoon,

We currently have 2 [Redacted] juveniles in custody at the [Redacted] Watchhouse, [Redacted]

[Redacted]
73(2)

[Redacted] DC confirmed there are beds are available for both juvenile. YP [Redacted] will be moved tomorrow [Redacted] and enquires are presently being made to move YP [Redacted] over the weekend. Further advice to follow once confirmed.

73(2)
[Redacted]

Regards

Sch3(12)(1)
[Redacted]

Watchhouse

[Redacted]

<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: Sch3(12)(1)
Subject: Re: DP & DP in custody overnight due to DC being at capacity.
Date: [Redacted] 2021 7:42:08 AM

Approved to hold at Watchhouse given [Redacted] dc is unable to accept young people.

Regards

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [Redacted Mobile phone number]
 E: david.olsen@cyjma.qld.gov.au

On 14 Aug 2021, at 7:50 pm, [Redacted]
 [Redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Inspector [Redacted] Senior Sergeant DDO's, Ladies & Gents,

Please be advised due to [Redacted] DC being at Capacity they cannot accept the following young persons into their Detention Facility.

Sch3(12)(1)
 [Redacted]

Both Young people [Redacted]
 [Redacted] will remain in custody [Redacted]
 [Redacted] or until [Redacted] DC accepts them into their centre.

I respectfully request your support Mr OLSEN to hold these young people in custody at the [Redacted] Watchhouse [Redacted]
 [Redacted]

Inspector [Redacted] I respectfully request approval for these young persons to remain in custody at the [Redacted] Watchhouse until [Redacted] DC can accept them or [Redacted]
 [Redacted]

73(2)
 [Redacted]

As usual please contact the Shift Supervisor by Email or phone if you have any concerns.

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse

[Redacted signature area]

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RTI RELEASED

From: David L Olsen
To: [redacted]
Cc: [redacted]
Subject: Re: Juveniles held in custody [redacted] Watchhouse overnight [redacted] 2021.
Date: [redacted] 2021 7:02:18 AM

Approved given [redacted] dc has no capacity to accept these young people.

Regards

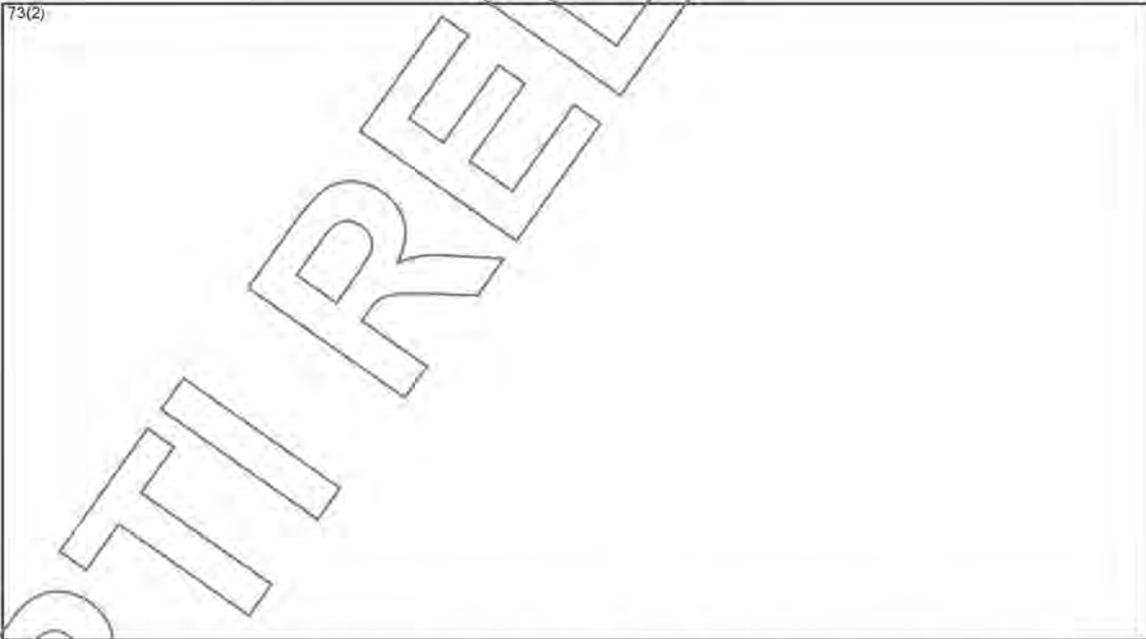
Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 3:29 am, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Good Morning Mr Olsen, Colleagues,

Continuing on from Sergeant [redacted] earlier email the following two juveniles have been arrested and [redacted] Sch3(12)(1)
 [redacted]

73(2)



Once again due to the current capacity issues at [redacted] DC approval is sought to house the juveniles at the [redacted] Watchhouse [redacted] Sch3(12)(1)

As usual please contact the shift supervisor at the [redacted] Watchhouse by email or phone if you have any queries regarding the matter.

Kind regards,

Sch3(12)(1)

Watchhouse
[Redacted]

From: Sch3(12)(1)@police.qld.gov.au
Sent: [Redacted] 2021 21:40
To: [Redacted]
Subject: FW: Juveniles held in custody [Redacted] Watchhouse overnight [Redacted] 2021.

FYI Everybody

Kind Regards,

[Redacted]

Shift Supervisor

[Redacted] Watchhouse
[Redacted]

<image001.jpg>

From: [Redacted]
Sent: Sunday, 15 August 2021 21:38
To: David L Olsen <David.OLSEN@cyima.qld.gov.au>; David L Olsen <David.OLSEN@cyima.qld.gov.au>
Cc: [Redacted]@police.qld.gov.au
Subject: Juveniles held in custody [Redacted] Watchhouse overnight [Redacted] 2021.

Dear MR Olsen, Inspector [Redacted] DDO Senior Sergeants, Ladies & Gents,

Please be advised of the following Young people being held in custody at the [Redacted] Watchhouse due to [Redacted] DC being at capacity.

From Yesterday [Redacted] 2021 we have :

1. [Redacted]

Sch3(12)(1)
2.

From this evening [] 2021 we have :

3.
4.
5.

[]

I am therefore seeking your Support Mr Olsen and Inspector [] permission to hold all these young persons in custody at the [] Watchhouse until [] or [] DC accept them into their facility.

Should the circumstances change and they are all not kept in custody at the [] Watchhouse, then the Sergeant taking over from my shift ending at 10.00pm [] 2021 – Sergeant [] will keep you informed of the change of circumstance with the appropriate email

73(2)
[]

As usual if there are any concerns please do not hesitate to contact the Shift Supervisor at the [] Watchhouse on [] to discuss.

Kind Regards,

Sch3(12)(1)
[]

Shift Supervisor
[] Watchhouse
[]

Sch3(12)(1)

<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc: [Redacted]
Subject: Re: Juveniles in custody:
Date: [Redacted] 2021 8:04:20 PM

Noted

Regards

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs

M: [Redacted] Mobile phone number

E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 6:22 pm [Redacted] Sch3(12)(1)
 [Redacted]@police.qld.gov.au> wrote:

Good evening,

The following juveniles are presently in custody at the [Redacted] Watchhouse

[Redacted]

- [Redacted] 73(2)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

At this time, a bed is available for [Redacted]

The remaining juveniles will be transferred as soon as beds become available at

[Redacted] DC. Can the watchhouse please be notified for planning purposes.

[Redacted] 73(2)

Regards

[Redacted]

[Redacted] **Watchhouse**

[Redacted]

Sch3(12)(1)

<image002.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc: [Redacted]
Subject: Re: Juveniles in custody x 6
Date: [Redacted] 2021 8:19:58 PM

Thanks [Redacted]

Regards

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs

M: [Redacted] Mobile phone number

E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 8:18 pm, [Redacted]
 [Redacted]@police.qld.gov.au> wrote:

Good evening,

[Redacted]

The following juveniles remain in custody at the [Redacted] Watchhouse awaiting transfer to a Youth Detention Centre. The good news is that beds are starting to open up.

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

Regards

Sch3(12)(1)

Watchhouse

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RTI RELEASES

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in Watch house
Date: 2021 8:07:38 PM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Mobile phone number]
E: david.olsen@cyjma.qld.gov.au

On [] 2021, at 6:50 pm, []
[]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that one [] Juvenile: []
[] is being held in custody overnight at the [] Watchhouse due to
advice received by staff at [] DC that they are at capacity and unable to receive this
young person.

73(2)
[]

I seek your support to hold this young person in custody at the [Sch3(12)(1)]
Watchhouse until their Court appearance.

As usual if you have any queries please don't hesitate to call the shift supervisor at
the [] Watchhouse on []

Cheers

[]
[]
[] Watch House
[]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in [redacted] Watch house [redacted]
Date: [redacted] 2021 8:00:11 AM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 9:40 pm, [redacted]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that one [redacted] Juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to advice received by staff at [redacted] DC that they are at capacity and unable to receive this young person.

[redacted] 73(2)

I seek your support to hold this young person in custody at the [redacted] Sch3(12)(1) Watchhouse until [redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted]

Cheers

[redacted]

[redacted] Watch House

[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in [redacted] Watch house - [redacted]
Date: [redacted] 2021 4:01:47 PM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 3:07 pm, [redacted]@police.qld.gov.au> wrote:

Good Afternoon,

Please be advised that one [redacted] Juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to advice received by [redacted] Youth Justice staff that [redacted] DC is at capacity and unable to receive this young person.

[redacted] 73(2)

I seek your support to hold this young person in custody at the [redacted] Watchhouse [redacted] Sch3(12)(1)

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted] Sch3(12)(1)

Cheers

[redacted]

Watch House

[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Juveniles in Custody at [redacted] Watchhouse due to [redacted] DC being at Capacity.
Date: [redacted] 2021 4:03:21 PM

Noted

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 1:00 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr Olsen, A/Sup [redacted] Senior Sgt's DDO's, Watchhouse Supervisors and Staff, Ladies & Gentlemen,

Please be advised of the following situation:

DC are at Capacity and are unable to accept the following young persons into their centre:

- 1.
- 2.
- 3.

73(2)

As usual Mr Olsen if you have any concerns please don't hesitate to contact the [redacted] Watchhouse Shift Supervisor on [redacted] or by email should you wish to discuss the matters etc.

Kind Regards,

Shift Supervisor
 [redacted] Watchhouse

Sch3(12)(1)



<image001.jpg>

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RTI RELEASE

From: David L Olsen
 To: [Redacted]
 Cc: [Redacted]
 Subject: Re: Juvenile in custody [Redacted] Watchhouse Overnight [Redacted] (Transferred for [Redacted] Watchhouse)
 Date: [Redacted] 2021 4:05:01 PM

Noted I will follow this matter up with [Redacted] DC

Regards

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [Redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On 22 Aug 2021, at 2:24 am, [Redacted] [Redacted]@police.qld.gov.au> wrote:

Mr Olsen and Inspector [Redacted]

Apologies if notification has previously been received regarding this [Redacted] JP being in custody at [Redacted] Watchhouse overnight however I am forwarding this advice to ensure this child's stay in the [Redacted] Watchhouse is noted and supported by you both.

[Redacted] prior arrangements that [Redacted] was to be received at [Redacted] DC. However advice was received from [Redacted] DC this morning that [Redacted] is unable to be received at [Redacted] DC at this time due to lack of a bed (Cell out of commission due to damage).

73(2) [Redacted]
 [Redacted] I have spoken with [Redacted] Shift Supervisor at [Redacted] DC at about midnight tonight and he has confirmed that there will be no bed available until further notice as [Redacted] DC are awaiting assessment (today) and repairs to be carried out by tradesman.

73(2) [Redacted]

Seeking your support to hold this YP overnight.

[Redacted]

Regards

Sch3(12)(1)
 [Redacted]

[Redacted] Watchhouse
[Redacted] Sch3(12)(1)

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RTI RELEASED

From: David L Olsen
 To: [Redacted]
 Cc: [Redacted]
 Subject: Re: YP in custody overnight at [Redacted] Watchhouse [Redacted]
 Date: [Redacted] 2021 5:44:20 AM

Approved

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [Redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 10:04 pm, [Redacted]@police.qld.gov.au> wrote:

Good evening Mr Olsen, A/ Insp [Redacted] and DDO's,

Please be advised due to [Redacted] DC being at Capacity they cannot accept the following young persons into their Detention Facility.

1. [Redacted]
2. [Redacted]

73(2)
 [Redacted]

On call manager [Redacted] Sch3(12)(1) at [Redacted] DC was notified and confirmed there are no beds available at their centre.

I respectfully request your support Mr OLSEN to hold these young people in custody at the [Redacted] Watchhouse [Redacted]

A/Inspector [Redacted] I respectfully request approval for these young persons to remain in custody at the [Redacted] Watchhouse until [Redacted] DC can accept them or [Redacted]

73(2)
 [Redacted]

As usual please contact the Shift Supervisor by email or phone if you have any concerns.

[Redacted]

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Advice of YP in custody at [redacted] Watchhouse
Date: [redacted] 2021 5:45:58 AM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 4:44 am, [redacted]
[redacted]@police.qld.gov.au> wrote:

For your information,

73(2)
[redacted]

As there are no beds available at [redacted] DC, and due to the time of the morning [redacted] has arrived in custody, [redacted] will remain in the [redacted] Watchhouse [redacted]

Mr OLSEN and Inspector [redacted] forwarded for your advice and support.

Regards

[redacted]
[redacted] Watchhouse
[redacted]

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RTI RELEASE

From: David L Olsen
 To: Sch3(12)(1)
 Cc:
 Subject: Re: YP in custody over night at the [redacted] Watchhouse [redacted]
 Date: [redacted] 2021 6:46:57 AM

Supported

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 8:50 pm, [redacted]@police.qld.gov.au wrote:

Dear Mr OLSEN, A/ Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at Capacity they cannot accept the following YP into their Detention Facility.

1. [redacted]

Due to the YP [redacted] will remain in custody [redacted] or until [redacted] DC accepts them into their centre.

I respectfully request your support Mr OLSEN to hold this YP in custody at the [redacted] Watchhouse until [redacted]

A/ Inspector [redacted] I respectfully request approval for this YP to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept them or [redacted]

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

[redacted signature]

Shift Supervisor
 [redacted] Watchhouse

[redacted]

Sch3(12)(1)



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in Watch house
Date: 2021 4:33:10 PM

Noted

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Mobile phone number]
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 1:38 pm, [redacted]@police.qld.gov.au> wrote:

Good Afternoon,

Please be advised that one [redacted] Juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to advice received by staff at [redacted] DC that they are at capacity and unable to receive this young person.

[redacted]

I seek your support to hold this young person in custody at the [redacted] Watchhouse [redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted]

Cheers

[redacted]
[redacted] Watch House
[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: [redacted] in W/H overnight
Date: Monday, 30 August 2021 7:00:19 AM

Noted

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 4:08 am, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Inspector [redacted] Senior Sergeants, Ladies & Gents,

73(2)

I seek your Support Mr Olsen to hold [redacted] in custody at the [redacted]
 Watchhouse to ensure [redacted]

At present [redacted] DC is currently at capacity, however Anita at Child safety Afterhours is
 attempting to find a place for [redacted] at [redacted] DC and is to advise of same. Due
 to the present late hour of the morning i.e. 0405hrs, it is most likely that this young
 [redacted] will remain in custody at the [redacted] Watchhouse.

73(2)

As usual please don't hesitate to call or email the Shift Supervisor at the [redacted]
 Watchhouse or OIC during business hours if you have any query regarding this
 matter.

Kind Regards,

[redacted]

Shift Supervisor
 [redacted] Watchhouse

[redacted]



<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: RE: [redacted] juvenile in custody [redacted]
Date: [redacted] 2021 9:50:34 AM
Attachments: image001.png

Supported

Dave Olsen | Regional Director
North Queensland Region
Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane, Kirwan Queensland
T: 07 4796 6700 | M: [redacted] Mobile phone number



From: [redacted]@police.qld.gov.au>
Sent: Thursday, 2 September 2021 8:33 PM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>; [redacted]
[redacted]@police.qld.gov.au>
Cc: [redacted]
Subject: [redacted] juvenile in custody [redacted]

Mr OLSEN and Inspector [redacted]

I am seeking your support to hold [redacted] juvenile [redacted] in custody overnight at [redacted] Watchhouse. ⁷³⁽²⁾

[redacted]

Sch3(12)(1) [redacted] a pre-admission was made with [redacted] DC however [redacted] has advised there are no beds available and therefore [redacted] is unable to be received at [redacted] DC

⁷³⁽²⁾ [redacted]

Additionally, Sch3(12)(1) [redacted] has also been received into custody at [redacted] Watchhouse at [redacted]

[redacted]
⁷³⁽²⁾ [redacted]
[redacted]

Sch3(12)(1) will attempt to have [redacted] booked into [redacted] DC however due to the previous advice in regard to lack of available of a bed for [redacted] it is anticipated that [redacted] will also not be able to received. I am further requesting your support to hold [redacted] in custody at [redacted] Watchhouse overnight. [redacted]

Please do not hesitate to contact the Watchhouse if you have any concerns.

Regards,

[redacted]
[redacted] Watchhouse
[redacted]

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RTI RELEASES

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: JP [redacted] in custody at [redacted] W/H overnight [redacted]
Date: [redacted] 2021 8:49:49 PM

Approved

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On 6 Sep 2021, at 7:44 pm, [redacted] Sch3(12)(1)
 [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Inspector [redacted] Senior Sergeants, Ladies & Gents,

[redacted]

I seek your Support Mr Olsen to hold [redacted] in custody at the [redacted] Watchhouse [redacted]

At present [redacted] DC is currently at capacity as advised by [redacted] at [redacted] DC and therefore will remain in custody at the [redacted] Watchhouse [redacted]

[redacted]

73(2)
[redacted]

As usual please don't hesitate to call or email the Shift Supervisor at the [redacted] Watchhouse or OIC during business hours if you have any query regarding this matter.

Kind Regards,

[redacted signature]

Shift Supervisor

[redacted] Watchhouse

[redacted]

Sch3(12)(1)

<image001.jpg>

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RTI RELEASES

From: David L Olsen
 To: Sch3(12)(1)
 Cc:
 Subject: Re: JP & JP in W/H overnight :
 Date: 2021 8:21:23 PM

Supported

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [Mobile phone number]
 E: david.olsen@cyjma.qld.gov.au

On [] 2021, at 8:04 pm, []
 []@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Insp [], S/Sgt DDO, OIC [] Watchhouse, Ladies & Gents,

Please be advised that the following young people are being held in the [] Watchhouse overnight:

1. []
2. []

Staff at [] DC have advised that they are at capacity and unfortunately cannot receive either of these young people until room possibly becomes available Wednesday after Court matters are dealt with if children are released by the Court.

I now respectfully seek your support Mr Olsen and respectfully seek your permission Inspector [] to hold both these young offenders in custody at the [] Watchhouse overnight or until []

As usual should either of you have any query regarding this situation please call the Shift Supervisor at the [] Watchhouse on [] or the OIC during business hours if you would like to discuss any of these matters.

Kind Regards,

[]

[Redacted]

Shift Supervisor

[Redacted] Watchhouse

Sch3(12)(1)

[Redacted]

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Juveniles in custody overnight [redacted] Watchhouse x 3
Date: [redacted] 2021 6:36:44 AM

Approved

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 9:08 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Insp [redacted], S/Sgt DDO, OIC [redacted] Watchhouse, Ladies & Gents,

Please be advised that the following young people are being held in the [redacted] Watchhouse overnight due to [redacted] DC being at capacity:

1. [redacted]
2. [redacted]
3. [redacted]

[redacted] for YJ [redacted] has advised that [redacted] DC are at capacity and unfortunately cannot receive either of these young people until rooms become available [redacted] 21 if children held there are released by the Court.

I respectfully seek your support Mr Olsen and respectfully seek your permission Inspector [redacted] to hold both these young offenders in custody at the [redacted] Watchhouse overnight [redacted]

As usual should either of you have any query regarding this situation please call the Shift Supervisor at the [redacted] Watchhouse on [redacted] if you would like to discuss any of these matters.

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: 3 x [redacted] JP in custody overnight at [redacted] Watchhouse
Date: [redacted] 2021 6:13:13 AM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 7:59 pm, [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Insp [redacted] S/Sgt DDO, OIC [redacted] Watchhouse, Ladies & Gents,

Please be advised that the following young people are being held in the [redacted] Watchhouse overnight due to [redacted] DC being at capacity:

1. [redacted]
2. [redacted]
3. [redacted]

[redacted] from [redacted] DC advised that [redacted] DC are at capacity and unfortunately cannot receive either of these young people until rooms become available possible on [redacted] 21 if children held there are released by the Court.

I respectfully seek your support Mr Olsen and respectfully seek your permission Inspector [redacted] to hold both these young offenders in custody at the [redacted] Watchhouse overnight [redacted]

As usual should either of you have any query regarding this situation please call the Shift Supervisor at the [redacted] Watchhouse on [redacted] if you would like to discuss any of these matters.

Kind Regards,

[redacted]
Shift Supervisor
[redacted] Watchhouse

Sch3(12)(1)

<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: DP's in Custody at [redacted] W/H overnight [redacted]
Date: [redacted] 2021 10:41:20 AM

Approved

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 7:13 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, A/Insp [redacted] S/Sgt DDO, OIC [redacted] Watchhouse, Ladies & Gents,

Please be advised that the following young people are being held in the [redacted] Watchhouse overnight and the weekend due to [redacted] DC being at capacity and unable to receive any of these young people into their custody:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]
5. [redacted]

[redacted] from [redacted] DC advised that [redacted] DC are at capacity and unfortunately cannot receive either of these young people until rooms become available if children held there are released by the Court on [redacted] 2021 or the near future.

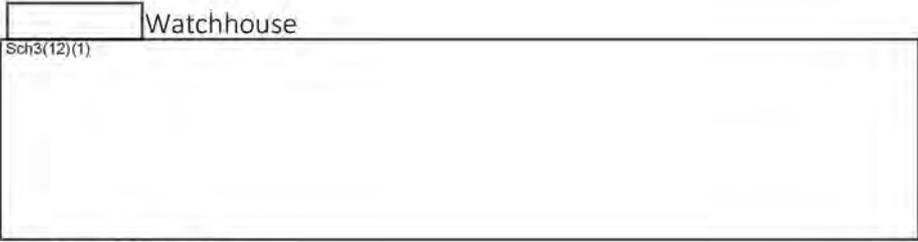
I respectfully seek your support Mr Olsen and respectfully seek your permission A/Inspector [redacted] to hold these young offenders in custody at the [redacted] Watchhouse overnight or until [redacted] or [redacted] DC can admit them to their centre.

As usual should either of you have any query regarding this situation please call the Shift Supervisor at the [redacted] Watchhouse on [redacted] if you would like to discuss any of these matters.

Kind Regards,

[redacted signature box]

Shift Supervisor



<image001.jpg>

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RTI RELEASE

From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: Re - YP in custody at [Redacted] Watchhouse
Date: [Redacted] 2021 5:28:29 PM

Approved

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 1:05 pm, [Redacted]@police.qld.gov.au wrote:

Dear Mr OLSEN, A/Insp [Redacted] S/Sgt DDO, OIC [Redacted] Watchhouse, Ladies & Gents,

Please be advised that the following young people are being held in the [Redacted] Watchhouse at least until [Redacted] 21 due to [Redacted] DC being at capacity:

1. [Redacted]
2. [Redacted]
3. [Redacted]
4. [Redacted]
5. [Redacted]

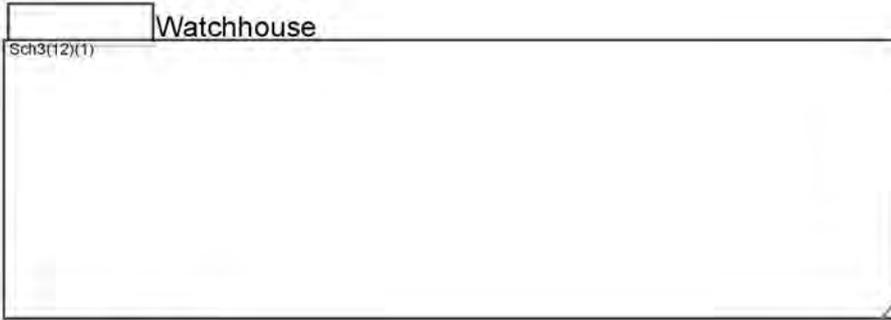
[Redacted] from [Redacted] DC advised that [Redacted] DC are at capacity and unfortunately cannot receive any of these young people until rooms become available possible or they are released by the Court.

I respectfully seek your support Mr Olsen and respectfully seek your permission Inspector [Redacted] to hold these young offenders in custody at the [Redacted] Watchhouse until [Redacted] 2021 [Redacted]

As usual should either of you have any query regarding this situation please call the Shift Supervisor at the [Redacted] Watchhouse on [Redacted] if you would like to discuss any of these matters.

Kind Regards,

[Redacted Signature]
Shift Supervisor



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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Young persons in custody overnight-[redacted] Watchhouse
Date: [redacted] 2021 6:46:39 AM

Supported

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 7:48 pm, [redacted]
[redacted]@police.qld.gov.au> wrote:

Mr Olsen and Inspector [redacted]

[redacted] Watchhouse is currently holding 7 YP's who will be remaining in custody overnight [redacted] 2021, due to [redacted] DC being at capacity and not being able to accommodate any of these youths.

73(2)



73(2)

I am seeking your support to hold these youths in custody overnight with the ^{Sch3(12)1}

[Redacted]

If there are any concerns please contact [Redacted] Watchhouse Shift Supervisor on the contact number below

Regards,

[Redacted]
[Redacted] Watchhouse
[Redacted]

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R

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: [redacted] JP custody overnight due to [redacted] DC being at capacity
Date: Thursday, 23 September 2021 8:26:31 PM

Noted

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted]
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 4:16 pm, [redacted] <[redacted]@police.qld.gov.au> wrote:

Mr OLSEN and Inspector [redacted]

[redacted] has now been RIC until [redacted] 2021.

Confirmation has been received from [redacted] (Shift Supervisor at [redacted] DC) that there is still no availability of bed overnight tonight for a [redacted] child in this age group.

[redacted]

If you have any concerns please contact the Shift Supervisor [redacted] Watchhouse on [redacted]

Regards

[redacted]
[redacted] Watchhouse
[redacted]

From: David L Olsen <David.OLSEN@cyjma.qld.gov.au>
Sent: [redacted] 2021 06:43
To: [redacted]@police.qld.gov.au
Cc: [redacted]@police.qld.gov.au;
[redacted]@police.qld.gov.au;
[redacted]@qldpolice.onmicrosoft.com; [redacted]
[redacted]@police.qld.gov.au
Subject: Re: [redacted] JP custody overnight due to [redacted] DC being at capacity

CAUTION: This email originated from outside of Queensland Police Service. Do not click links or

open attachments unless you recognise the sender and know the content is safe.

Supported

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted]
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 9:03 pm, [redacted] Sch3(12)(1)
[redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Inspector [redacted] Senior Sergeant, DDO's, Ladies & Gents,

Please be advised due to [redacted] DC being at Capacity they cannot accept the following young person into their Detention Facility.

1. [redacted]

[redacted]
[redacted] therefore will remain in custody [redacted]
[redacted] or until [redacted] DC accepts them into their centre.

I respectfully request your support Mr OLSEN to hold these young people in custody at the [redacted] Watchhouse [redacted]
[redacted]

A/Inspector [redacted] I respectfully request approval for these young persons to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept them or [redacted]
[redacted]

As usual please contact the Shift Supervisor by Email or phone if you have any concerns.

Thank you all for your time

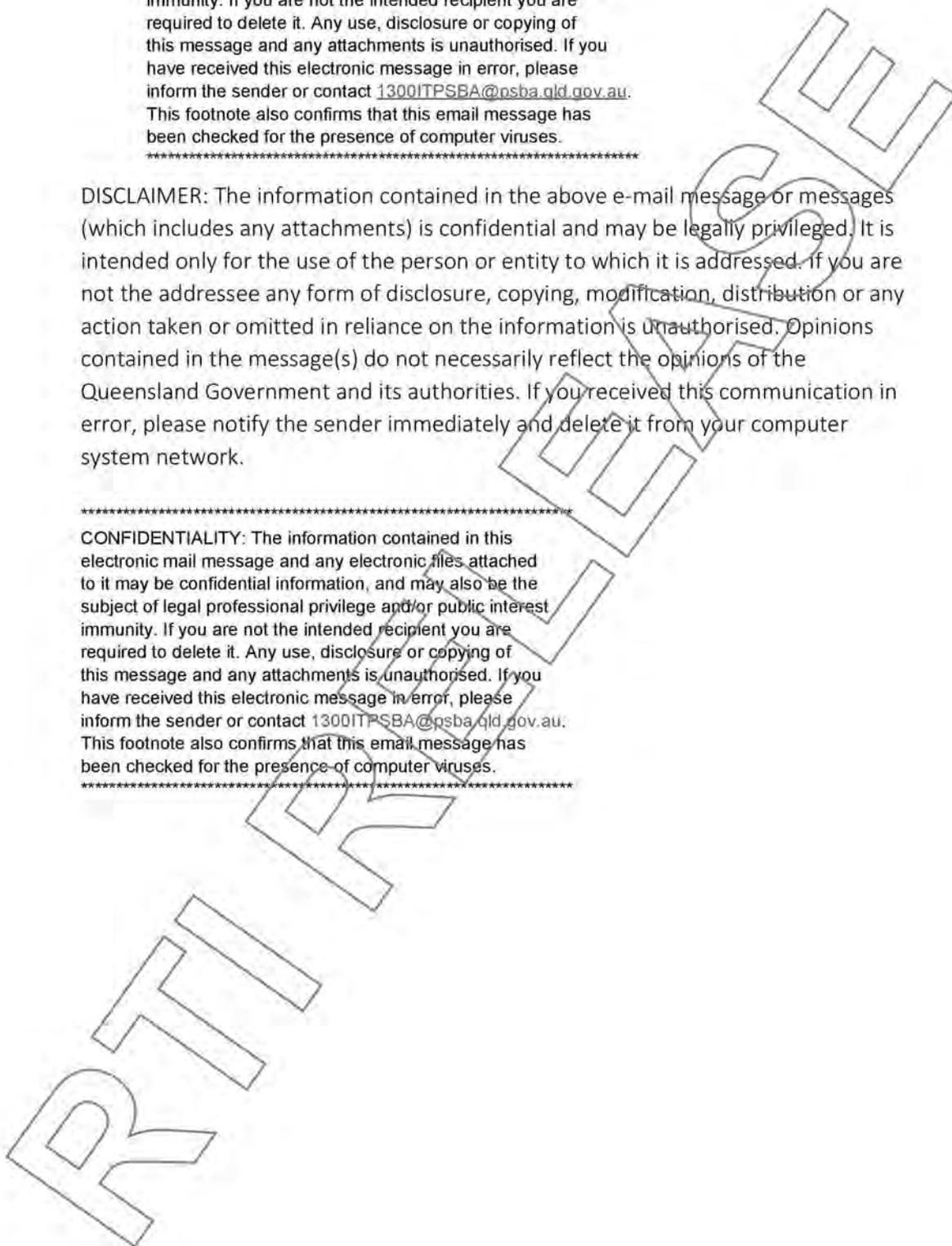
<image001.png>

[redacted]
[redacted] Watchhouse [redacted]
[redacted]

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From: David L Olsen
To: [Redacted]
Cc: [Redacted]
Subject: Re: YP held in [Redacted] Watch house - [Redacted]
Date: [Redacted] 2021 7:08:58 AM

Noted

Regards

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [Redacted] 2021, at 3:24 am, [Redacted]
[Redacted]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that one [Redacted] Juvenile: [Redacted]
[Redacted] is being held in custody overnight at the [Redacted]
Watchhouse due to advice received from [Redacted]
[Redacted] that [Redacted] DC is at capacity and unable to receive this young person.

73(2)
[Redacted]

I seek your support to hold this young person in custody at the [Redacted]
Watchhouse [Redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at
the [Redacted] Watchhouse on [Redacted]

Cheers

[Redacted]

[Redacted] Watch House
[Redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Juveniles in [redacted] W/H overnight or longer.
Date: [redacted] 2021 6:05:39 AM

Noted

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted]
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 9:38 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Acting Inspector [redacted] Senior Sergeants, Ladies and Gentlemen,

Please be advised of the following Juveniles being held in the [redacted]
 Watchhouse overnight:

1. [redacted]
2. [redacted]
3. [redacted] DC
unable to accept due to being at capacity.

73(2)

[redacted]

I respectfully request your support Mr OLSEN and your approval Acting Inspector
 [redacted] to hold these young persons in custody at the [redacted] Watchhouse
 [redacted] or until [redacted] DC can accept
 them into their Centre.

As usual should you have any issues or queries with any of these matters or young
 people, please contact the Shift Supervisor of the [redacted] Watchhouse on
 [redacted] or feel free to email the [redacted] Watchhouse as per below email
 address.

Kind Regards,



Sch3(12)(1)

Shift Supervisor

Watchhouse

[Redacted]

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Young Person held in custody [redacted] Watchhouse
Date: [redacted] 2021 7:22:55 PM

Noted

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [redacted] Mobile phone number
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 10:49 am, [redacted] <[redacted]@police.qld.gov.au> wrote:

Good Morning,

Please be advised that one [redacted] Juvenile: [redacted] is being held in custody at the [redacted] Watchhouse due to advice received from [redacted] from [redacted] DC that [redacted] DC is at capacity and unable to receive this young person.

[redacted] 73(2)

I seek your support to hold this young person in custody at the [redacted] Watchhouse until a bed becomes available at [redacted] DC and or [redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards

[redacted]
[redacted] Watchhouse
[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Juveniles in custody overnight [redacted] Watchhouse [redacted]
Date: [redacted] 2021 6:54:08 AM

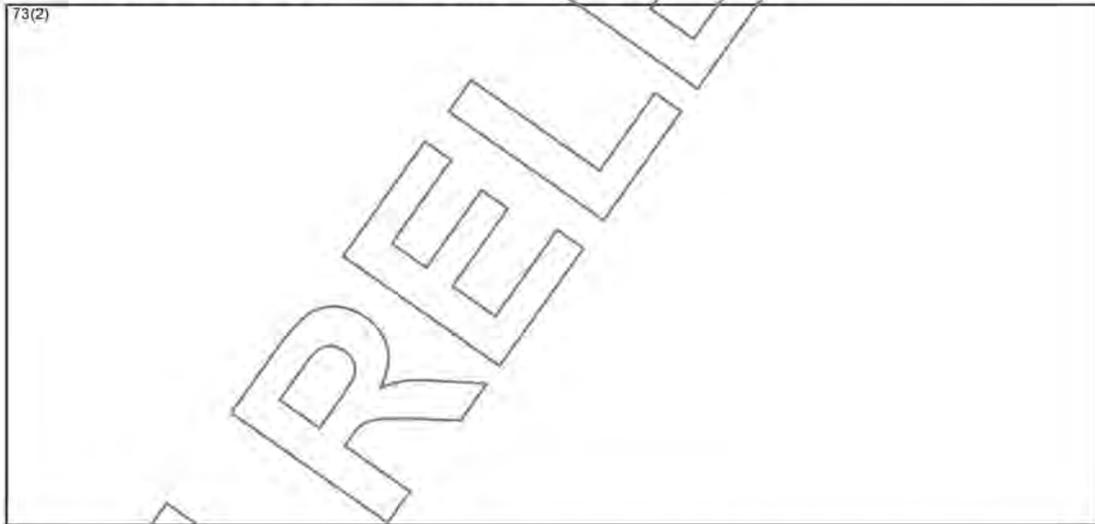
Noted

Dave Olsen - Regional Director
 Department of Children, Youth Justice and Multicultural Affairs
 M: [redacted] Mobile phone number
 E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 3:59 am, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Good Evening,

Please be advised that the following has occurred with respect to the below Young Persons who were in the [redacted] Watchhouse this evening.



We are still holding 2 x [redacted] young offenders in custody that are awaiting beds at [redacted] DC as well:

1. [redacted]
2. [redacted]

I seek your support Mr Olsen & permission A/Inspector [redacted] to hold these 2 remaining young persons in custody until [redacted] DC can accept them into their facility.

[redacted]
 [redacted] Watchhouse

Sch3(12)(1)

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Child in Watchhouse overnight
Date: Thursday, 21 October 2021 6:45:45 AM

Noted

Dave Olsen - Regional Director
Department of Children, Youth Justice and Multicultural Affairs
M: [Mobile phone number]
E: david.olsen@cyjma.qld.gov.au

On [redacted] 2021, at 8:45 pm, [redacted]@police.qld.gov.au> wrote:

Mr OLSEN and Inspector [redacted]

I am seeking your support to hold juvenile [redacted] in custody at [redacted] Watchhouse overnight due to advice from Youth Justice that there is no availability for [redacted] DC to receive [redacted] tonight due to capacity issues at the detention centre.

73(2)
[Large redacted area]

If you have any concerns please make contact with the Shift Supervisor [redacted] Watchhouse on the number listed below.

Regards

[redacted]
[redacted] Watchhouse
[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: SUPPORT FOR YOUNG PERSON HELD IN [redacted] WH OVERNIGHT [redacted]
Date: [redacted] 2021 8:53:57 PM

Noted

Regards

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 8:44 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Good evening,

I am seeking your support to hold the following two Young persons in custody overnight at the [redacted] Watchhouse as [redacted] Detention Centre is at capacity and has no available bed this evening.

73(2)

Kind Regards

Sch3(12)(1)
 [redacted]
 [redacted] Watchhouse
 [redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: SUPPORT FOR YOUNG PERSON HELD IN [redacted] WH [redacted]
Date: [redacted] 2021 8:00:30 AM

Noted

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 5:16 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Good evening,

I am seeking your support to hold the following Young persons in custody over the weekend at the [redacted] Watchhouse as [redacted] Detention Centre is at capacity and has no available beds. .

73(2)

Both juveniles will be required to stay in the [redacted] Sch3(12)(1) Watchhouse until beds become available at [redacted] DC.

If there any issues please don't hesitate to contact the Shift Supervisor at the [redacted] Watchhouse.

Kind Regards

[redacted]
[redacted] Watchhouse
[redacted]

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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: SUPPORT FOR YOUNG PERSON HELD IN [redacted] WH [redacted]
Date: [redacted] 2021 8:07:00 AM

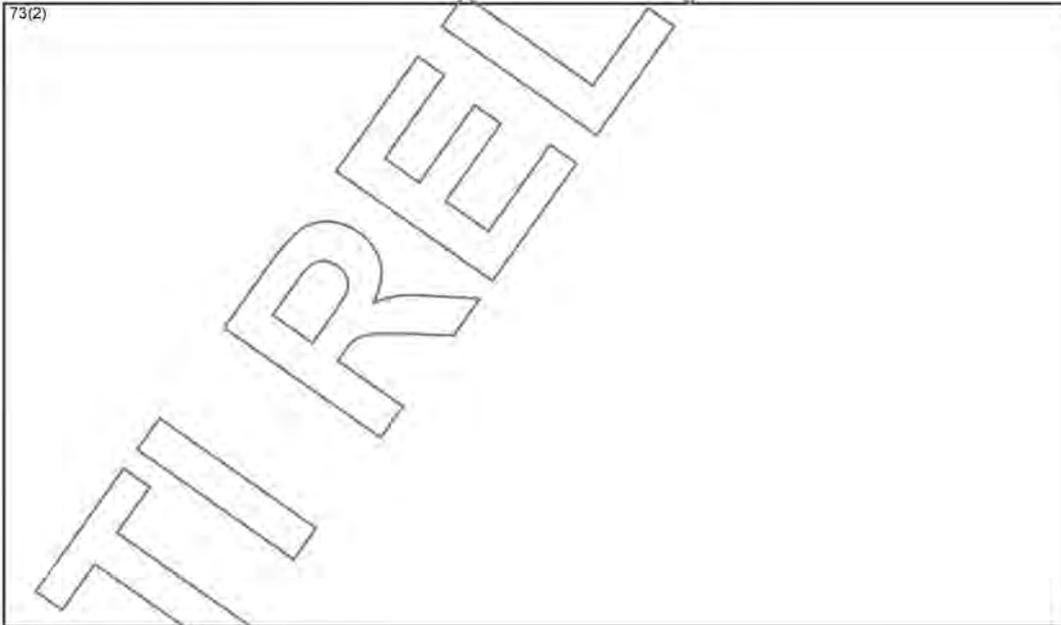
Noted

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 8:13 pm, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Good evening,

I am seeking your support to hold the following Young persons in custody over the weekend at the [redacted] Watchhouse as [redacted] Detention Centre is at capacity and has no available beds. .



Please be advised that

Sch3(12)(1) [redacted] and [redacted] remain in the [redacted] Watchhouse as per previous email.

All of these Young persons will remain at [redacted] Watchhouse until beds become available at [redacted] Detention Centre.

Sch3(12)(1)

Watchhouse

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RTI RELEASE

From: David L Olsen
 To: Sch3(12)(1)
 Cc:
 Subject: Re: YP in custody overnight at the [redacted] Watchhouse [redacted]
 Date: [redacted] 2021 7:53:37 PM

Noted

Regards

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 6:36 pm, [redacted]@police.qld.gov.au>
 wrote:

Dear Mr OLSEN, A/ Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at Capacity they cannot accept the following YP into their Detention Facility.

1. [redacted]

[redacted] 73(2)

I respectfully request your support Mr OLSEN to hold this YP in custody at the [redacted] Watchhouse [redacted]

A/ Inspector [redacted] I respectfully request approval for this YP to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept [redacted]

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP in custody overnight for [redacted] 21 - [redacted]
Date: [redacted] 2021 9:04:05 AM

Noted

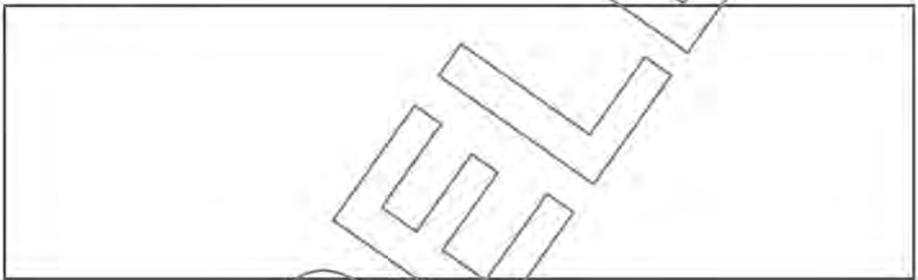
Regards

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 6:07 am, [redacted]
 [redacted]@police.qld.gov.au> wrote:

Approved

Kind Regards



<image001.jpg>

From: [redacted]@police.qld.gov.au>
Sent: Friday, 5 November 2021 19:55
To: David.OLSEN@csw.qld.gov.au; [redacted]
 [redacted]@police.qld.gov.au>; [redacted]
 [redacted]@qldpolice.onmicrosoft.com>; [redacted]
 [redacted]@prds.qldpol)<[redacted]@prds.qldpol>
Subject: YP in custody overnight for [redacted]
 [redacted]

Dear Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at Capacity they cannot accept the following YP into their Detention Facility.

1. [redacted]

73(2)

I respectfully request your support Mr OLSEN to hold this YP in custody at the

Sch3(12)(1) Watchhouse [redacted]

Inspector [redacted] I respectfully request approval for this YP to remain in custody at the

[redacted] Watchhouse until [redacted] DC can accept [redacted] or [redacted]

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

[redacted]

Shift Supervisor
[redacted] Watchhouse

[redacted]

<image003.jpg>

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From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP in custody overnight [redacted] Watchhouse - [redacted]
Date: [redacted] 2021 6:25:15 AM

Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [redacted] Mobile phone number

On [redacted] 2021, at 7:53 pm, [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at Capacity they cannot accept the following YP into their Detention Facility.

1. [redacted]

73(20)
[redacted]

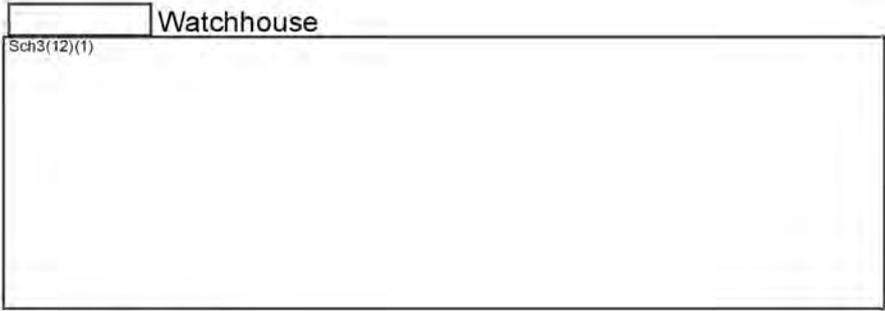
I respectfully request your support Mr OLSEN to hold this YP in custody at the [redacted] Watchhouse [redacted]

Inspector [redacted] I respectfully request approval for this YP to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept [redacted] or [redacted]

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

[redacted]
Shift Supervisor



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Young Persons held in Watchhouse
Date: 2021 6:37:23 AM

Noted

Regards

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: Mobile phone number

On 2021, at 9:34 pm, @police.qld.gov.au> wrote:

Good Evening Mr OLSEN, Inspector DDO,

Please be advised that juvenile: is being held in custody overnight at the Watchhouse due to advice received by staff at DC that they are at capacity and unable to receive this young person.

Please be advised that juvenile: is being held in custody overnight at the Watchhouse due to advice received by staff at DC that they are at capacity and unable to receive this young person.

I seek your support to hold these young persons in custody at the Watchhouse

As usual if you have any queries please don't hesitate to call the Shift Supervisor at the Watchhouse on

Kind regards,

<!--[if !vml]-->
<image003.jpg>
<!--[endif]-->

Sch3(12)(1)
Watchhouse

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Young Person held in [redacted] Watchhouse
Date: [redacted] 2021 12:24:13 PM

Noted

Regards

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [redacted] Mobile phone number

On [redacted] 2021, at 11:51 am, [redacted]
[redacted]@police.qld.gov.au> wrote:

Good afternoon Mr OLSEN, Inspector [redacted], DDO

Please be advised that [redacted] juvenile: [redacted]
[redacted] is being held in custody [redacted]
[redacted]. Due to advice received by staff at [redacted] DC that
they are at capacity and unable to receive this young person. ⁷³⁽²⁾

[redacted]

I am seeking your support to hold this young person in custody at the [redacted]
Watchhouse [redacted] until a bed becomes available to [redacted] DC.

As usual if you have any queries please don't hesitate to call the Shift Supervisor at
the [redacted] Watchhouse on [redacted]

[redacted]
[redacted] Watchhouse
[redacted]

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have received this electronic message in error, please
inform the sender or contact 1300ITPSBA@psba.qld.gov.au.
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RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Multiple YPs held in Watch house
Date: 2021 6:24:26 AM

Noted

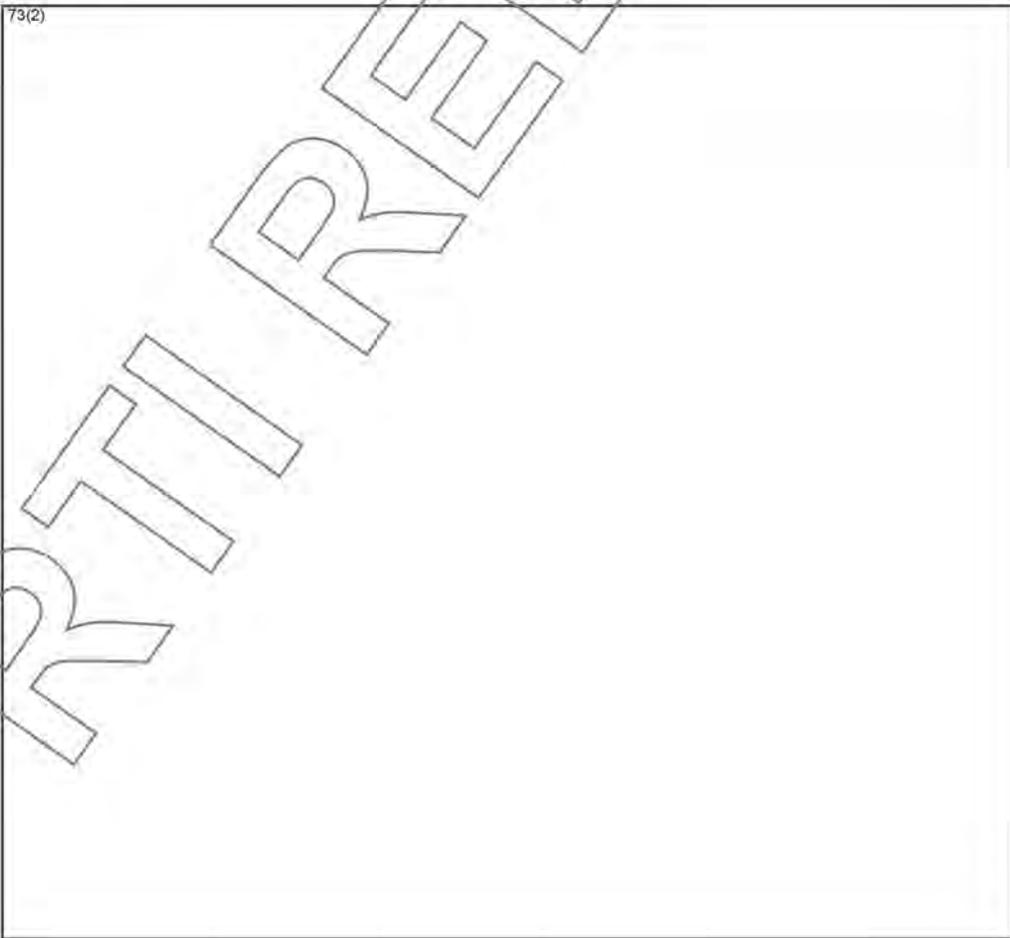
Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M:

On 2021, at 6:07 pm
@police.qld.gov.au> wrote:

Good Evening,

Please be advised that the following 3 Juveniles and 1 Juvenile are being held in custody overnight at the Watchhouse. Previous advice that juveniles could not be received at DC due to Capacity issues.

Fresh arrest



73(2)

[Redacted]

I seek your support to hold these young people in custody at the [Redacted] Watchhouse [Redacted] / acceptance by [Redacted] DC.

As usual if you have any queries please don't hesitate to call the shift supervisor at the [Redacted] Watchhouse on [Redacted]

Cheers

[Redacted]

[Redacted] Watch House

[Redacted]

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP in custody overnight [redacted] Watchhouse [redacted]
Date: [redacted] 2021 6:14:27 AM

Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [redacted] Mobile phone number

On [redacted] 2021, at 10:05 pm, [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at Capacity they cannot accept the following YP into their Detention Facility.

- 1. [redacted]

73(2) [redacted]

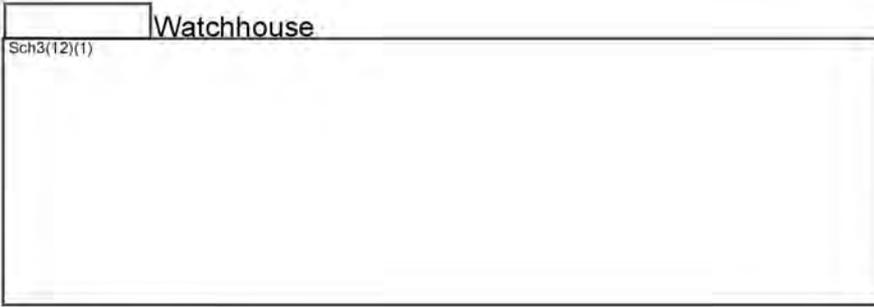
I respectfully request your support Mr OLSEN to hold this YP in custody at the [redacted] Watchhouse [redacted]

Inspector [redacted] I respectfully request approval for this YP to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept [redacted] or [redacted]

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

[redacted]
Shift Supervisor



<image001.jpg>

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RTI RELEASED

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YP held in Watch house
Date: 2021 8:08:03 PM

Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [Mobile phone number]

On [redacted] 2021, at 7:24 pm, [redacted]
[redacted]@police.qld.gov.au> wrote:

Good evening,

Please be advised that one [redacted] Juvenile: [redacted]
[redacted] is being held in custody overnight at the [redacted] Watchhouse due to
advice received from [redacted] staff that [redacted] DC are unable to receive the
young person as there are no available beds at the centre.

⁷³⁽²⁾
[redacted]

I seek your support to hold this young person in custody at the [redacted] Sch3(12)(1)
Watchhouse [redacted]

As usual if you have any queries please don't hesitate to call the shift supervisor at
the [redacted] Watchhouse on [redacted]

Cheers

[redacted]
[redacted] Watch House
[redacted]

From: David L Olsen
To: Sch3(12)(1)
Subject: RE: Young Persons held in [redacted] Watchhouse
Date: [redacted] 2021 8:03:19 AM
Attachments: image002.png

Approved given [redacted] DC is unable to accept these young people.

Regards

Dave Olsen | Regional Director
 North Queensland Region | Department of Children, Youth Justice and Multicultural Affairs

109 Bamford Lane Kirwan
 T: 07 4796 6700 | M: [redacted] Mobile phone number

From: [redacted]@police.qld.gov.au>
Sent: [redacted] 2021 1:23 AM
To: David L Olsen <David.OLSEN@cyjma.qld.gov.au>; [redacted]
 [redacted]@qldpolice.onmicrosoft.com>; [redacted]@police.qld.gov.au>;
 [redacted]@police.qld.gov.au>
Subject: Young Persons held in [redacted] Watchhouse

Good Evening Mr OLSEN, Inspector [redacted] DDO,

Please be advised that [redacted] juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to advice received by staff at [redacted] DC that they are at capacity and unable to receive this young person. [redacted]

Please be advised that [redacted] juvenile: [redacted] is being held in custody overnight at the [redacted] Watchhouse due to advice received by staff at [redacted] DC that they are at capacity and unable to receive this young person. [redacted]

I seek your support to hold these young persons in custody at the [redacted] Watchhouse until beds become available at [redacted] DC.

As usual if you have any queries please don't hesitate to call the Shift Supervisor at the [redacted] Watchhouse on [redacted].

Kind regards,

Sch3(12)(1)

Watchhouse

[Redacted]

RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: Re - YP in custody overnight [redacted] 2021. [redacted]
Date: [redacted] 2021 1:52:37 PM

Noted

Regards

Dave Olsen
 Regional Director- North Queensland Region
 Department of Children, Youth Justice and Multicultural Cultural Affairs
 E: David.olsen@cyjma.Qld.gov.au
 M: [redacted] Mobile phone number

On [redacted] 2021, at 1:50 pm, [redacted]@police.qld.gov.au> wrote:

Dear Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at capacity they cannot accept the following YP into their Detention Facility.

1. [redacted]

[redacted]

I respectfully request your support Mr OLSEN to hold this YP in custody at the [redacted] Watchhouse

Inspector [redacted] I respectfully request approval for this YP to remain in custody at the [redacted] Watchhouse until [redacted] DC can accept [redacted] or [redacted] appears in the [redacted] Children's.

As usual please contact the Shift Supervisor at the [redacted] Watchhouse by email or phone if you have any concerns.

Kind Regards,

Sch3(12)(1)

Shift Supervisor

Watchhouse



<image001.jpg>

RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YOUNG PERSON IN CUSTODY OVERNIGHT [redacted] 2021
Date: [redacted] 2021 9:18:22 AM

Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [redacted] (Mobile phone number)

On [redacted] 2021, at 8:33 pm, [redacted]
[redacted]@police.qld.gov.au> wrote:

Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at capacity they cannot accept the following YP into their Detention Facility and they will remain at [redacted] Watchhouse overnight.

[redacted] 73(2)

I seek your support to hold this young persons in custody at the [redacted] Sch3(12)(1) Watchhouse until beds become available at [redacted] DC.

As usual if you have any queries please don't hesitate to call the Shift Supervisor at the [redacted] Watchhouse on [redacted]

[redacted]
[redacted] Watchhouse
[redacted]

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YOUNG PERSONS IN CUSTODY [redacted] WH OVERNIGHT
Date: [redacted] 2021 7:17:19 AM

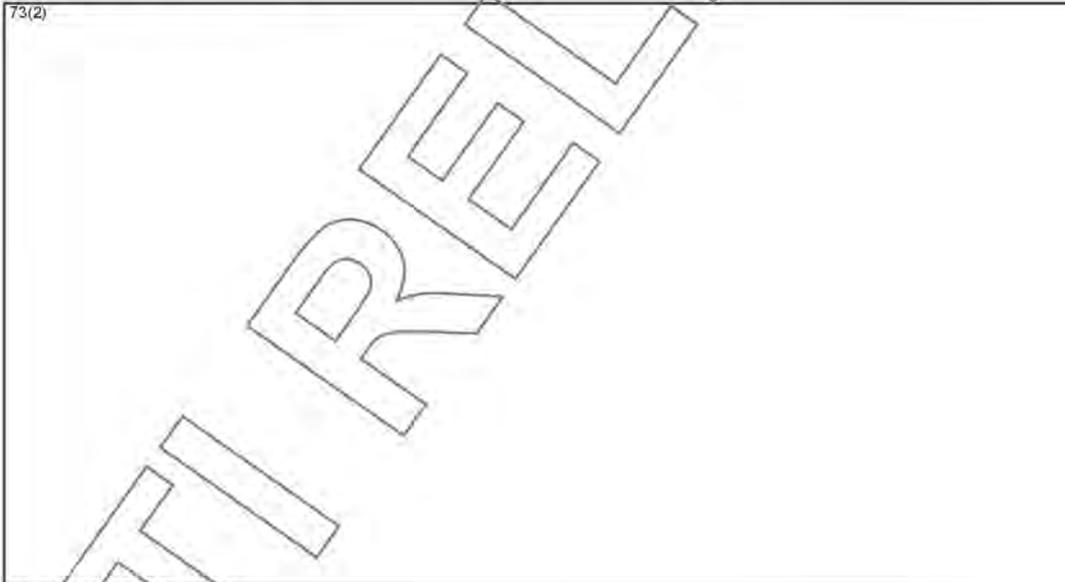
Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [redacted] Mobile phone number

On [redacted] 2021, at 9:22 pm, [redacted]
[redacted]@police.qld.gov.au> wrote:

Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at capacity they cannot accept the following YP's into their Detention Facility and they will remain at [redacted] Watchhouse overnight.



I seek your support to hold this young persons in custody at the [redacted] Watchhouse until beds become available at [redacted] DC.

As usual if you have any queries please don't hesitate to call the Shift Supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards

[redacted]

	Watchhouse
Sch3(12)(1)	

RTI RELEASE

From: David L Olsen
To: Sch3(12)(1)
Cc:
Subject: Re: YOUNG PERSON IN CUSTODY OVERNIGHT
Date: 2021 4:52:43 PM

Noted

Dave Olsen
Regional Director- North Queensland Region
Department of Children, Youth Justice and Multicultural Cultural Affairs
E: David.olsen@cyjma.Qld.gov.au
M: [Mobile phone number]

On [redacted] 2021, at 4:34 pm, [redacted]
[redacted]@police.qld.gov.au> wrote:

Mr OLSEN, Inspector [redacted] Senior Sergeant DDO's, Colleagues,

Please be advised that due to [redacted] DC being at capacity they cannot accept the following YP into their Detention Facility and they will remain at [redacted] Watchhouse overnight as per advice of Youth Justice.

73(2)
[Large redacted area]

I seek your support to hold this young persons in custody at the [redacted] Watchhouse until beds become available at [redacted] DC.

As usual if you have any queries please don't hesitate to call the Shift Supervisor at the [redacted] Watchhouse on [redacted]

Kind Regards

[redacted]
[redacted] Watchhouse
[redacted]